



Cennox

| ONE PARTNER | SO MANY SOLUTIONS

CENNOX RETAIL

Who are we?

Cennox has made a huge impact in retail, and continues to advance by providing innovative solutions. We are a market leading provider of Payment and Technology Solutions, Store Enhancements and Business Security and Growth.

You may not recognise the name Cennox, but you will definitely have come into contact with our solutions and products ...

Cennox - ONE PARTNER | SO MANY SOLUTIONS

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Why Cennox?

Cennox prides itself on building successful partnerships and relationships which directly impact positively on our clients, and ultimately their customers.

We work across many disciplines with the ultimate goal of improving customer experience. Our many areas of expertise allow us to offer our customers a full-circle approach which is helping to respond to future trends.

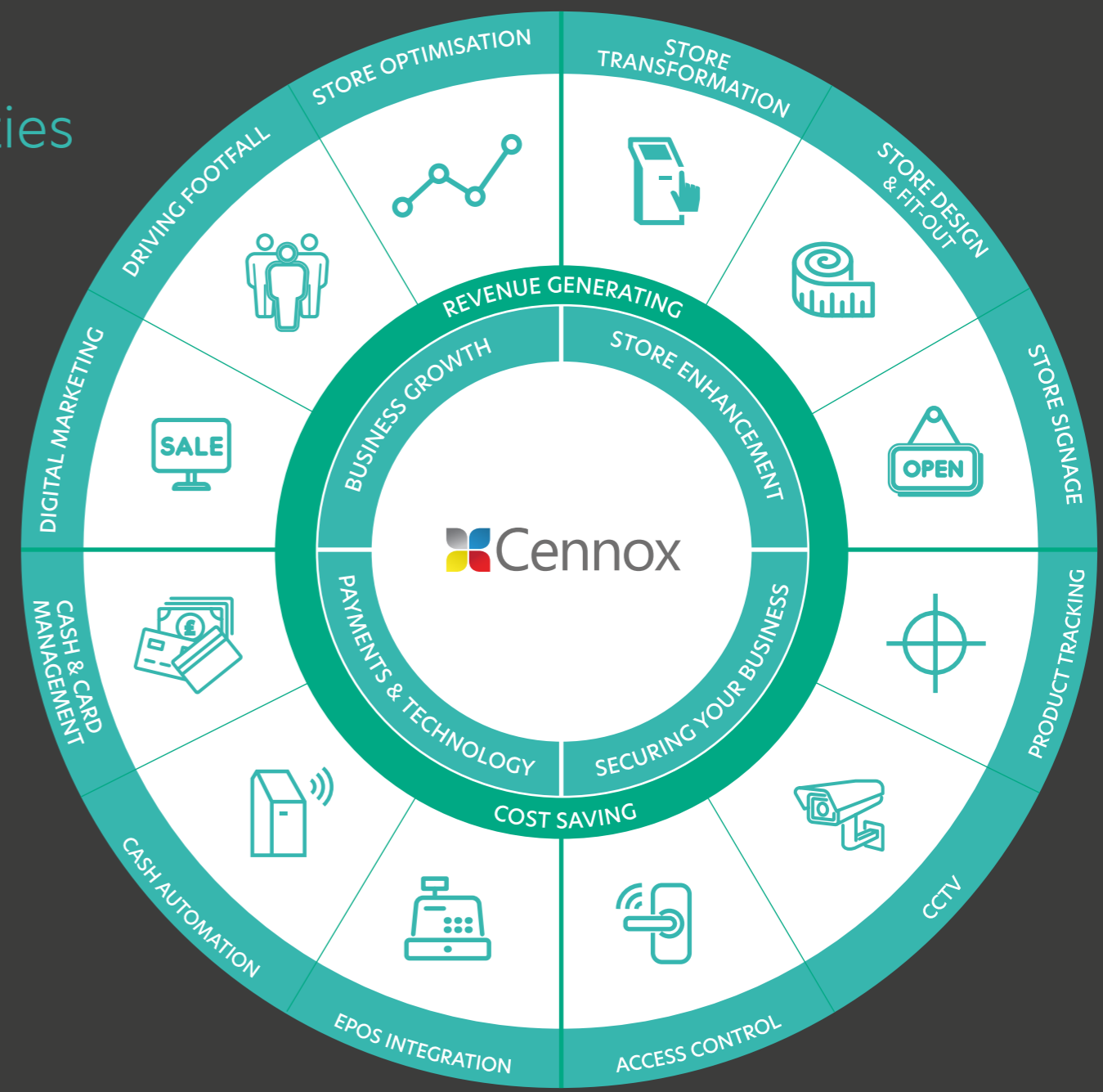
To thrive, you have to offer something different. When retailers look towards the future for innovation and efficiencies, they turn to Cennox.

