



Wilson Parking

**We take care of your car park to
provide a better experience for everyone**





**With Wilson Parking –
it's all taken care of.**



**Optimise
income**



**Quality facility
management**



**Excellent tenant
experience**



**Deliver loyal and
engaged customers**



**Lead the way
with innovation**



**Cyber security
and protection**

Wilson Parking – Your trusted partner

As Australia's leading parking provider, we take care of your car park, optimising income while providing a better experience for everyone.

We work with you as a trusted partner, prioritising customer satisfaction, innovation and car park quality.

Using our expertise, we deliver loyal and engaged customers and enhance the car park experience for your tenants through reliable parking operations, exceptional customer care and advanced technology solutions.

**1,000+
car parks**

We're Australia's trusted provider of innovative, convenient, and reliable parking solutions.



**60 years
of excellence**

Delivering exceptional service to landlords and tenants for over 60 years



Optimise income

We'll work with you to maximise your income and asset value through expert management of parking products, pricing, and facilities.

You'll benefit from:

- The experience, stability and reliability of Australia's leading parking provider
- Our depth of expertise in revenue generation and asset growth
- Strong covenant provides reliability and security

Quality facility management

We maintain high standards of cleanliness, safety and maintenance, providing you the peace of mind that your asset is being taken care of, and that your tenants and their visitors have an exceptional car park experience.



Our facility management experience delivers:

- Consistent high standards through regular monitoring and improvement programs
- ParkWatch control centre monitoring and remote support
- Well lit and safe car park environments
- Roaming attendants offer on-site assistance

Robust technology and access control



Our expertise in access control and parking technology allows us to deliver robust and reliable solutions that integrate with our digital channels to support drive-up and digitally engaged customers.

Excellent tenant experience

Your tenants' and visitors' experience begins before they enter the car park.

It extends beyond our market leading customer care to encompass the quality of our car parks and the convenience of our digital channels with flexible products designed to deliver a better parking experience.



Market leading customer care



Digital solutions that provide flexibility and convenience



Market leading customer care

Our exceptional Customer Care Team and ParkWatch control centre are always ready to help – whether its inside or outside of the car park.

Using best in class systems and processes, our contact centre supports customers via phone, email and online enquiries. Leveraging scalable processes to ensure customer concerns are resolved quickly and easily.



Calls answered in less than 1 minute*

While our ParkWatch control centre, combined with our roaming car park managers, look after customers in the car park and via intercom.



Intercom calls answered within 10 seconds*

*Average time to answer

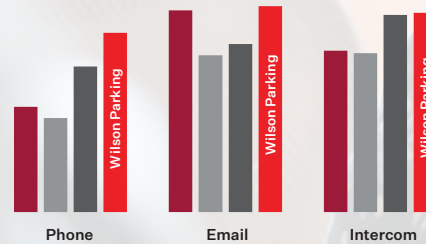
Mystery Shopping Results

Our frequent mystery shopping program ensures that we measure the quality we provide and continue to lead the market with exceptional customer experience.



Quality score
*Three month rolling average score

Wilson Parking compared to other leading Australian operators



Excellent tenant experiences with digital solutions that provide flexibility and convenience

Wilson Parking App

Our market-leading App drives engagement, and provides greater convenience and value, delivering loyal and engaged customers through a better parking experience.

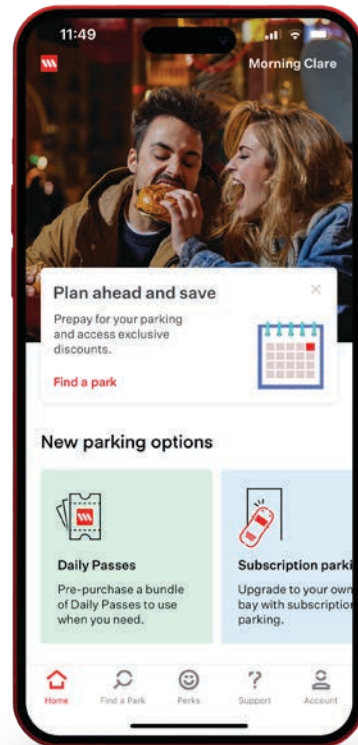


4.8 star rating from 60k+ reviews

With the Wilson Parking App, customers can find and prepay for parking while being rewarded with exclusive perks.

