



Experts in
innovative
parking
solutions



National Car Parks: the future of parking

The parking landscape has seen huge changes in the last decade. This will continue as innovation transforms the customer journey and adds true value to your business.

It's about engaging with customers throughout their journey, from the very first step to their last. It's no longer simply about manning car parks.

And NCP is leading the way. As technology evolves, it offers greater opportunities for you, our customers and us.

From contactless parking equipment and auto-recognition to integrated smart city applications, we are proud to be at the forefront of parking.



Redefining parking since 1931, we
make our customers' lives easier
through innovative and seamless
parking experiences



Asset management

From innovative funding structures to end-to-end management, we create tailored solutions that deliver value through:

1

Designing and Building

The next generation of car parks from small bespoke sites to large multi-storeys.

2

Funding

A variety of new builds and refurbishment projects through traditional investment or creative funding structures.

3

Operations

More than 500 car parks across 90 towns and cities in the UK.

4

Commercial and Asset Management

Over 200 long and short term contracts across multiple sectors, creating bespoke solutions for every client.



Parking since 1931

NCP has been designing, building and managing car parks since 1931.

Today, our ethos is to work in partnership with you; providing tailored parking solutions - from management agreements to leasing, purchasing and funding through to full joint ventures – to suit your every need.

Having built more car parks than any other UK parking provider, we are experts in car park construction and asset management. Our in-house technical services division includes civil engineering, building services, asset and property management. This team of specialists have a track record of supporting clients to deliver new build car parks and refurbishment projects of all sizes.

You will benefit from our whole life cost management approach, which measures the economic impact of built assets over the building's life. This delivers value for money and reduces the costs associated with day-to-day operation and maintenance.

The 1st NCP car park was created in 1931 on a bombsite in Holborn

NCP built the 1st fully automated pay on foot MSCP in Europe in 1961: Lee Circle in Leicester

Winner of BPA Car Park Refurbishment Project Leicester St Peters Lane

Addenbrooke's Hospital built

1931

1961

2002

2006

Salford New Bailey car park



Salford New Bailey was designed to sit well within the surroundings of the wider New Bailey commercial scheme, providing a sustainable car park that utilised the latest technologies and served a variety of parking needs. Through its experience across the parking landscape, NCP provided invaluable input into the design, functionality and customer journey to help deliver value for money and an exceptional user experience.



Phil Mayall, Development Director, Muse Developments



Salford New Bailey is a typical example of our collaborative approach to working with developers and property owners.

NCP teams worked hand-in-hand with the developers to deliver a state-of-the-art piece of modern architecture: from planning, to its design and construction, to its operation and management.

The car park has been designed and built to support the latest technologies – including ANPR pay-on-foot technology, level monitoring, sustainable LED lighting and a 24/7 connection to NCP's customer contact centre. It reflects the best of modern,

efficient and secure design, as well as being sustainable.

All of these innovations have been deployed with the customer front-and-centre to ensure the customer journey is seamless, from pre-book to departure.

And it has proved to be a success with customers; volume is growing year on year and it is outperforming all revenue expectations.

Recognised for its striking, customer focused design, Salford New Bailey won a special Architectural Award at the British Parking Awards 2016.



Brewer Street - renovated to 1930s style and awarded special commendation at British Parking Awards

Topp Way and Deane Road built

2009

Winner of BPA Best New Build Car Park Bolton Topp Way

2010

Stockport Exchange built

2014

Grand Central and Salford New Bailey built

2015

Salford New Bailey winner of BPA Architectural Achievement Award

2016

Technology and innovation

NCP is renowned for embracing new technologies and thinking creatively. Our innovative solutions enhance the customer's journey, maximise revenue and set the standard in best practice across the parking industry.

Cutting edge, customer focused technology

We pioneered the use of online pre-book and we have continued to lead the way, investing in a number of solutions that deliver world-class parking, including:

Multiple and flexible

Payment methods

24/7 support

Remote control communication and equipment support

Cashless parking

Account-based payments and mobile phone transactions

Ticketless parking

ANPR and QR code recognition methods

The car parking environment is changing and as 'smart cities' become a reality, customers are demanding an integrated, mobile and intelligent parking experience.