Solutions for all vendors - large or small

Whether you're a sole trader or working for a tier one retailer, we supply, install and maintain the products and services which will work for you.

We don't see our solutions as 'one-size-fits-all'. We offer a tailored approach to individual customers based on their needs, now and for the future.

Our capabilities



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ONE PARTNER, SO MANY SOLUTIONS.

Retail is so much simpler with Cennox.



CIT AND VEHICLE FIT-OUT



DIGITAL MARKETING



CASH SECURITY



CCTV



LIGHTING AND ELECTRICAL




STORE TRANSFORMATION




ANTI-SKIMMING



SECURE PAYMENTS



CASH AUTOMATION




COLLECTION/DELIVERY LOCKERS




STORE SIGNAGE



STORE OPTIMISATION



KIOSKS




EPOS INTEGRATION



IN-STORE ATMS



PRODUCT TRACKING




SELF-SERVICE CHECKOUT DEVICES



STORE DESIGN & FIT-OUT



CASH AUTOMATION



CASH & CARD MANAGEMENT



MOBILE PAYMENTS



ACCESS CONTROL

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PAYMENT CHOICE

Improve your transaction levels and customer satisfaction at the point of sale.



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| PAYMENTS

| PAYMENTS AND TECHNOLOGY

Future-proofing customer payment choices

From customer payment choice, to back office cash recycling, Cennox Payment Solutions deliver the best in cost and operational options.

There are many critical challenges facing retail businesses today surrounding transaction capture, processing and banking operations; something that we describe as the 'payment cycle'.

Over the past ten years we have seen a surge in alternative payment options with choices such as contact-less, Google, Apple Pay, and other e-wallet methods. Cennox promotes payment choice. We are able to set up and manage all current payment types.

The banking of cash can often lead to delays and costs associated with processing money. Our solutions offer real-time recognition using fully-automated processes, minimising error.

Our solutions are designed to work with retailers of all sizes, so however your payments are taken at the moment, let us review it for you. We can help you give your customers the choices they require and help you keep up-to-date whilst planning for the future.

“ We have helped retailers save over **£10,000 per year, per site** with our Payment Solutions.

Our Payment Solutions include:

- > Self-Service Checkout Devices
- > Cash Automaton
- > Secure Payments
- > Intelligent Safe Devices
- > Mobile Payments
- > EPOS Integration

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Self-Service Checkout

The right self-checkout solution provides an agile resource model for retailers. Automating the sales cycle allows for more transactions to be processed faster, keeping queues to a minimum and delivering customer satisfaction.

With next generation facial recognition and transaction authorisation technology, ergonomic design and the latest small footprint devices, efficiency at the till is driving a new evolution in retail solutions.

“Over the next **12-18 months, 60% of businesses expect that they will install self-service terminals in their stores.**”

“**81% of people felt it was important for a business to offer Payment Options.**”



Cash Automation

Our Cash Automation Solutions start in-store by supporting the capture of a payment from a cashier-led transaction to a customer-facing cash device integrated in to a till system.

Our back office solutions create huge benefits to running a business, from exceptional reporting functionality; (you can see your takings anywhere at anytime), to removing the need for manual processes with direct communications to CIT parties.

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SELF-SERVICE CHECKOUT DEVICES



CASH AUTOMATION



SECURE PAYMENTS



Secure Payments

Whether managing cash transactions or taking card or digital payments, Cennox works with businesses to ensure they operate securely.

