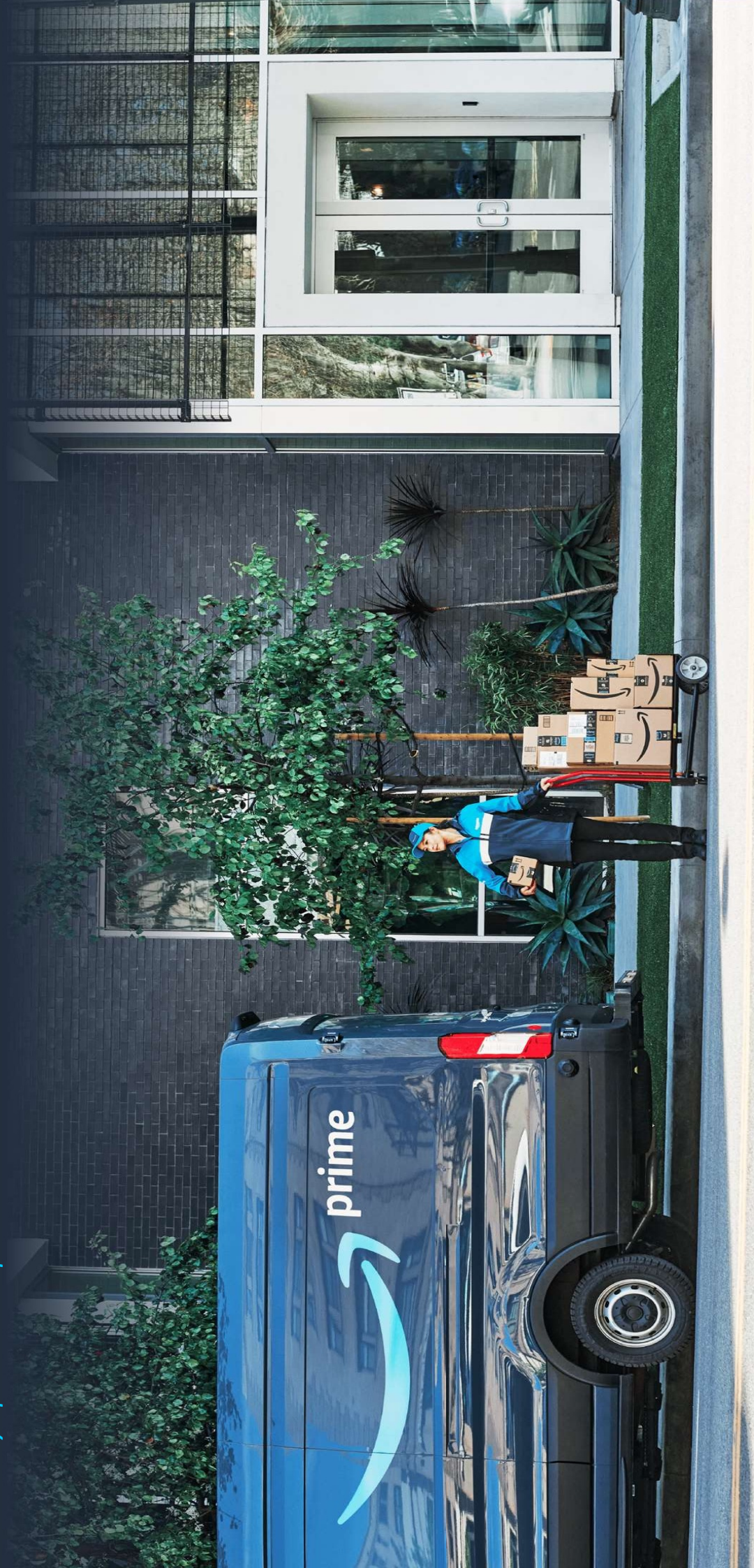


Amazon Key

*A security update to help residents.*

key for business



## Agenda for today

- 1 INTRODUCTION TO “AMAZON KEY”
- 2 THE BENEFITS
- 3 PRO-FORMA CUSTOMER JOURNEY
- 4 THE INSTALLATION PROCESS
- 5 NEXT STEPS

