



Facilities Transformation Solutions

RE-IMAGINING THE SPACES IN WHICH WE THRIVE

Executive Overview

AN OVERVIEW OF THE KEY 'TRANSFORMATION DRIVERS'

- + What drives the need for change?
- + Environment, sustainability and community - designing ESG into your new branch network
- + What makes a 'transformed branch' successful?

The Cennox Approach

- + First contact - our approach to project management
- + Design and project development
- + Customer and staff strategies
- + Environmental and community strategies
- + Technology planning and integration
- + Security planning and integration
- + Construction and fit-out
- + Signage manufacturing and installation
- + In-house and partner management
- + Ongoing infrastructure support
- + Wrap around services

Who is Cennox

- + Introducing Cennox
- + Case studies
- + Contact details





Executive Overview

When organisations look to uplift and refresh their offices and branches, they talk to Cennox to help them realise their plans. Unlike many facilities refresh companies, Cennox works with our clients with a different approach to service planning, design, execution, and ongoing support.

This high level overview of our full capabilities will demonstrate our hands-on, innovative appetite for the best in-class project and service delivery.

This document will also share how we have transformed projects of single branch make-overs, to national roll-out projects.

The world is upgrading the environments in which we work; we're with you on that journey.

Nick Armstrong

Chief Projects Officer

What drives the need for change?

AN OVERVIEW OF THE KEY 'TRANSFORMATION DRIVERS'

The reason for changing your facilities will probably be unique to your organisation. Driving that desire to refresh could be a mix of practical, operational and service evolution, in order to continue to remain relevant to your customers.

Technology to Improve Service

New technology and self-service devices improve how customers engage with your products and services. Technology will also free up staff and branch resource, empowering your staff to up-sell and improve the customer experience.

- + Self-service devices
- + Multi-function service devices
- + Automated teller devices
- + Digital/video teller devices
- + Smart cash management devices



A space designed to be relevant to your customers

How customers engage within your facilities will have changed as technology, the growth in digital, and changes in customer experience steer how your space is used. Let us develop a branch which invites fresh conversation.

- + Design function and ease into your space
- + Design in the customer experience
- + Design out redundant ineffective systems
- + Design a space which inspires
- + Design it around community
- + Design it around conversation
- + Design it to be relevant

An environment designed for business growth

Branches should communicate clearly and on point. Your environment should engage in new ways with your customers, to encourage existing customers and attract new demographics of clients.

- + Environments which communicate
- + Environments to attract new clients
- + Environments to reflect your business
- + Environments responding to change
- + Environments supporting digital
- + Environments designed to grow

A branch to position your business for the future

Good design, the right focus on the customer journey and an intelligent integrated technology platform, will provide a branch that is ready to flex with the future demands on your business.

- + A future where digital and physical work together
- + A future using space and technology in partnership
- + A future that listens for what customers need
- + A future where services reflect your customer needs
- + A future where conversation moves forward, not backward

Environment, Sustainability and Community

Design ESG into your new branch network and culture of your business

Our customers talk to us about the importance of sustainability, environment, and community in their initial project brief.

Positioning their brands around what is most important to their culture, clients, communities and wider environment, has become a key driver in the design and decision making process.

Unlike times long ago, this new focus is not lip service to a cause - this is the new expected normal and we embrace that passion.

Materials, design, and honest understanding

When pushed, many customers do not actually know what sustainable and recycled materials are, how they are rated, what their carbon impact is, or how best to use them in their commercial projects. Cennox can support and advise customers on how they can to realise their passion to deliver projects with minimal impact on the environment.

