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METROPOL CANBERRA

CAR PARK MANAGEMENT PROPOSAL

Prepared by Care Park

29 May 2023



EXECUTIVE SUMMARY

The Metropol Canberra Car Park reflects an exciting opportunity for Care Park to demonstrate our ability to provide a tailor-made parking management solution that delivers above and beyond the key operational and financial requirements. We believe our proposal showcases the aspects of Care Park that make us the standout choice to deliver a strong, long-term financial and operational position on an inefficiently used component of the property.

Our management services include complete car park management including General Car Park management Services, operational support, the provision of banking services, tenant parking permit management, technical maintenance and support, Sales and Marketing, Auditing and reporting and administration.

Key Operational Objectives

- ▶ 1st class car park management
- ▶ Reduce revenue leakage
- ▶ Key improvements in car park presentation and identification
- ▶ Ready-made advanced technology applications which enhance customer experience and is designed for customer friendly ease of use for a first-class operation;
- ▶ Lowest cost maintenance solutions for ongoing uptime operations.

Experience

Care Park has delivered many projects and operating solutions globally. To provide the owner/s with the best outcome, Care Park have thoroughly reviewed the carpark project requirements and the desired outcomes we believe are essential. This has enabled us to ensure best practice, best pricing and be able to support and deliver the best available operations management with the proven technology for this project. Care Park have approached this project on a total commitment basis and on a partnership basis and to ensure ultimately the clients return is realised successfully, with the most innovative car park operator in the industry.

Care Park can confirm our immediate availability and utmost enthusiasm in undertaking the Car Park Management at Metropol Canberra.

We look forward to discussing our proposed Car Park Proposal with you further and invite you to view our corporate video via the following link: <https://youtu.be/REmhn-dPvi8>

Please do not hesitate to contact me on [REDACTED] should you have any questions regarding any aspect of the proposal.

Yours faithfully,



Michael Counihan
Commercial Manager | NSW & ACT

CONTENTS

ABOUT CARE PARK	3
COMMERCIAL PROPOSALS	8
Management Proposal	9





About Care Park



ABOUT CARE PARK

Care Park Pty Ltd has been established and operating car parks since 1998. Care Parks core business is the provision of car park management services and all related deliverables. We deliver complete end to end car park management services delivered by Care Park employed personnel. The group today operates over 450 car parking contracts including end to end management services, front line customer service, equipment and technology supply and installation, technical maintenance, property maintenance and cash collection contracts throughout Australia, New Zealand, Malaysia, Hungary and the United Kingdom.

Care Park delivers **Much More than Parking** and is one of Australasia's largest parking management groups and with a Group annual turnover exceeding \$250 million. We are unique, as apart from being an operator and manager of car parks, the Care Park Group also has ownership interests in a substantial portfolio of over 35 car parking freehold properties with a combined value in excess of \$350 million. We are uniquely placed with experience and knowledge in property development and acquisition of car parks as well as their international operation.

OUR GLOBAL NETWORK:

Whilst Care Park began life in 1998 with just one office in Melbourne, our international network is growing swiftly, with offices located in major and regional cities in Australia, New Zealand, Malaysia, Hungary and the UK. We currently employ more than 800 people across our portfolio of offices, properties and car parking facilities.

With current expansion into Hungary and the UK, our vast and rapidly expanding resources mean our clients are assured the highest quality services in Australasia and of our commitment to the success of their asset.

Some of Care Park's current major car parking operations include the following:

Melbourne Cricket Ground / Yarra Park	5000 bays	Spotlight Centre, South Melbourne	900 bays
Melbourne Sports and Aquatic Centre	1000 bays	Queen Victoria Market	800 bays
Cabrini Hospital, Melbourne	1200 bays	New Quay Precinct, Docklands	500 bays
Siddley Street (MCEC), Melbourne	700 bays	Stonnington Council portfolio	1000 bays
World Trade Centre, Melbourne	400 bays	Festival Car Park, Brisbane	500 bays
Western Health Sunshine & Footscray	1500 bays	Marketown Shopping Centre, Newcastle	900 bays
Vogue Plaza, South Yarra	600 bays	Woollahra Council portfolio, NSW	1100 bays
National Capital Authority portfolio, ACT	9000 bays	Coffs Harbour Hospital	1000 bays
Tank Street, Brisbane	400 bays	Circle on Cavill, Surfers Paradise	600 bays
The Park Tower, Knightsbridge London	100 bays	Manchester Airport, United Kingdom	5000 bays
Greenfield Park Shopping Village	185 bays	Hollo district car park, Budapest Hungary	400 bays



Melbourne Cricket Ground



Courtenay Central



Komtar Shopping Centre

Our Corporate Philosophy

Our implementation of innovative and state-of-the-art systems puts Care Park at the forefront of the parking and property management industries. We operate a large number of car parks and related services and as such, have a full understanding of the objectives of each business owner. Care Park provides **end-to-end management systems** for equipment procurement and installation, to daily parking management and innovative technology solutions to ensure the success of every business we manage.