# Amazon Key is a smart-entry service being rolled out across the UK, enabling easy & safe parcel delivery



## What is Key for business?

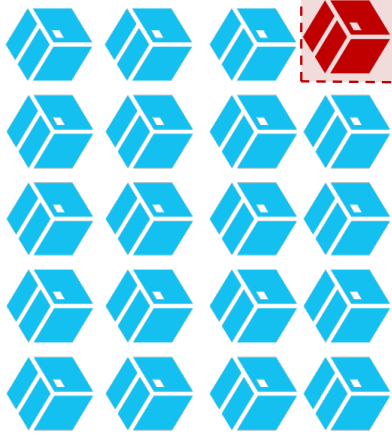


- 1** A remote, smart entry system which enhances building security and enables Amazon delivery drivers to access a building (for a fixed time period) to **seamlessly deliver packages** (no resident intervention required)
- 2** The device isn't visible to those entering and leaving the building - it's installed in the building's control room
- 3** Installation **doesn't interfere with the building's existing control system** and typically takes just **30-60 minutes** to install
- 4** Amazon Key is **being rolled out across the UK** and has been adopted by many **large property managers and councils**
- 5** There is **no cost to the property manager or tenant** at any point

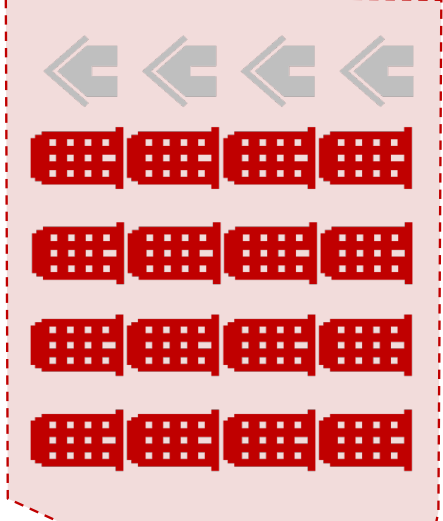
# Many residents of multi-unit buildings experience sub-optimal service levels due to issues accessing the building



## The service-level challenge facing multi-unit residential buildings



Amazon have a **first-time delivery success rate of 95%.**



**80%** of those not successfully delivered 1<sup>st</sup> time are in **multi-unit residential buildings**

100k packages every day

## Service challenges



### Theft

Multi-unit buildings are at higher risk



### Safety and compliance

Parcel dumps, cluttered hallways, etc.



### Security

People entering the building without permission



### Delivery speed and accuracy

Unsuccessful or misplaced deliveries

# Amazon Key solves several pain points for residents and helps improve the Amazon customer experience



## Pain Point



### Theft



## How Amazon Key mitigates this

- Criminals are **increasingly targeting parcel theft** and becoming **more sophisticated**.
- Key puts a huge stop to this by ensuring only verified drivers can **access the block**; the driver follows the **resident's delivery instructions** to maximise safe delivery and receipt.
- Building managers can **set delivery times** & only grant access at **select entry points**.
- Improved delivery practices will significantly reduce parcel dumps/ misplaced deliveries, **subsequently reducing fire hazards and trip hazards**.
- Key allows management to **track and verify all Amazon delivery drivers** on site.
- Processing power is provided by Amazon Web Services (AWS), **a trusted technology partner for HMRC, Ministry of Defence, Formula 1, etc.**)
- Standardises the driver approach and facilitates tailored delivery instructions from the resident; **initial outcome: failed deliveries reduced by 73%**.
- **Relieves ops. demands on building staff** (manage errant packages, complaints, etc.)

### Safety and Compliance



### Security



### Speed and Accuracy



# Delivery process



**Amazon driver requests entry** through Amazon delivery app.



**Amazon driver arrives** at designated entry door (displayed in Amazon delivery app).



**Key for Business authenticates** driver's ID, route, location, package and time of request.



Once verified, **driver receives time-limited access** to building.



**Driver follows directions** to predetermined package dropoff location and delivers packages.



**Driver exits building and is unable to reenter** unless reverified by Amazon delivery app.

The Amazon Key device (Leo Lite) is a “plug+play”, easy installation unit which can be added in under 30mins.



## Leo-Lite overview

**Leo Lite**  
Specifications

**Dimensions**  
74.62mmx61.32mmx22.15mm (not including the antenna).

**Power**  
The device can be powered by using Amazon's 9 Watt usb power adapter or via the 8-pin terminal which accepts any 8-24VAC or 8-24VDC

**Connectivity**  
Cellular: LTE CAT-M1 with GPRS/2G fallback capability or ethernet. Please note the two modes will never be used simultaneously.