With card and digital payments, we ensure all Payment Card Industry requirements are met, keeping your business and customers safe.

Cash is a target for both internal and external shrinkage, but accompanied by our automation solutions, and working closely with CIT parties to ensure safe and secure cash services.

“Cash payments remained **23%** of payment choice in 2020. (thisismoney.co.uk)”



“ Loyalty App Payments increased by **34%** and are vastly growing; projected to reach **47%** by 2022.



Intelligent Safe Devices

Intelligent Safes offer elements such as improved cash-in-transit (CIT), scheduling, reduced costs, and same-day credit operations on cash volumes. This technology is valuable to retailers, and Cennox provides it in a single package.

We can see and report on business takings, and in particular, cash volumes, which are critical to a business.

From analysis of shrinkage, availability of funds for suppliers or commitments, to managing indemnities or CIT services, the technology and hardware which Cennox can provide creates a more efficient business.



INTELLIGENT SAFE DEVICES



MOBILE PAYMENTS



EPOS INTEGRATION

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Mobile Payments

Through smart technology we can support the identification of your customers and the acceptance of payments from a wide range of e-wallets. This means your customers could pay for items at your store using reward points from another retailer, where they have a monetary value.

At Cennox, we like to push the boundaries by showcasing the latest in technology and the payment cycle, such as SensePay.

Our solutions are designed to work with retailers of all sizes, from a back office solution for a single-site business which securely stores cash, to a multi-national business which requires self-checkout operations with online capabilities.

We work with you and your business to understand and present the best options to meet your needs. We support you with training, installation, maintenance and management of the services.



EPOS Integration

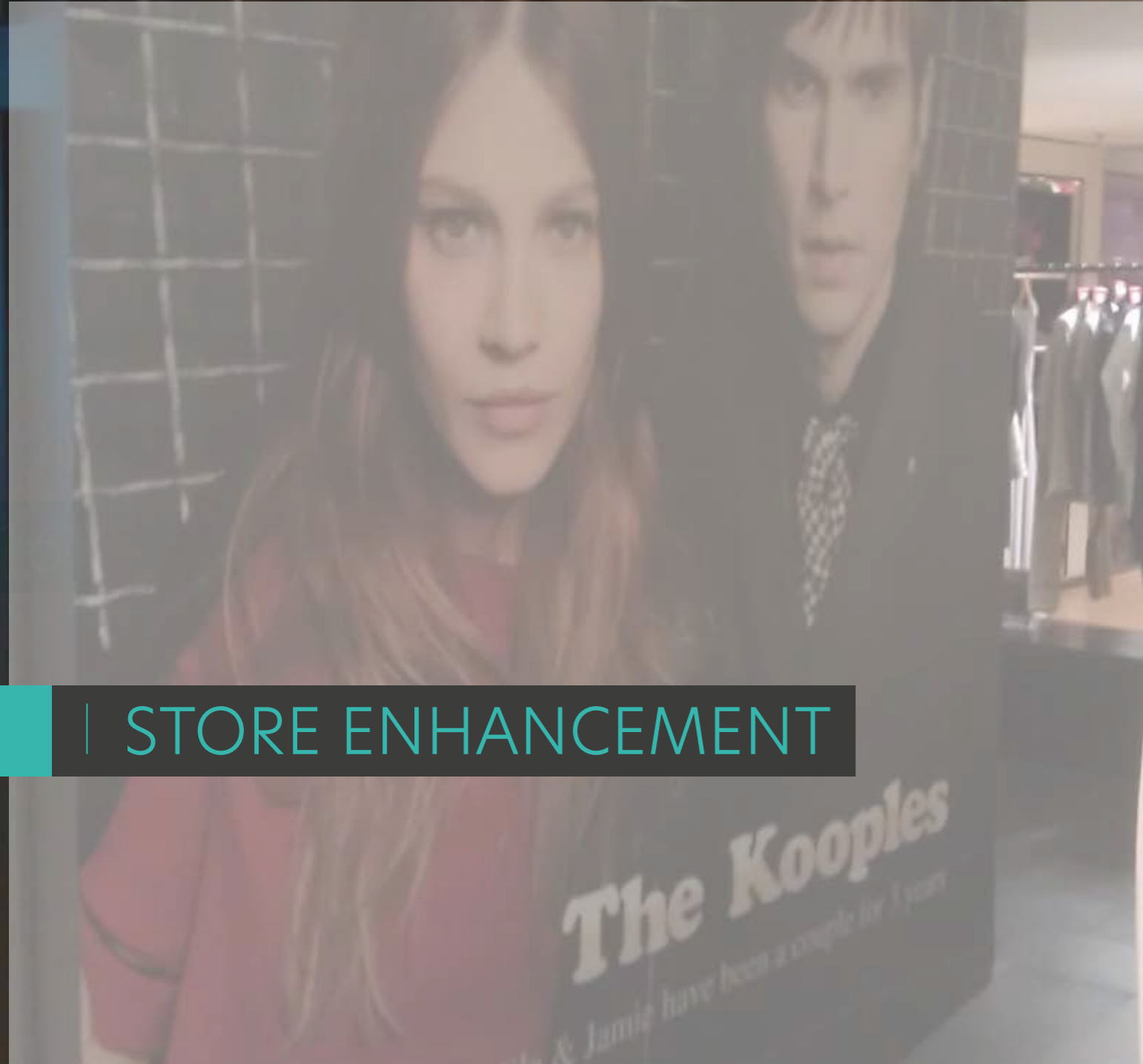
Your EPOS systems should connect all aspects of your business to the preferences of your customer's purchasing behaviours.