To enable this, we are continually investing in research and development to create industry leading products and services that make parking seamless, maximise revenue and help support our clients' sustainable

transport policies.

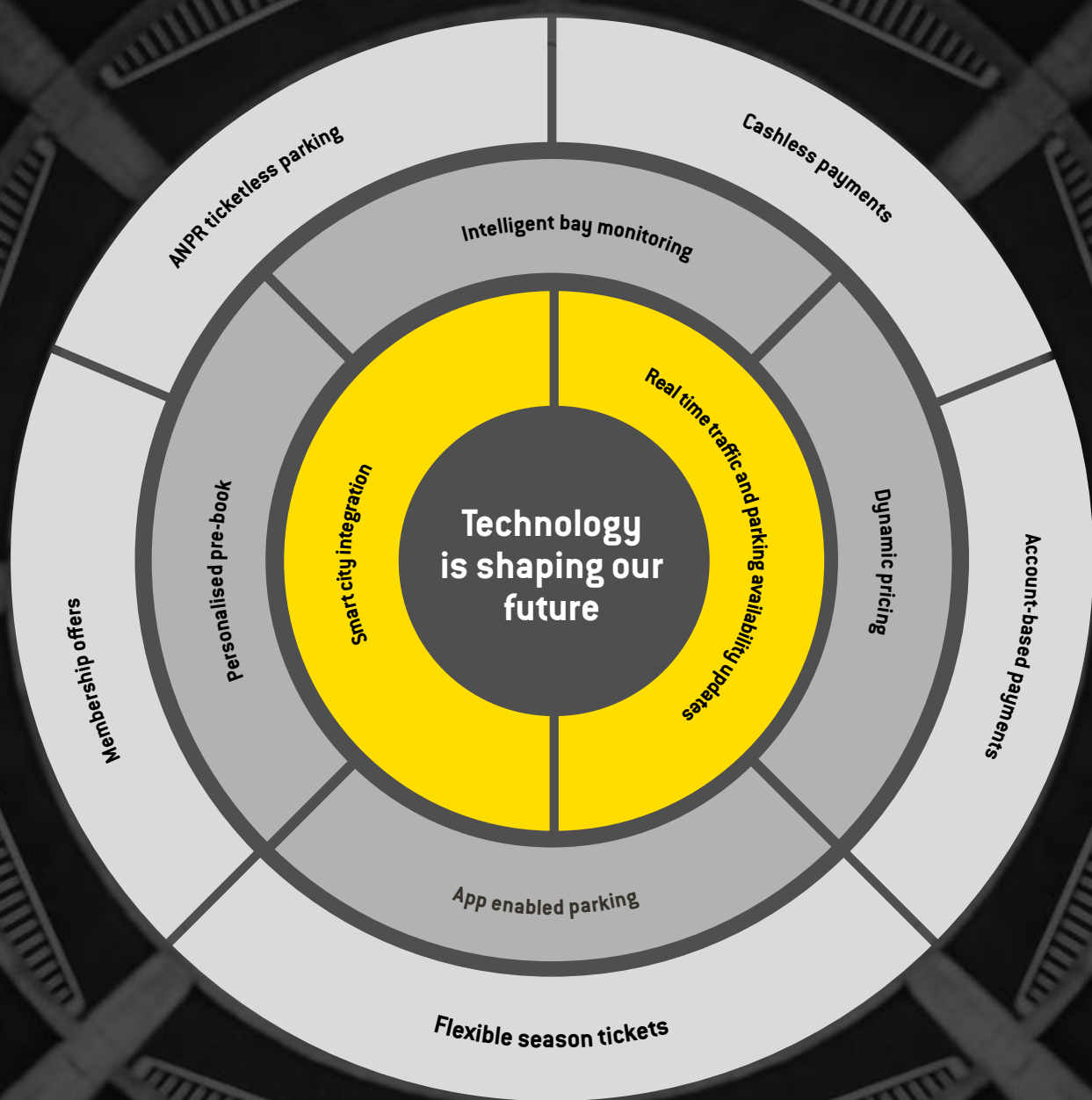
But this is not innovation for its own sake. From NCP ParkPass, our account-based cashless payment platform to real time space and congestion management, we are utilising cutting edge technology to improve the parking experience today, tomorrow and for the future.