- + Advice on the right sustainable materials
- + Advice on measuring carbon footprints
- + Ensuring your supply chain complies
- + Ensuring you limit environmental impact
- + Advice on impacts to budget over materials

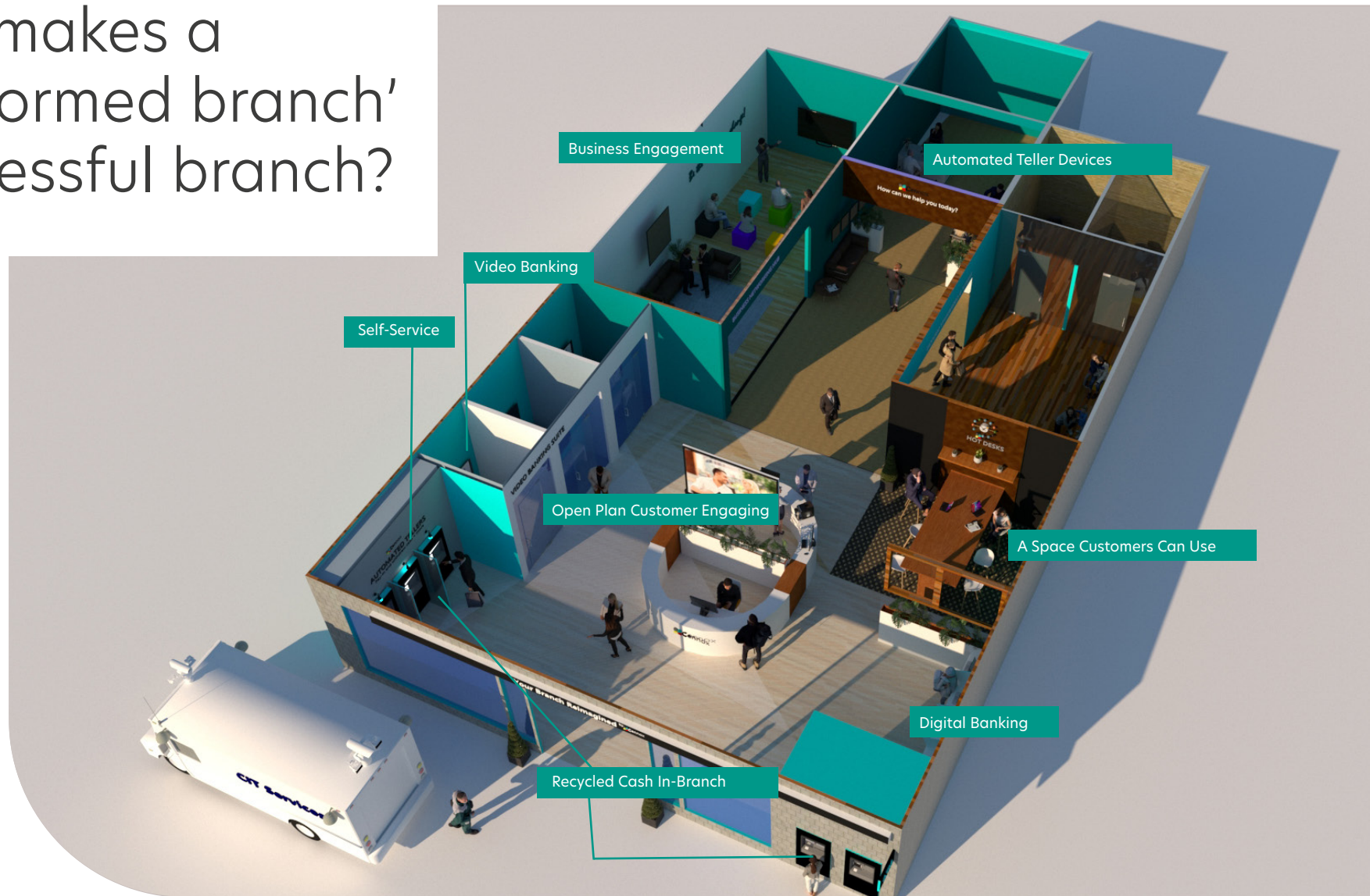
Culture change starts with conversation

Key to ESG is governance and community. Engaging with staff and customers from that first consultation, will help build a healthy conversation and build a better culture. Bringing them on your journey will often open new doors to creative and commercial opportunities.

- + Grow your culture through dialogue
- + Grow opportunities through commitment
- + Share your mission and vision upfront
- + Challenge the status quo and yourself
- + See it through - make it happen!