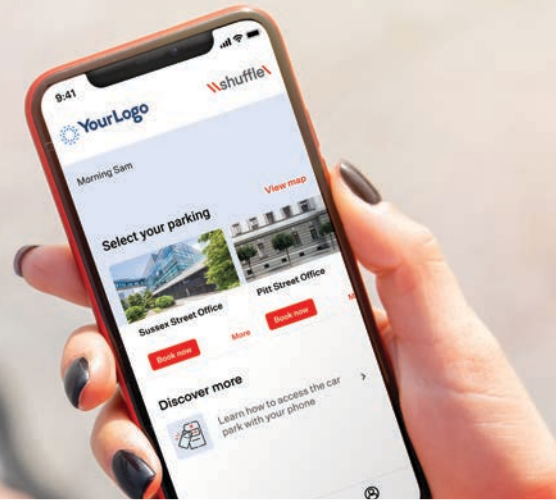
Daily Pass Bundles allow customers to lock in value, and regular customers benefit from unlimited access to their preferred car park with a convenient monthly subscription.

The integrated account management and support tools enable customers to easily manage their parking requirements all in the palm of their hand.



shuffle

Powered by Wilson Parking



Shuffle is our integrated digital solution that gives your tenants greater control over their parking, allowing them to manage their own parking and share bays among more staff and visitors.

Our parking management solution includes:

Administration Portal

Tenants can manage staff and visitor parking requirements quickly and efficiently



Parking App

Eliminates the need for cards or fobs, it allows staff to book, manage and access parking



Access

Integrated with access control, Shuffle ensures a seamless entry for both staff and visitors



We deliver loyal and engaged customers

As Australia's preferred car parking provider, we deliver a loyal customer base through flexible products and innovative solutions, driving revenue and engagement.

More reasons to choose Wilson Parking

- The Wilson Parking App delivers thousands of customers each month, with 2.4M+ downloads
- Customer feedback and ratings highlight our success in delivering value and convenience
- We continue to make enhancements to our App and our Customer Service processes based on customer feedback, resulting in market leading results



2.4M+ App downloads



What our customers say:

App rating – 5 stars

“This app is really seamless. I'm pleased with how it locates car parks and books times. Well done developers for the whole thing.

Tapping my credit card or Wilson Parking card (and not having to enter a five digit pin) means Wilson are winning the race with this technology.”

“This app makes it so easy to sort your parking ahead of time.

It makes planning my trip simpler and saves money too by booking ahead. Highly recommended.”

Customer Care feedback

“I cannot thank you enough for your assistance with this matter.

Your customer service is exceptional and it will definitely ensure I continue to utilise Wilson Parking for all future parking requirements I have. Thank you once more.”

“Wow! I have to commend you on an outstanding approach to customer service. Clearly, I got it wrong (traffic jams had me running late and I wasn't thinking when entering and exiting), but your prompt and generous response has me wanting to continue to use Wilson and recommend you strongly. Thanks and well done - and for me, lesson learned!”



Leading the way with innovation

Leading the market with ongoing innovation, we ensure that we're at the forefront of the industry, delivering optimal service for our clients, their tenants, and consumers through advanced technology and processes.