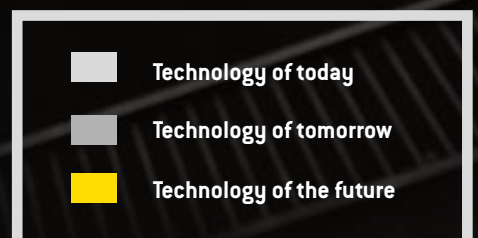
ADVAM's work with NCP has not only successfully grown pre-book across NCP's estate, but created a shared ethos to challenge and innovate across the parking industry. We understand that customers want flexibility in how and when to pay, which, combined with NCP's foresight, has enabled innovative payment solutions that address the needs of NCP's customers and improves their journey. This cutting edge technology allows NCP to connect with customers and reward their loyalty.

Andy Stott, UK Territory Director, Advam





Key



Delivering value for you

Successful car park management is about maximising revenue streams by better understanding the customer, the location, the competition and the products you offer to deliver an outstanding service.

We invest heavily in our commercial teams, ensuring an unrivalled set of specialist skills to create and implement innovative solutions that lead the way and add value to the customer experience.

Reap the benefits

Creating value through technological advancement, operational synergies and asset improvement.

Happy customers

Improving your customer experience through exceptional service, flexible products and simple, effortless user journeys.

Time to grow

Maximising your revenue through commercial and digital insight to drive continuous long-term growth and customer loyalty.

CRM and Business Intelligence

Product, pricing and yield management

Delivering the right product at the right price at the right time because we understand your business.

Channel management

Maximising the commercial viability of a product by choosing the most effective route to market.

Digital and offline marketing

Driving brand awareness and product understanding to improve the online customer journey.

Proposition development

Giving your customers more choice by bringing new ideas to market that enhance their parking experience.

Understanding your business and your customers

Knowing and understanding your business sits at the heart of what we do. And to provide your customers with a tailored range of flexible products, prices and payment methods, we have recently launched a unique, market leading product, customer insight and business intelligence platform. Through detailed customer insight we can deliver targeted products, prices, marketing and service communications, improving the customer experience and growing revenue.

We have more experience than any other parking provider in growing parking and non parking revenue by identifying and implementing the most commercially viable and profitable use of our space.

Whether it's ensuring your customers always receive best value for their parking or a membership scheme, loyalty programme or partnership with a retailer, we deliver value added services that maximise your asset whilst offering more than just a parking space to customers.

The go-to consultancy partner for Cardiff Airport

While the airport's in-house operational team deliver on the ground, NCP advises on inventory and pricing management; revenue and yield management; distribution channel selection; provision of a customer-facing contact centre and marketing services.

The partnership is based on tangible risk and reward – with a revenue-share partnership in place, whereby all delivery costs and risk are covered by NCP – leading to the development and delivery of a sustainable parking strategy.

During the current financial year, revenue from pre-booked parking has grown by almost 25%, outpacing passenger growth of 20%.

This has been driven by stronger pricing strategies alongside volume growth that has grown ahead of total airport passenger growth.

The partnership is overseen by a steering group comprising senior personnel from both NCP and Cardiff Airport. This provides oversight and directs future developments. By working in partnership, NCP continues to demonstrate that Cardiff Airport is a key client, not just "another contract".



Our partnerships

NCP is an innovative and customer facing partner. We'll help you realise your parking ambitions by delivering forward-thinking solutions that reduce costs, increase revenue and most importantly, enhance your customers' experience.