At Care Park, we pride ourselves on excelling at the three pillars of our corporate philosophy:



- INNOVATION

With our impressive track record in the design, construction and operations of major car park developments, Care Park offers innovative solutions to the issues facing car park owners. Our unrivalled in-house expertise enables us to provide unique, tailored parking management solutions to suit our clients' needs.



- TECHNOLOGY

We are at the forefront of technical advances in parking, including the use of Licence Plate Recognition Technology and unique parking products and payment methods such as the My Care Park digital platform. Our knowledge in this area gives the car parks we manage an edge over our competitors.



- PEOPLE

Our diverse, talented and innovative workforce comprises senior executives with many years' experience in the industry, which, combined with strong legal, financial, operational, and marketing teams gives our clients the best corporate services in the management and marketing of their properties and car parks.

Quality Management Systems



Environment
ISO 14001
SAI GLOBAL



Health & Safety
OHSAS 18001
SAI GLOBAL



Quality
ISO 9001
SAI GLOBAL

Experience

Care Park has been providing car parking solutions throughout Australia, with further expansion planned overseas in New Zealand and Asia. Care Park has successfully delivered and installed numerous brands of technology throughout its operations. We continue to provide support services nationally in over 450 sites throughout Australia. Our experience in assessing car parks and providing products and recommendations for car park solutions, presentation improvements and project management of equipment and associated works is extensive.

Some of our major corporate partners include:



Accreditations and Awards

Care Park became the First 100% Accredited Operator in the Industry in 2017

“Care Park has demonstrated exceptional commitment in achieving this standard as a leader and supporter of the parking industry”.

The Accredited Operator Scheme is to regulate and standardise the way in which parking information, instructions and customer service is delivered to the public throughout all car parks in Australia.



CARE PARK HAS BEEN NAMED 2021 PARKING INDUSTRY AWARDS FINALIST IN TWO CATEGORIES.

The awards night will be held in conjunction with the biennial Parking Australia Convention & Exhibition 2021. Care Park has been named a finalist in the category of Outstanding Marketing and Communications with the nomination of the company's proactive strategy to clients: Care Park driving COVID chapter communications. Furthermore, one of Care Park's up and coming stars of the parking industry, Daniel Matthews' entry in the Parking Young Achiever Award category, has also reached finalist stage.



CARE PARK HAS BEEN AWARDED CAR PARKING ORGANISATION OF THE YEAR FOR 2020.

Care Park has been recognised for its excellence of operations and delivery of services at the 2020 [Parking Australia](#) Awards, winning the premier award of “*Parking Organisation of Year*”.

2020 has been a challenging year at Care Park and for many companies and individuals in the parking industry. This award is even more significant than ever for Care Park, that despite the challenges our organisation has faced, we outshone our industry peers to be named the Parking Organisation of the Year.