What makes a 'transformed branch' a successful branch?



Self-service devices driving customer satisfaction

A successful branch is designed around your customer's journey and their seamless, easy and invested engagement with your bank's services. We design and install the solutions which transforms cumbersome traditional ways of banking, giving your customers access to a wider array of service, and devices which frees up your staff to engage more directly with customers.

Operational efficiencies to drive down costs

Our technology solutions will transform how your bank manages your day-to-day activities. From the latest cash management processes, cash recycling, and CIT engagement, Cennox is saving our customers time, cost and delivering tangible improvements to how they process the front and back office services they provide.

Designing a demographically relevant environment

Not all banks are the same. Indeed, not all towns or communities are either. Cennox will work with each bank to explore how we deliver an environment which will connect with each of your important demographics of customers; be they of a certain age or ability, small, medium or large business, community group or charity - we'll create a branch which understands their language and need.



Our Approach





Our Approach

How we deliver the complete end-to-end customer experience

www.cennox.com | info@cennox.com

Whether you are redesigning a single branch, or looking to refresh numerous locations across a timeline that meets your refresh project - Cennox will join you on that journey.

Our approach is refreshing for many customers who have had experience of working on similar projects, juggling the needs and demands from multiple contractors. From day one, although managed by a single point contact, Cennox is able to bring multiple in-house branch specialists to all key briefings. From designers and material specialists, signage manufacturers, technology SMEs, construction leads, software architects and security managers, our in-house capabilities ensure our customers receive the right information about their project from the people experienced to deliver branch transformation projects.

Facilities. Security. Technology.

First Contact

Understanding who you are, what you need and why this is important to you.

We believe in delivering the projects which reflect who you are, not who Cennox is!

This may sound an obvious statement, but we know many organisations approach and lead construction projects around their own best method of delivery. There is some sense in that approach. Tried and tested materials, styles, designs, technology choices, even carpet style - why try and change what works right?

Our approach to first contact with our client's project is simple - understand why this project is important to them. What do they want to achieve? Who are they designing it for? What do they want the end environment to say about them?

... only then can the journey really start.



Energy, passion, creativity, ideas, inspiration, sensitivity, empathy - these are all first contact requirements.

These early discussions will build out the character of the project, the feel of the environment, and reaction you want to achieve from your customers as they walk in for the first time.

We start with exploring 'the wonder' first, before moving on to the functional. That will inevitably come, but wonderful things often deliver a better result for functional experiences.

First contact sessions will often set out the roadmap of needs and ultimately the wish-list of the project - an important first step.

Customer and Staff Strategies

Build in the benefits from day one

The quintessential benefit of branch transformation is the opportunity to improve the use of in-branch resource, the positive impact on customer experience, and the enhanced changes to internal processes through the deployment of new technology.

Cennox can support you to capture and translate preliminary research into sound understandings of how to get the maximum from your transformation project.

Environment and Community Strategies

Understand what matters most to those who use your branches

How do those in your community view your branch? How connected are they to your values, mission, or journey? Do they feel connected?

With an ever present digital alternative to banking, customers have a greater choice on who and how they bank. We can support the development of a closer relationship and narrative on what matters to the community and environment in which you are based and how that is translated into the fabric of your facilities.

The reason for changing your facilities will probably be unique to your organisation. Driving that desire to refresh could be a mix of practical, operational or evolution to driving new business opportunities.

Importantly, Cennox has engaged with customers from those initial meetings and helped them to respond to these changes, from their initial ideas to their final completion.



Technology, Planning and Integration



We provide the solutions which are connected and designed around operational efficiency

As a leading provider of banking technology, Cennox is the leading multi-vendor procurement specialist for systems and devices.

From 360 cash management and cash recycling solutions, to multi-function devices connecting customers to your services, we can build a package of integrated solutions around attractive cost models.

From back office devices to front of house customer facing devices, Cennox has access to a wealth of knowledge in banking solutions being installed worldwide and uses this experience for our customers' projects.

Our in-house capabilities to not only sell devices, but also provide the installation and ongoing maintenance and service desk support.