We have a full range of commercial options to meet your needs, from a full partnership to lease and management agreements. Alternatively, we can offer a wide range of modular services, from equipment advice to digital integration and yield management, enabling you to choose from the products and services we offer to suit your immediate needs.

A match made in Birmingham

NCP has held the car parking contract at Birmingham Airport for over 20 years. And what started out as a traditional, SLA-based operating contract has evolved into a breakthrough partnership within the industry— with shared risk, reward and resource all working to deliver for both parties, whilst putting customers at the heart of new developments.

The partnership is working – delivering new customer facing products and revenue growth of +6% vs passenger number trends.

Together Birmingham Airport and NCP are building a parking strategy that not only continually seeks to improve the service offered to customers, but that identifies and delivers the future aspirations of the partnership and its customers.



By applying its industry leading experience to all aspects of the contract, NCP ensures that we are constantly challenging the status quo to deliver far more than just a parking service. NCP is clearly committed to a long term partnership with us, which allows the partnership to truly innovate to deliver further customer opportunities and growth.



Jo Lloyd, Birmingham Airport's Commercial Director

NCP partner with Birmingham Airport

1990

NCP and Manchester City Council
create 1st public private partnership in UK

1999

NCP partner
with London
Underground

2002

A pioneering partnership with Manchester City Council

NCP's joint venture with Manchester City Council leads the way in public/private partnerships. Together, we have improved the parking offer across the city, grown revenue and volume whilst reducing the cost of parking for customers.

It is an effective, collaborative partnership, built on trust and transparency. Working with the council we have invested in a £13m parking equipment upgrade, introduced new products, tariffs and ways to pay, including pre-book and Pay By Phone.

By improving the parking environment and offering the right products at the right price, we are looking after our customers. And it shows. Revenue has increased by 7% and volume by 12% over the last two years.

Together, we are building a parking strategy that not only addresses today's needs but also the partnership's future ambitions.



Manchester's joint venture with NCP has been a genuine success for the city, complementing the world leading transport infrastructure that Manchester has developed. The Partnership is committed to delivering best in class to the people of Manchester and the future growth of the city. It is a true co-operative partnership that continues to go from strength to strength.



Sir Howard Bernstein, Chief Executive, Manchester City Council



We have worked with London Underground since 2002 and managed all 61 car parks across the portfolio since 2009. Due to its continued success, the contract has recently been extended and now also includes TfL Rail station car parks.

The partnership has seen year-on-year revenue growth, achieved through better space utilisation, intelligent resourcing, new products and technology innovation.

Through ANPR and bay monitoring linked to real time dashboards, we can collate operational data to maximise revenue whilst cashless payment options and season tickets give customers new and flexible ways to manage their parking.

Customers have benefited from other car park improvements including updated parking equipment, additional parking bays and immediate assistance from help points linked to NCP's Customer Contact Centre.



NCP and TfL have partnered well together over the years, jointly delivering continued improvements to the car park portfolio and to day-to-day contract management. TfL has invested in a number of new technologies, which NCP has taken forward to deliver operational and commercial benefits, whilst improving the overall experience for our customers.



Steve Lewis, Senior Category Manager, Transport for London

On the right track



C2C rail partnership		Greater Anglia rail partnership		1st non operating contract: Cardiff Airport	
St Albans Council Partnership	Reading Council partnership		Bolton Council partnership		
2004	2005	2006	2007	2008	2013



Support

Centralised customer advice

Our industry leading, fully centralised UK contact centre provides 24/7 customer support 365 days of the year. This means we can monitor performance, identify and quickly resolve issues, communicate with and send assistance to customers and on-site colleagues.



Trust

Safety and security is our top priority

Our car parks are either staffed, linked to our customer contact centre or regularly patrolled by our operational experts, giving peace of mind that both cars and people are looked after. We've the most Park Mark awards in the industry, ensuring your customers and business are safe with us.

Delivering your success.