The marriage between EPOS hardware and its software empowers retailers with real-time intelligence and detailed reporting to drive sales growth - as well as connecting the consumer to your products, services and stores through loyalty programs, click-and-collect or e-commerce.

REFRESH, REFIT, REGENERATE.

Cennox can design, build and fit-out your retail store. From initial ideas to full implementation.





STORE ENHANCEMENT

Update, enhance and attract new customers

Our in-house signage and fit-out teams have been delivering stunning transformation solutions for retailers who include the likes of Harrods, Selfridge's, Kooples, Tiffany & Co. and DeBeers, to name a few.

We believe in creating a customer experience and environment which attracts client loyalty, integrates new technologies and invites 'play' into the retail space.

Cennox can undertake all projects from initial design meeting, through to full project planning, management, stakeholder engagement and ultimate fit-out implementation.

“ We have completed **4,500 Store Improvement projects** in the last 18 months.

STORE ENHANCEMENT



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Our Store Improvement solutions include:

- > Store Signage
- > Store Design & Fit-out
- > Building Maintenance
- > Store Transformation
- > Lighting and Electrical

“ More than 9% of convenience stores now have digital shelf edge labels. (ACS - Local Shop Report 2020)



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Store Signage

Our in-house signage office has a heritage going back almost 150 years. Today, our skilled teams create cutting edge signage for companies across sectors. Our solutions include:

- > Full Creative Design and Brand Service
- > External Logo and Fascia Panels
- > Window Graphics
- > Custom Graphics and Lettering
- > Custom Display Stands
- > Directional Floor and Ceiling Graphics
- > Branded Street Furniture
- > Street-Side Panels / A-boards
- > Projected Signs

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STORE SIGNAGE



STORE DESIGN & FIT-OUT



BUILDING MAINTENANCE

We believe it is important your store meets your brand expectation, attracts the right customer demographic and provides the shopping experience to grow sales.



Store Design & Fit-out

In such a competitive landscape, retailers are investing in their stores to attract greater customer loyalty and shopping experience. Our teams work with our clients to undertake either partial or full store refits.

With the full project team in-house, from Project Managers to Designers, Electricians, Construction, Signage and Fit-Out experts, Cennox is an agile transformation delivery company.



Building Maintenance

Cennox provides a nationwide field service able to undertake a wide variety of facility maintenance.

From light construction projects to service critical building and device maintenance, Cennox is the trusted go-to partner for clients needing access to skilled teams, supported by extensive facilities and resources.