- + Back office teller devices and equipment
- + Smart and traditional safes
- + Customer kiosks and payment devices
- + ATMs and multi-function devices
- + Automated queue management systems
- + Cash recyclers

Technology, Planning and Integration

We provide the solutions which are connected and designed around operational efficiency

Our security division boasts the largest portfolio of security solutions designed specifically for the financial community.

From in-branch CCTV, Alarms and Access Panel services, to vault services and the largest ATM specific portfolio of security products, Cennox is the recognised security partner for banks worldwide.

Cennox is trusted to provide the right security solutions for thousands of customers. Our in-house R&D teams are respected by customers and law enforcement agencies for the incredible impact their solutions have delivered to the financial community.

- + CCTV and alarm installation
- + Access panel installation solutions
- + Multiple ATM specific security solutions
- + Physical security services
- + Teller cash security solutions
- + CIT supporting and multi-function devices
- + Automated queue management systems
- + Cash recyclers



Construction and Fit-Out

AN OVERVIEW OF THE KEY 'TRANSFORMATION DRIVERS'

Our projects division is active across the UK and Ireland supporting a wide scope of transformation projects. This includes complete construction and electrical work, CAD development and signage solutions. In-house, efficient, and cost effective.

Cennox provides the highest level of quality construction services using a hands-on approach and experience unrivalled in the industry. Cennox utilises our in-house team of skilled engineers and project managers, delivering a wide variety of first-class construction and refresh projects to financial institutions, retail and commercial. Cennox delivers thousands of CAD drawings and surveys to clients each year for projects in areas of facilities transformations.

Cennox builds partnerships with their clients to provide the quality projects they demand at fair and competitive prices to keep projects within budget while maintaining brand image and project deliverables.

- + Full construction services
- + Electrical services
- + Groundwork services
- + CAD drawing, surveys and planning
- + Fit-out services





Signage Manufacturing and Installation

Cennox has creative design experts on hand to help with every phase of the creative branding process in order to establish effective communication with your customers and protect your company's image.

Our signage division dates back to 1874, making it one of the oldest signage companies still trading. With partners worldwide, our teams enjoy providing signs for many of the world's largest brands.

Our design and branding team works in close collaboration with our colleagues across our group to create a melting pot of design and productivity. The type of projects that this team works on are as varied as the colours in which they print, with customers ranging from banks to commercial outfitters. Regardless of the scale or length of a project, our design and branding team tackles it head on.

- + In-house design team
- + Sign manufacturing dating from 1874
- + Specialist signage installation
- + Illuminated signs
- + Glass manifestations
- + Large format printing
- + Custom signage projects



In-House Partner Management

One point of contact for your supply chain and project's needs

Managing a successful construction project requires the input of numerous contractors, suppliers, and project specialists. Cennox remains your central point of contact overseeing all parties including 3rd party organisations, to ensure the smooth running of your project.

From budget to timeline management, Cennox ensures all project components deliver their goals in-scope and on time. Our teams lean on years of experience to repeatedly deliver successful projects.

- + Principal contractors
- + Management of timescales, costs and resources
- + Key stage management
- + Negotiating with contractors and suppliers
- + Directing a multi-disciplinary team, including 3rd Parties
- + Communicating with staff at every level,
- + Resolving any issues or delays



An Introduction to Cennox

AN OVERVIEW OF THE KEY 'TRANSFORMATION DRIVERS'

Cennox provide the widest portfolio of solutions aimed at delivering facilities, security and technology solutions.

Our approach to service delivery centres our clients at the heart of our growth strategy. The services, products and ongoing support structure developed by cennox, have been moulded around the evolving needs of our core client base, and attractive to new customers in emerging sectors.