Support. Trust. Teamwork. Knowledge.



Support

Customer focused training

We've invested in the most comprehensive Learning and Development programmes in the off-street parking industry as well as introducing a bespoke Management Development programme. This improves quality of service delivery, retention and ensures we stay ahead in a changing landscape for the benefit of employees, customers and clients.



As much as we invest in the latest technologies, it's our people that make the real difference. Their commitment to service delivery is vital in meeting and exceeding customer expectations.



Teamwork

Leading the way

NCP's Leadership team sets the overall strategic direction of the business and, in collaboration with NCP's sector experts, drives investment, best practice and innovation to deliver exceptional service. Our teams support this with in-depth local knowledge and insight to ensure we offer the right advice to our customers and clients.



BPA Front line award winner (Shirley Lee)

Trust

Our people

NCP colleagues are at the forefront of our quality service delivery, ensuring car parks are safe, clean and ready for your customers. We invest in our people to ensure we support our commitments to clients and customers; and colleagues tell us we're getting it right in our annual engagement survey.



The National Contact Centre Business
Improvements Manager of the
Year 2015 (Adrian Cobbledick)

Knowledge

Service delivery

We add value to our clients through the delivery of consistent high standards, detailed knowledge of local parking markets, and always innovating to improve the customer's experience. NCP is the only car park operator with significant experience across the whole parking value chain in all sectors to deliver benefits for our clients.



Teamwork

Our clients and frontline teams are supported by a wide range of in-house support functions to ensure they have all the tools they need:

Property Management	Equipment Support
Technical Services	HR
Project Management	Learning and Development
Legal	Operations
Risk Management	Customer Service
Loss Prevention Sales	Finance
Marketing	Health and Safety
Commercial Insight	
IT and Technology	



We actively recruit experts in their fields from outside the parking industry to ensure we're always at the cutting edge of innovation. It's simple. We employ only the best and focus on continuous development to ensure you receive exceptional service every time.

With over 1200 employees we recognise the value and importance of investing in our people; to manage, develop and reward them positively. And it shows. In 2015, NCP was the first parking operator

to be included in the Sunday Times 'Ones to Watch' companies, an accolade on which we will continue to build.

We share knowledge and best practice across the business for the benefit of clients and customers. No other parking provider can leverage the quality of support that NCP does and it is this support that has made us preferred partner for parking solutions.

Corporate social responsibility

We recognise that our activities have an impact on the environment and are committed to minimising this impact. Our activities and corporate policies can and should contribute to a safer society and better environment; ensuring we consistently provide efficient and sustainable car parking solutions aligned to our clients' and customers' needs.

We demonstrate our commitment to CSR through:

Environment

Reduce, Reuse and Recycle policies

Social

Employing local communities and suppliers

Charities

Supporting local and national charities, including a patronage with the Prince's Trust



Lighting the way

We are changing the face of car park lighting, replacing the existing fluorescent tubes for LEDs (light emitting diodes) across our estate in an industry leading retrofit programme. This is providing lighter, brighter and safer car parks whilst reducing our energy consumption and carbon footprint.

- NCP LED upgrade was the first transport infrastructure project to qualify for the government's UK Guarantees scheme
- Winner of energy consultant BIU's Energy Efficiency Award 2013
- Winner of 2015 BPA Sustainability award for LED lighting initiative

Initiatives you can rely on...

1

1st parking company to source energy from 100% green energy sources

2

1st to install electric vehicle charge points across car parks

3

The only car park operator to have a rail contract accredited to the environmental standard ISO14001

4

We're replacing old parking equipment with energy efficient versions, including installing solar powered pay machines

5

Supporting over 20 local charities, community initiatives and back-to-work schemes nationwide

6

We're installing secure cycle storage in all of our new build car parks

7

1st to achieve Disabled Park Mark (2015) / winner of Parking Management Award at Disabled Motoring UK 2015 awards

8

Working to reduce our carbon footprint since 2005 and aiming to be carbon neutral by 2020