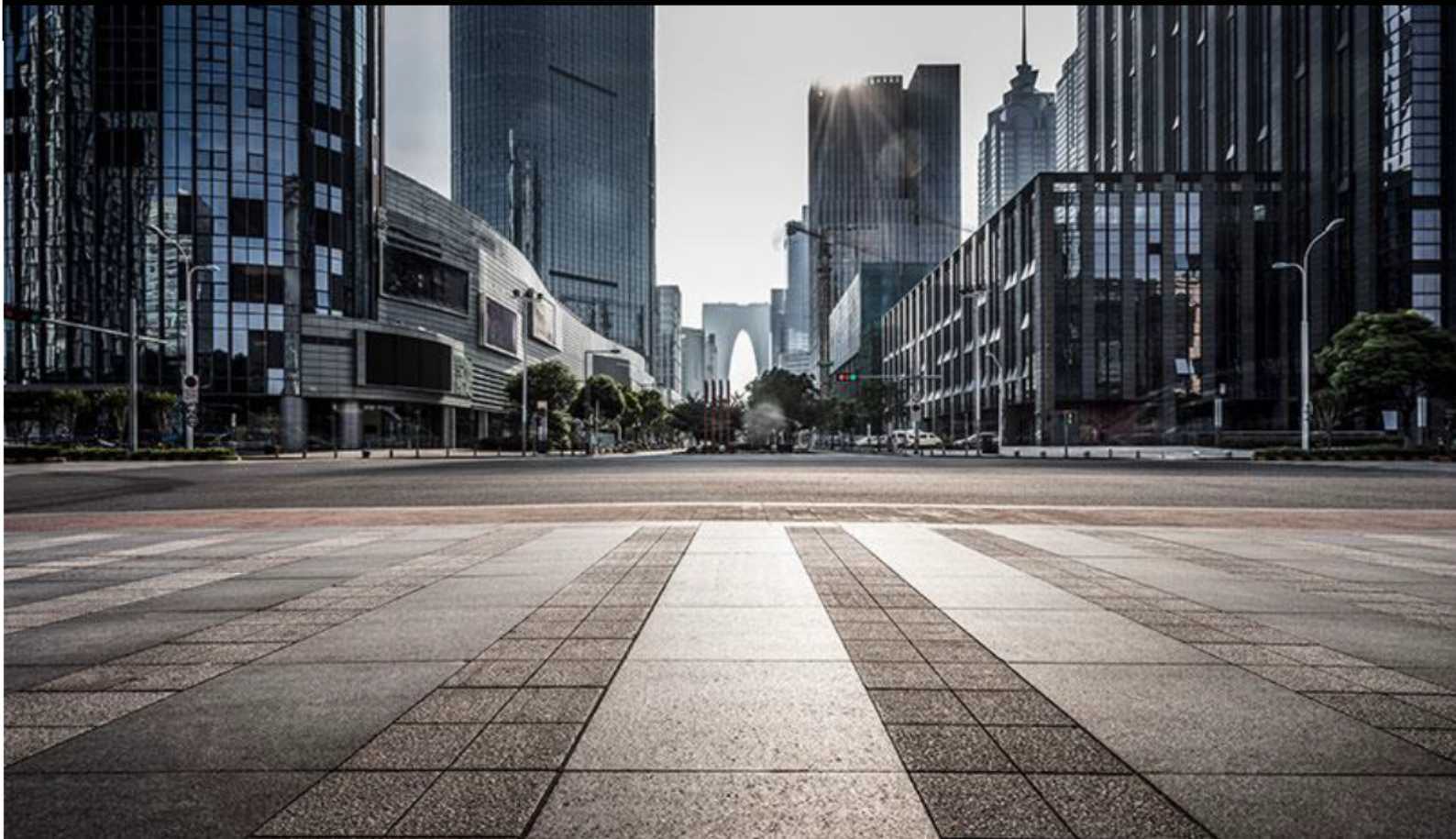


CARE PARK'S SALES MANAGER, JENNA WHITE, WINNER OF THE YOUNG ACHIEVER OF THE YEAR 2018.

“Being recognised for a number of initiatives she has led for Care Park including the Parking with Benefits program; rehousing of sleeps and rolling out the SARAH program at Care Park sites”.



Commercial Proposal



MANAGEMENT PROPOSAL

Car Park	Metropol Canberra Car Park Cooyong Street, Canberra ACT 2601
Manager	Care Park Pty Ltd ABN: 47 083 921 215 Level 1, 530 Lonsdale Street MELBOURNE VIC 3004
Owner	Name: Geocon ABN: Address: Level 4/16-18 Mort Street Canberra ACT 2601
Type of Agreement	Car Park Management Agreement
Number of Bays	132 bays approx.
Term	-
Base Management Fee	
Goods and Services Tax (GST)	All figures are exclusive of Goods and Services Tax (GST)
Operating Hours	As agreed with the owners
Commencement Date	As agreed with the owners
Operators Responsibilities	The items listed below are included in our overall Management Fee <ul style="list-style-type: none"> • Stationery • Telephone • Cash collection and invoicing of permanent parkers • Issuing of keys and remotes for bollard system • Staff to visit the site once per week • Adverting and promotional activities as approved by the Owner • Monthly Reporting • Public Liability insurance to \$20 million
	Care Park shall provide a fully detailed and comprehensive report monthly to the Owner. The report shall include: <ul style="list-style-type: none"> • Management report and overview • Financial performance report including full P&L of the car park • Monthly parking volume, rates and revenue • Operational Issues, Actions and Risk Assessments
Owner's Costs	The Owner shall be responsible for the following costs: <ul style="list-style-type: none"> - Car Park Premises and maintenance - Rates and Taxes - Parking Space Levy (if applicable)

	<ul style="list-style-type: none"> - Advertising and promotional costs - Building Services Maintenance - Car Park Equipment Costs - Car Park Equipment Repairs and Maintenance - Signage Costs - Lighting and Electricity - CCTV Costs - Cleaning of the Carpark and Communal Areas - Building Services and Maintenance - Car Park Security - Building Fire Services - Building structural issues
<p>Additional Services</p>	<p>Care Park can provide staff to attend the site on an ad-hoc basis. This service will be costed as follows.</p> <ul style="list-style-type: none"> - Callout between 7am-5pm weekdays \$75 per hour ex GST - Outside these hours including weekends & public holidays \$150 per hour ex GST <p>Care Park will commit to a four (4) hour turnaround for weekday call outs. Call outs to only include labour and any parts or equipment will be the responsibility of the Owner.</p>
<p>Special Conditions</p>	<p>These HOA are non-binding.</p> <p>The parties will not be bound to an agreement to manage the Car Park unless and until:</p> <ol style="list-style-type: none"> a) All necessary internal approvals including but not limited to Managing Director approval are obtained; b) and execution of formal documentation on terms acceptable to both parties in their respective absolute discretion.

PROPOSAL ACCEPTANCE FORM

We, the Owner agree with the Car Park Proposal presented by Care Park, dated 29 May 2023 and its terms and conditions and are prepared to execute suitable legal documentation on this basis.

Signed on behalf of the Manager:

Care Park Pty Ltd

Company Name

Authorised Representative Signature

Print Name of Authorised Representative

Date

Signed on behalf of the Owner:

Company Name

Authorised Representative Signature

Print Name of Authorised Representative

Date