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“ We have **engineers solely dedicated to store improvement** projects in the UK and Ireland.



Store Transformation

Store transformation is a process which uses new technology and business models in order to increase sales, boost customer satisfaction and minimise the costs involved in operations.

This is achieved through extensive digital transformation and a thorough understanding of the customer journey to success.

This motivates employees to be more productive and to provide value for customers.



STORE
TRANSFORMATION



LIGHTING AND
ELECTRICAL



Lighting and Electrical

The visual element of lighting is perhaps the most noticeable part of an electrical installation, and yet can be one of the most subjective.

Our in-house electricians can design functional and bespoke lighting systems to suit your requirements.





RETAIL SECURITY

Comprehensive security solutions to protect your staff, products and facilities.





| SECURITY

| SECURING YOUR BUSINESS Keeping you safe

Cennox has helped to recover millions of pounds in stolen cash and assets, and been instrumental in the apprehension and convictions of thousands of criminals.

Our mix of innovative security solutions combat criminal activity either in-store, outside or back office. From product tracking solutions using the latest satellite pursuit technology, to intelligent safes, cash protection and destruction devices to product stands and CCTV solutions.

Cennox is committed to leading the way in retail security.

“ We have deployed **11,200+** Security Solutions in the last 12 months.

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Case Study

Four arrests and recovery of £600,000+ worth of stolen goods

The client had multiple consignments of high value goods stolen over three previous deliveries. They turned to Cennox for help. We deployed our Asset-Tracking devices covertly the following day in a consignment valued at £180,000.

The consignment was again stolen after being transferred to the courier company.

The goods were tracked to a large lock-up garage facility. The Cennox tracking platform was able to assist.

Law enforcement attended with a warrant and arrested four suspects who were loading the boxes onto a van. They recovered the complete consignment and have also recovered multiple consignments of similar/higher values of stolen designer clothing and footwear using the same method of operation.

An excellent result with a major criminal network being taken down!

Our Security Solutions include:

- > Product Tracking
- > CCTV
- > Cash Security
- > Anti-Skimming
- > Access Control



Product Tracking

Cennox works closely with retailers and law enforcement agencies in the covert tracking of stolen goods.

Our tracking solutions have successfully aided in the apprehension and conviction of criminals, and repatriated the stolen goods.

Using satellite pursuit technology, our crime desk work in partnership with the police to track the movement of the stolen goods the moment they are taken and guide them in real-time to their location.

With pinpoint accuracy, our solutions have supported in the capture of international criminal gangs and removed many violent individuals from the street.

Together, we are safer!

“ We have recovered **circa £3.2m in assets/money** since 2018.

Cennox provides a leading portfolio of Security Products aimed at protecting its customers' stores, products and cash to limit the devastating impact made by criminals.

Our in-house Research and Development Teams work in partnership with our customers to lead effective responses to any threats.

Cennox also provides effective Asset Tracking Solutions using the latest 'Electronic Satellite Pursuit' and GPS techniques to retrieve stolen assets and apprehend criminals.



CCTV

Our CCTV systems save labour-intensive time searching through endless footage.

The Cennox Audible and Visual Alarm systems are highly sensitive, and can alert the authorities immediately upon any suspicious behaviour.

We partner with the best in the field and can offer AI Software that provides you with the data that matters to you most.

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PRODUCT TRACKING



CCTV AND ALARM SOLUTIONS



CASH SECURITY



ANTI-SKIMMING



ACCESS CONTROL



Cash Security

Cennox specialises in the sourcing and installation of multi-vendor hardware. Working to your requirements, we can provide security products to protect your in-store cash from the moment of receipt.

From the latest till systems, to back office safes and in-store ATMs, we have a variety of solutions specifically designed to protect your cash assets.



Anti-Skimming

Cennox is the industry leader in developing and deploying anti-skimming devices. Where a card is present, criminals look to exploit ways in skimming the data and PIN of your customer's card.

“ We have installed **circa 4,000 Anti-Skimming devices** in card accepting devices.