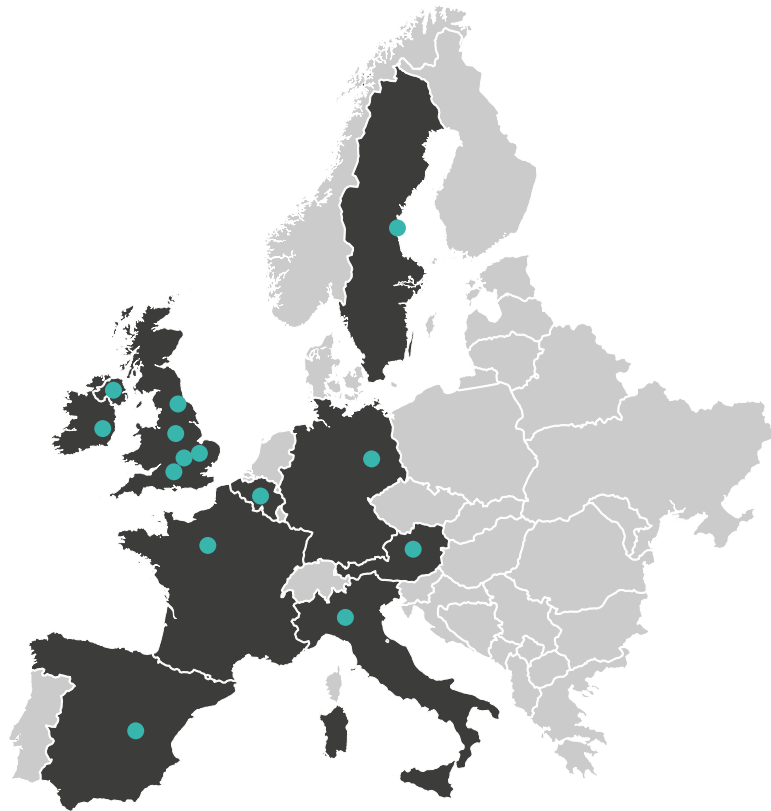
Our projects division, responsible for delivering the numerous construction and roll-out projects from our clients, excel in providing the full wraparound service for our customers.

Our 'onesupplierapproach' has streamlined the relationships and operational delivery for our customers embarking on either one-off or multi-site development projects.

Our nationwide footprint is supported by infrastructure and in-house staff strategically positioned to give a quality service.

Cennox is also a global company with offices and staff across the US, Belgium, Netherlands, Sweden and additional representation working with clients in Germany, France, Spain, Italy, Luxembourg and Norway.

Our activities across the UK and Europe



● OFFICE LOCATIONS

30,000+
Installations, roll-outs and changes

40,000+
Devices supported

40,000+
Devices supported

170,000+
Security products deployed

300,000+
Help Desk called handles in each

Case Studies

MEL
CREDIT UNION

Meeting Room

CLONMEL
CREDIT UNION

Re-brand and Branch Design

CASE STUDY

Clonmel Credit Union



Project included a complete re-brand and re-design of Clonmel Credit Union's banking hall and lending offices.

WALLS

- WOODEN WALL: Light wood paneling, vertical grain.
- PAINT: Teal, Grey, Green.

FLOORING

- WOODEN FLOOR: Light wood, horizontal grain.
- CONCRETE: Light grey.

BANKING HALL LAYOUT
DESIGN PROJECT FOR CLONMEL CREDIT UNION

| OWNER | PROJECT MANAGER | DESIGNER | ARCHITECT | CONTRACTOR |
|---|---|---|---|---|
| Clonmel Credit Union 100-100, Clonmel, Co. Wick Tel: 051 852 5100 | John Kelly 100-100, Clonmel, Co. Wick Tel: 051 852 5100 | Cennox 100-100, Clonmel, Co. Wick Tel: 051 852 5100 | Clonmel Credit Union 100-100, Clonmel, Co. Wick Tel: 051 852 5100 | Clonmel Credit Union 100-100, Clonmel, Co. Wick Tel: 051 852 5100 |

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BANKING HALL LAYOUT
DESIGN PROJECT FOR CLONMEL CREDIT UNION

Self-Service Machines

FLOORING

- WOODEN FLOOR: Light wood, horizontal grain.
- CONCRETE: Light grey.

