



Turnkey facility transformation solutions

RE-IMAGINING THE RETAIL SPACES WHERE WE THRIVE



Executive overview



Executive overview

AN OVERVIEW OF THE KEY 'TRANSFORMATION DRIVERS'

- + What drives the need for change?
- + Environment, Sustainability & Community - Designing ESG into your new retail network
- + What makes a transformed location successful?

THE CENNOX APPROACH

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

WHO IS CENNOX?

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



When businesses look to uplift and refresh their retail locations, they talk to Cennox to help them realize their plans. Unlike many facility refresh companies, we work 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 location 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?

The reason for innovating your facilities will probably be unique to your organization. Driving that desire to refresh could be a mix of practical, operational, service evolution, and remaining relevant to your customers.

TECHNOLOGY TO IMPROVE SERVICE

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

- + Self-service kiosks
- + Multi-function service devices
- + Customer & staff strategies
- + Automated smart safes
- + Digital/video devices
- + Cash management devices



A RELEVANT SPACE FOR YOUR CUSTOMERS

How customers engage within your facilities will have changed as technology, the digital growth, and changes in customer experience develops 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 a space around community
- + Design a space around conversation

AN ENVIRONMENT FOR BUSINESS GROWTH

Locations 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 STRATEGY FOR THE FUTURE OF YOUR LOCATION

Good design, the right focus on the customer journey, and an intelligent integrated technology platform will provide a location 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

Environment, sustainability and community

ENVIR

Environment, Sustainability & Community

DESIGN ESG INTO YOUR NEW RETAIL NETWORK

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.

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 realize 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
space a success?

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SELF-SERVICE DEVICES DRIVING CUSTOMER SATISFACTION

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



DESIGNING A DEMOGRAPHICALLY RELEVANT ENVIRONMENT

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

OPERATIONAL EFFICIENCIES TO DRIVE DOWN COSTS

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

Our approach

OUR

Our approach

— HOW WE DELIVER THE COMPLETE END-TO-END CUSTOMER EXPERIENCE

Whether you are redesigning a single location, 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 transformation specialists to all key briefings. From designers and material specialists, signage manufacturers, and technology SME's, construction leads, software architects, and security managers, our in-house capabilities ensures our customers receives the right information about their project from the people experienced to deliver facility transformation projects.

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 like an obvious statement, but many organizations 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 any 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?

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 desired reaction from 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 road map of needs and ultimately the wish-list of the project. An important first step.

... only then can the journey really start.



Customer & staff strategies

BUILD IN THE BENEFITS FROM DAY ONE

The quintessential benefits of facility transformation is the opportunity to improve the use of in-location 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 ESTABLISHMENT

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

With an ever present digital alternative to retail, customers have a greater choice on how they shop. 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.



Technology planning & integration

WE PROVIDE SOLUTIONS CONNECTED AND DESIGNED AROUND OPERATIONAL EFFICIENCY

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

From 360 cash management and electronic security solutions, to multifunction devices connecting customers to your services, we can build a package of integrated solutions around attractive cost models.

Cennox has access to a wealth of knowledge in retail solutions being installed worldwide and uses this experience for our customer's projects.

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

- + Cash & card management
- + Smart & traditional safes
- + EPOS integration
- + Cash automation
- + Self-service kiosks & payment devices
- + ATMs, BTMs, & multi-function devices



Security planning & integration

WE PROVIDE INNOVATIVE SECURITY PRODUCTS AND SERVICES DESIGNED TO PROTECT

Our Security Division boasts the largest portfolio of security solutions designed specifically for the retail community.

From smart safes to CCTV, alarms and access control panels, Cennox is leading the way in security products and their implementation.

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 retail community.

- + Cash security
- + CCTV and alarm installation
- + Access panel installation solutions
- + Multiple ATM specific security solutions
- + Physical security services
- + CIT supporting & multi-function devices
- + Physical security services
- + Anti-Skimming solutions
- + Product Tracking Solutions



Construction & fit-out

coms



The key transformation drivers

Our Projects Division is active across the United States, supporting a wide scope of Facility Transformation projects.

This includes complete construction and electrical work, CAD development, and signage solutions- all while being in-house, efficient, and cost-effective for your space.

Cennox provides the highest level of quality construction services using a hands-on approach and experience unrivalled in the industry. Cennox utilizes 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, commercial, and government agencies. Cennox delivers thousands of CAD drawings and surveys to clients each year for projects in areas of facility transformations.

Cennox builds partnerships with our 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 & installation

CUSTOM SIGNAGE DESIGNED TO YOUR BRAND



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 operating. 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 colors in which they print, with customers ranging from banks to governmental departments to commercial outfitters. Regardless of the scale or length of a project, our design and branding team tackles it head on.

info@cennox.com | www.cennox.com

- + 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 NEEDS



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Introducing Cennox

Intro



An Introduction to Cennox

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

Our approach to service delivery centers our clients at the heart of our growth strategy. The services, products, and ongoing support structure developed by Cennox, has been shaped 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 'one supplier approach' 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 coast-to-coast service.

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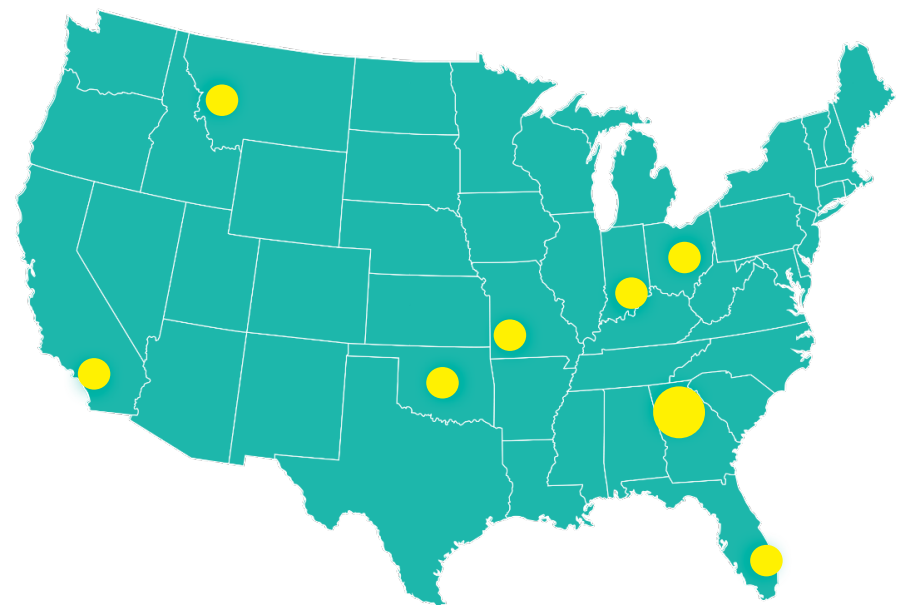
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Our headquarters near Atlanta, Georgia, coordinate projects with the support from our offices in California, Florida Missouri, Montana, and Oklahoma.

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



Our activities across the US



● Cennox Offices

60,000+
Work orders completed each month

400,000+
Devices supported nationwide

15,000+
Customers supported in every US continental state

250,000sqft
Warehouse space supporting our customers' activities

100,000+
Help Desk calls handled per year





The only partnership
you'll ever need.