Access Control

The Cennox security and access solutions portfolio is a future-proof offering of high-level security and access control solutions for even the most demanding requirements. Our portfolio includes keyless, digital, electromechanical, and mechanical options across all businesses, industries, and critical infrastructure sites.



GIVE YOUR CUSTOMERS A NEW RETAIL EXPERIENCE

Diversify in-store and offer your customers exciting new ways to engage with you.



Male
Age 30

I THINK YOU NEED A "COFFEE"

Coffee shop 50-55M
210 votes

- Espresso
- Cappuccino
- Americano
- Latte
- Mocha





| STORE DIVERSIFICATION

| BUSINESS GROWTH Bringing the latest innovative solutions

We pride ourselves on being the market leader in bringing innovative solutions to the market, and with an ever-changing retail landscape, this makes us the best partner for your business.

Our growing product portfolio brings the latest in direct marketing through concepts such as interactive personalised digital signage and bespoke kiosk builds. These improve the retail experience, automate transactions and customer engagements, thus creating efficiency.

Some of our current solutions include:

- > Personalised customer interactions which drive improved conversion.
- > Locker solutions to support 'Click-and-Collect' services and to increase footfall.
- > Bringing diverse kiosks and ATM solutions in-store to drive footfall, increase spend and automate transactions, thus maximising on resource opportunities.

“ We have completed **1,100 projects** per year, for the last two years.

Our Product Diversification solutions include:

- > Digital Marketing
- > Kiosks
- > Store Optimisation
- > CIT and Vehicle Fit-Out
- > In-Store ATMs
- > Collection/Delivery Lockers

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“ 40% of shoppers say that digital displays have influenced their purchasing decisions.



Digital Marketing

The power of digital marketing is growing and becoming a more cost effective and consistent way to market for an immediate customer interaction than any other marketing opportunity.

We can transform digital displays and create opportunities for video and sound marketing content. We create interactive signage displays with technology to identify and engage with clients by creating personalised content.

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DIGITAL MARKETING



KIOSKS

Digital signage used in-store can create memorable brand experiences. Whether it is projected in large formats, or is viewed on kiosks, it helps project a positive image and can be tailored to specific offers or promotions.



Kiosks

We provide kiosk solutions which drive business efficiencies and improve customer engagement.

From encouraging the up selling of products and services, promoting in-store brands, running unique initiatives across platforms, or simply guiding customers through larger stores, our kiosks add value to the retail experience.

Customers expect convenience and instant gratification, and our latest self-service devices are designed with the end user in mind, increasing spend and avoiding lost sales.





KIOSKS



STORE OPTIMISATION

We know that customers are constantly looking for more from our high street: memorable experiences, entertainment, offers and games attract customers and help to keep them in store for longer.

The benefits include:

- > Upsell and increase customer spend by an average of 30%
- > Influence customer behaviour and purchase habits
- > 90% of shoppers have used self-service devices
- > Reduce queuing and waiting times
- > Add value to in-store offers
- > Improve stock control
- > Avoid missed sales

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“ In-store ATM/Kiosk - Added value to 70,000 locations. ”



Store Optimisation

This is arguably the most important factor in a successful retail business, and Cennox has the experience and the innovative approach to enhance both customer and colleague experience.

From heat mapping, understanding footfalls and key marketing opportunities, to working on bespoke projects, Cennox has the ability to create, implement and measure your customer experience enhancements.

“ We made **56,737 engineer visits** in 2020.



CIT and Vehicle Fit-Out

Our comprehensive offering means Cennox can produce vehicles to both BSIA and PSA standards, which meet the requirements for CIT services.

Our vehicle and coach builders work on different vehicle concepts from bespoke vehicles made for marketing campaigns and exhibitions, to vehicles built as mobile retail locations.



CIT AND VEHICLE FIT-OUT



IN-STORE ATMS



COLLECTION/DELIVERY LOCKERS



In-Store ATMs

Cennox installs and maintains thousands of ATMs across the UK, from independent retailers to multi-national banking estates.

We see the benefits of ATM facilities in a retail environment, including increased footfall, community service, potential revenue source and expanded conversion and spend in-store.