BANKING HALL LAYOUT
DESIGN PROJECT FOR CLONMEL CREDIT UNION

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BEFORE

As Clonmel was introduced to Cennox's wide ranging capabilities and our passion and enthusiasm to understand more about their journey, Clonmel could see how we could add value to their project and deliver it sensitively to the members, community, and to the history of the region. Clonmel invited Cennox to embark on the rebranding of their business and the design of their credit union building.

Cennox was keen to help them see the rebrand as being more than just a new logo, or a colour scheme. We wanted to show how this was an opportunity to communicate and reconnect. Clonmel wanted their project to re-engage with their members and community and reach out to missing demographics of members and businesses in the area.



Armed with the new brand, research of the surrounding area, community input and knowledge of the history of Clonmel, we knew this needed to continue into a modern, inviting new space, whilst keeping the tradition of the physical fabric of the building.

The new colour scheme echoed their branding, which was designed to 'bring the outside in'. The materials chosen were sensitive to the local surroundings, and where possible, all locally sourced.

DURING



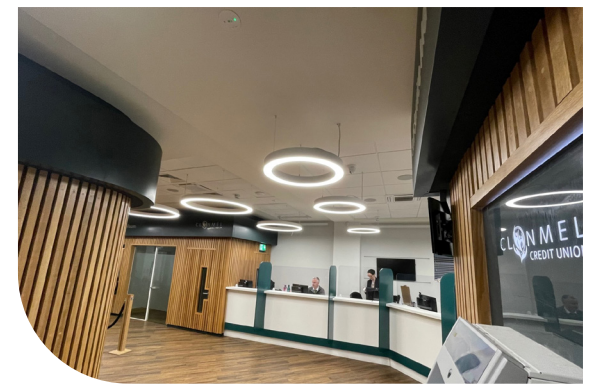
The flow of the traffic through the banking hall, to the member's desk, and along to the teller desks was carefully researched and planned and the meeting rooms were sympathetically placed around the edges of the hall.

The theme continued into the four lending offices, which were each singled out to display a specific topic: Clonmel's environment and landscape, sports and culture, heritage and community history. They continued with the theme of a famous Irish poem running through them, as well as reference to the famous mountain itself, Slievenamon, manifested onto the glass fronts and doors.

AFTER

Objectives achieved:

- + For their credit union to remain central to the needs of the community.
- + To attract and reconnect several missing demographics of members.
- + To deliver their services more efficiently by adopting new technologies.
- + To provide an environment which improves how staff and members connect.



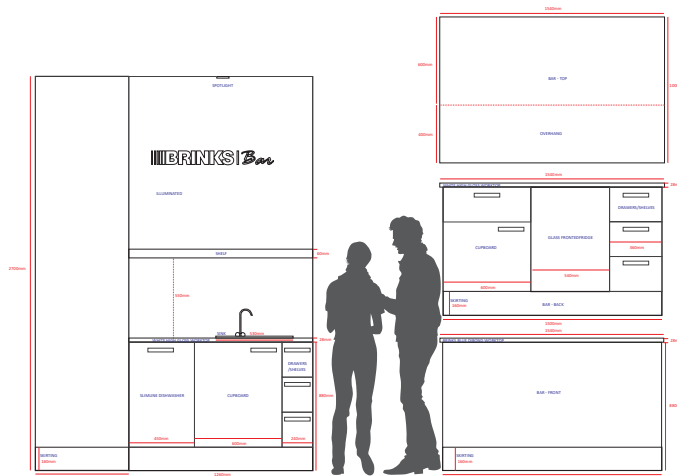
Centre of Excellence Design and fit-out

CASE STUDY

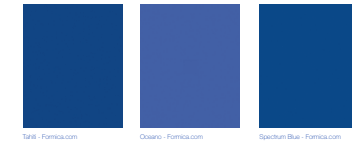
Brink's Point Cash, Dublin.



Project included a complete re-design, build and fit-out of a juice bar to create a 'Centre of excellence'.