Innovation leads to a better experience for everyone



First-to-market products

Our Daily Pass Bundles and Flexi Saver products add flexibility and value



Wilson Parking App

Puts our best value, flexible and rewarding parking in the hands of customers



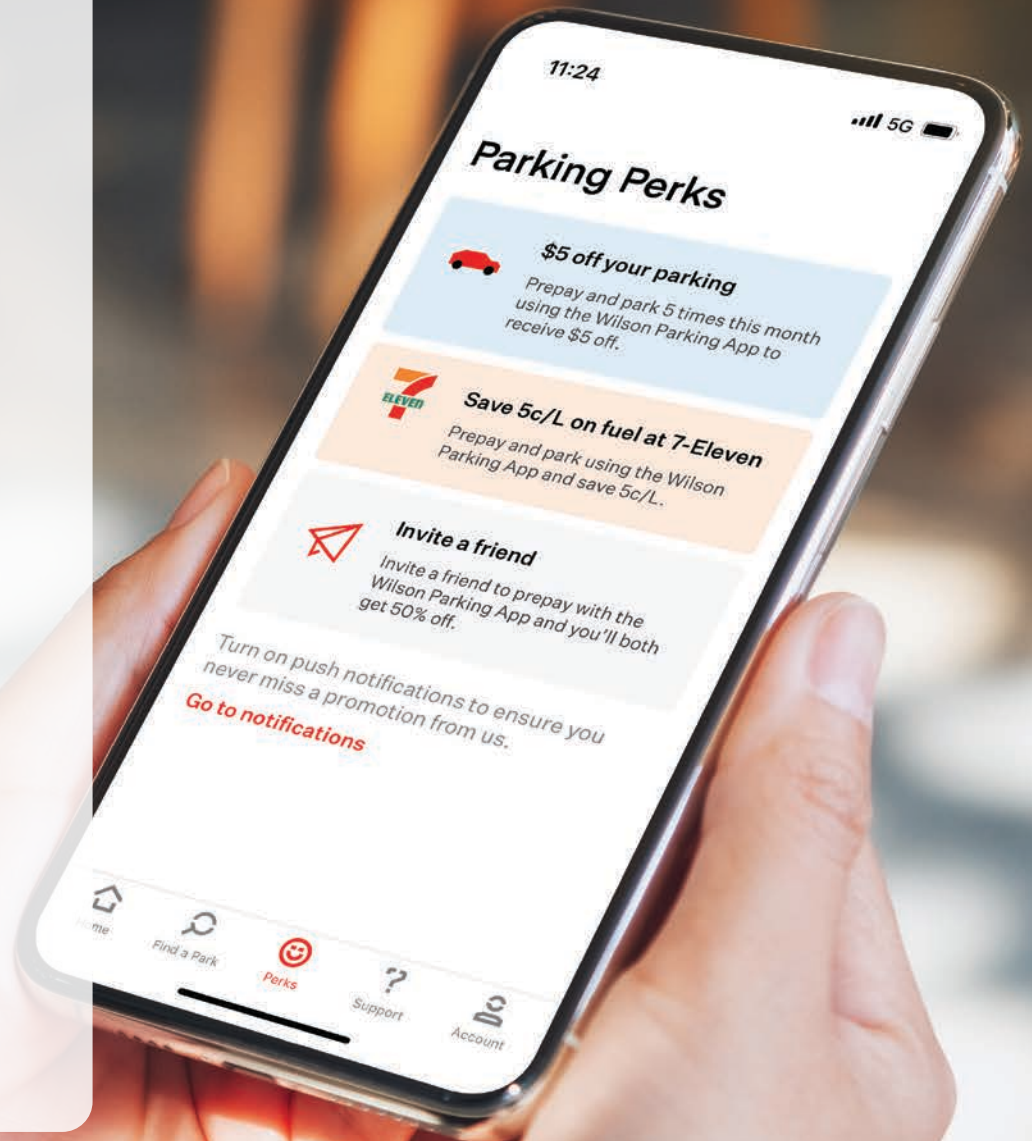
Shuffle

Our unique solution allows greater control and flexibility over tenant parking



Self-Service support

Continuous digital innovation allows more customers to be served more quickly





Cyber security and protection

At Wilson Parking, we prioritise a secure environment for storing customer's and tenant's information and transactions, adhering to stringent data security standards.



Our digital solutions provide secure and convenient access to accounts and personal information



Payments processed through our PCI Compliant partners



Adhere to Australian Data Security Standards

Contact our team
to learn more
wilsonparking.com.au/business