Collection/Delivery Lockers

The boom in the last mile collection/delivery services is creating an upswing in postal locker access across Europe. Our nationwide teams manage the full end-to-end locker management, from custom branding, installation, storage and staging and ongoing maintenance. From planning permissions to engineer resource, we are fully equipped to build and support locker deployment nationwide.



| AN INTRODUCTION TO CENNOX

Technology | Payments | Security | Store Transformation

We work with the world's largest brands. At almost 150 years old, our signage division is possibly the oldest in the UK still working. Our teams have worked on many of the world's most iconic sites - but that all said, chances are, you may not have heard of Cennox.

Cennox is unique and our heritage is pedigree.

**ONE PARTNER,
SO MANY SOLUTIONS.**

Retail is so much simpler with Cennox.



| WE ARE CENNOX

| SOLUTIONS DELIVERY SPECIALISTS

From ideas to implementation

Cennox is unique in the eyes of our clients. Multi-vendor, cross sector and innovative in the solutions we provide. Our in-house capabilities and passion to truly deliver an end-to-end service, is enabling us to help our clients drive change through their business.

From nationwide installation services and technical hardware procurement, to implementing security solutions, signage projects and facility transformation, Cennox improves our client's project cost efficiencies, provides choice and delivers products and ongoing services to enhance the operations of their business.

Represented worldwide with offices in the UK, USA and mainland Europe, we are trusted by customers across the banking, retail, hotel, restaurant, airport and government sectors.

For more information about any of our products or services, please call us on:
+44 (0) 1276 607 200 or email: uk.sales@cennox.com

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OUR MISSION:

To develop the solutions today that will support our customers tomorrow. To lead the industry with our spirit of innovation, invention and inspiration.



OUR PEOPLE

OUR PEOPLE Bringing you the best in the field

Our people achieve the high standards we set ourselves and deliver the quality of service our customers rely on. Passionate, professional and ambitious - our success is built on the tenacious spirit of the people who work at Cennox

We take nothing for granted. We know you have choice. That is why we strive to build meaningful relationships with each of our customers.

Our Commercial team works closely with each client so we truly understand the businesses we support, creating strong trusted relationships built from proven expertise across many sectors. The collaborative approach has supported substantial successful growth for our clients.

Partnering with Cennox, our customers have immediate access to an experienced, diverse, and talented team of individuals. Our high-level business and technical executives, business solutions teams, field technicians and corporate support staff are always ready to help meet your needs.

Our operational and engineering colleagues are supporting businesses up and down the UK with a range of expertise and qualifications which give great reassurance to our clients.

Cennox is the best partner for any retailer as we ensure you have the right expertise to keep you trading!

For more information about any of our products or services, please call us on: +44 (0) 1276 607 200 or email: uk.sales@cennox.com

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“ I am proud of the positive impact our teams are providing our retail customers. From innovative technologies to store transformation projects.

Richard Grimmer
Managing Director,
Cennox UK and Ireland

Cennox approaches client relationships from a consultative perspective, developing partnerships with long term, mutually beneficial outcomes.

For every customer, we have a thorough work process in place to design individual services and bespoke solutions for unique needs and goals.



INDUSTRY TRENDS

INDUSTRY TRENDS Staying ahead of the game

Today, retailers are having the chance to target shoppers with tailored offers based on their digital footprint, giving the opportunity to provide consumers with relevant offers according to their personal desires. Personalisation can strengthen people's trust and loyalty towards the retailer.

Implementing digital technology to attract customers to stores will continue to grow in popularity. Loyalty apps, digital shopping assistance, indoor way-finding, in-store brand promotions and other solutions will inspire the consumer to engage more in the shopping experience.

“ *Beacon-triggered offers will increase the probability of purchasing a product to 73%. Location-based technology allows retailers to send relevant offers straight to the customer's mobile device relating to his or her position in the store. Moreover, the shopper can receive detailed information about viewed products, providing a personalised in-store experience.* ”

Over long distances, beacons can also be used to understand shopping patterns such as the customer flow, purchasing frequency and if people visit different branches. In the coming years, beacons will be a significant influence in the way people shop.