SKIRTING COLOURS



TILES

CANTEN TILES



BATHROOM TILES



FLOORING

WOOD FLOORING OPTIONS

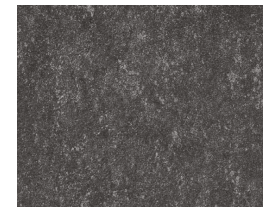


Series Woods - 8mm laminate flooring Lombardea Oak - UK Flooring Direct

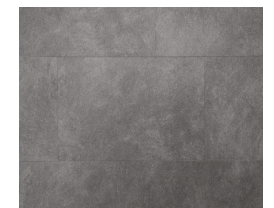


Series Woods - 12mm laminate flooring Toscana Oak - UK Flooring Direct

BATHROOM FLOORING OPTIONS



Life cloudy black stone luxury light core click vinyl flooring - UK Flooring Direct



Spectra pebble grey 80 luxury click vinyl flooring - UK Flooring Direct

CANTEN FLOORING OPTIONS

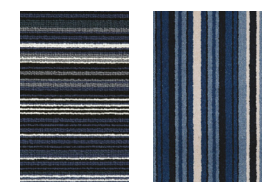


Pebbles Grey Mosaic Tile - Toppa Tiles

GROUT



MEETING ROOM CARPET



Blacore Royal Blue BB111 - Crucial Trading

Customised Walnut Stripe High Seas - Alpaca Carpets - By Real Carpet Company

BEFORE

Brink's already had a presence in Temple Bar, Dublin, but wanted to create a central area where they could have meetings, entertain customers, and generally showcase their capabilities. They decided to re-design the juice bar which sat behind their ATMs and was disused at that time.

Cennox created some initial sketches based on the brief, which included building, electrical and plumbing work.

Once the new layout of the building was agreed, we then set about designing the interior.



DURING



The interior was carefully thought out to include both a professional tone, and a more relaxed environment, whilst encompassing the modern with the traditional.

The kitchen area was created to be hidden, but fully functional.

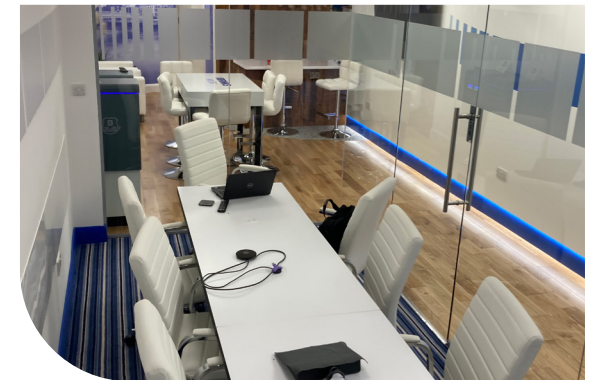
Cennox created the concepts, completed the building works, and furnished the 'Centre of excellence' including all signage and wall and floor coverings.



AFTER

Objectives achieved:

- + To create a modern, light and airy space for business meetings.
- + To create a space to entertain customers.
- + To showcase and demonstrate their devices.



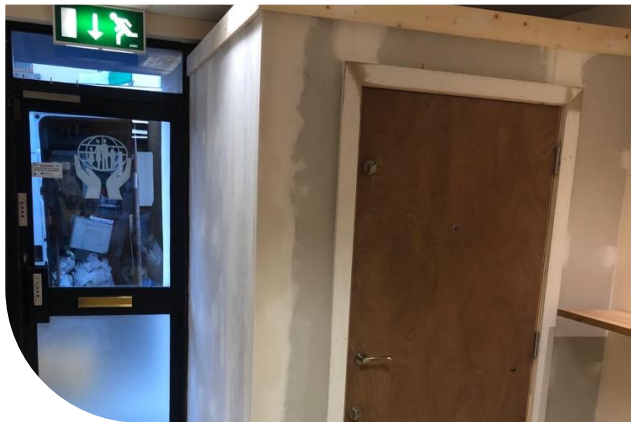
Credit Union ATM Installs



BEFORE



AFTER





UK Headquarters
Admiralty Way
Camberley
Surrey
GU15 3DT
UK
T: +44 (0)1276 607 200

Ireland Office
504a North West Business Park
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Thank you.

The only partnership you'll ever need



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