In addition, with the rise of online shopping, retailers have had to find new ways of attracting customers to their stores rather than shopping online. They increasingly try to make shopping in their stores as convenient as possible. New innovations will supply the consumers with all the important information about products they are purchasing to simplify and speed-up the decision making process.

For more information about any of our products or services, please call us on: +44 (0) 1276 607 200 or email: uk.sales@cennox.com



“ *Cennox brings innovation to retail, focusing on creating strong partnerships with our clients to truly understand and benefit their business and to maximise opportunities for growth.* ”

Martin Smith
Strategic Account Director,
Cennox UK & Ireland

Retail sales increased by **2.9%**, when compared with December 2019.

Non-store retailers reported the largest year-on-year growth at **43.5%**, while food stores saw strong annual growth of **4.4%**.



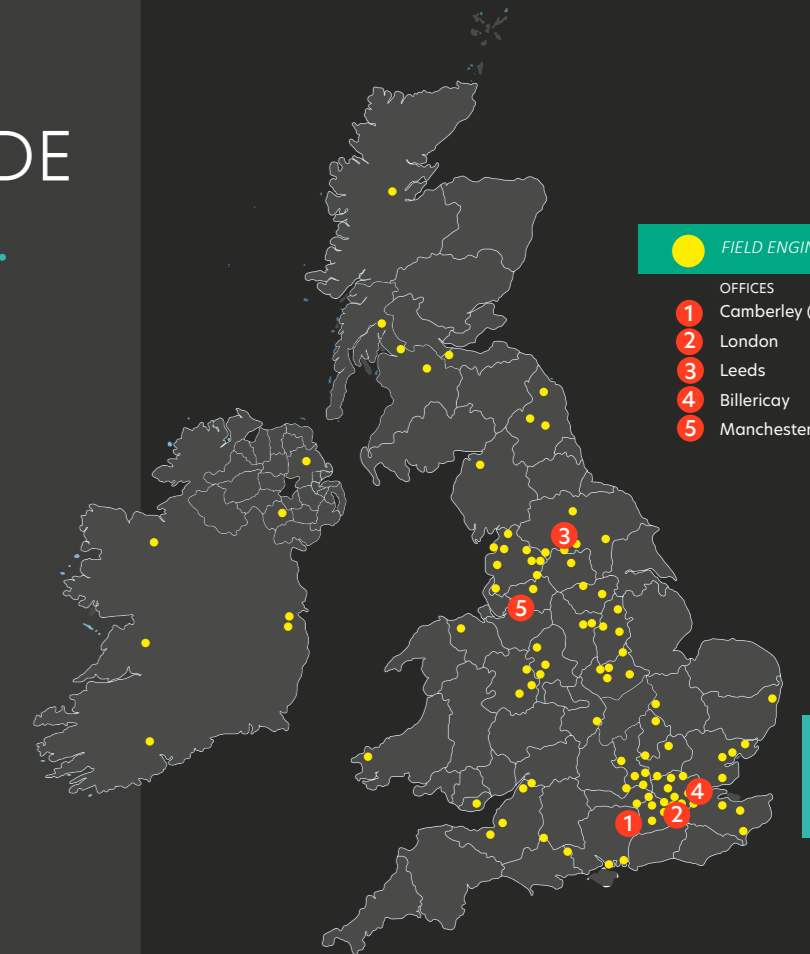
| NATIONWIDE COVERAGE

| SUPPORTING CLIENTS NATIONWIDE Skilled, resourced and ready to go.

Our network of trained engineers provide service delivery across the breadth of the United Kingdom and Ireland. Supported by our locally-based Service Desk, our engineers are deployed to site through a technology-based tracking and monitoring platform to ensure the most time efficient allocation of roles.

Managing large project roll-outs or single site projects, our in-house teams excel at delivering the complete end-to-end service for our customers.

For more information about any of our products or services, please call us on: **+44 (0) 1276 607 200** or email: uk.sales@cennox.com



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Overseas Offices

Cennox is a UK born business but globally focused. With five locations across the UK, we also have offices in Brussels, Stockholm, California, Atlanta, Montana and Florida.

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