**Relay Rating**  
32V/2Amp. It's under UL508 (under 1500V) so it doesn't have a letter rating.

**Operating Humidity**  
It is not weatherproof (designed for indoor usage)  
5% to 90% humidity range

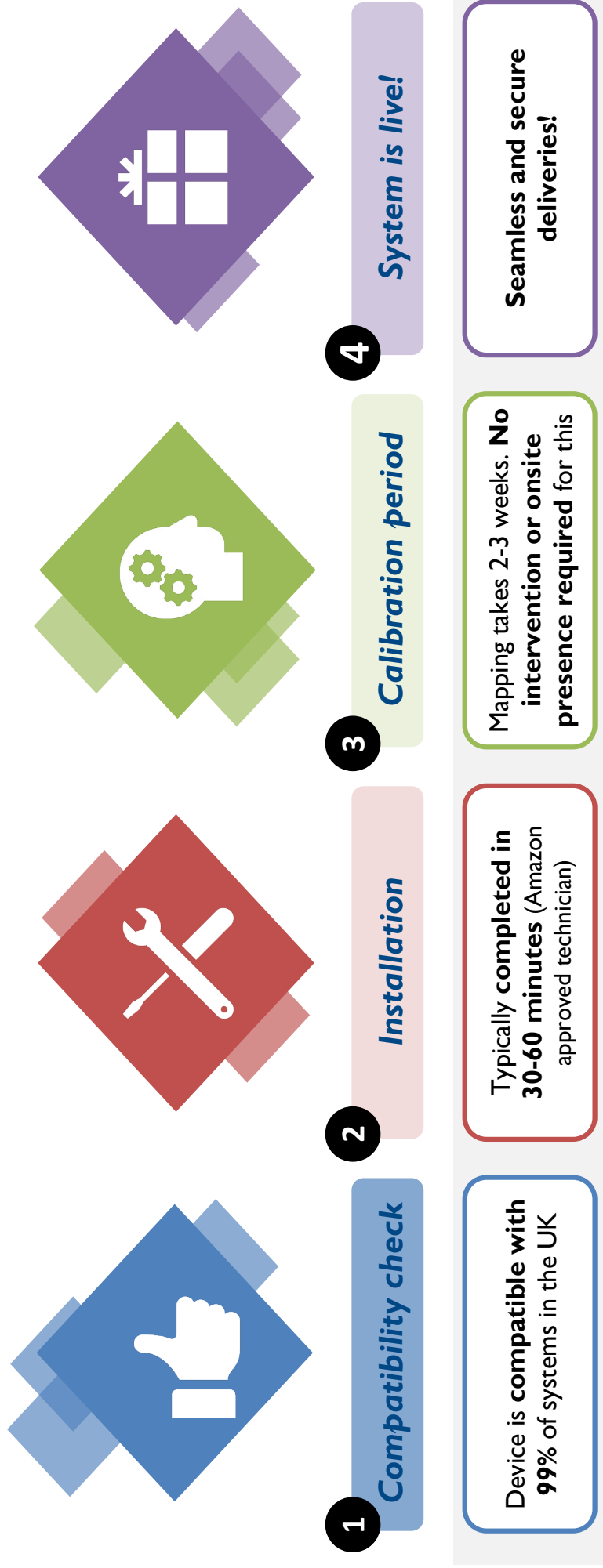
**Operating Temperature**  
0C to 65C operational temp range -55C to 85C non-operational temp range (storage, transportation, handling)

- Pairs with existing electronic door strike (Relay connection), **not integrated** w. primary entry system
- Standalone, cellular communication
- Device is **99% compatible** with all systems
- **Out of sight** (in control room)
- **AWS Cloud** Verifies Data and delivery information
- **“Minimal risk”** policy employed; any doubts over successful installation will cause it to stop.
- Each week you will receive a list of all sites that have been successfully installed, and information about any blocks that could not be installed.

The Amazon Key device (Leo Lite) is a “plug+play”, easy installation unit which can be added in under 30mins



### Installation process - overview



## Next steps

---



### Next steps

1. Amazon conduct a block list analysis to identify the qualifying buildings and priority sites. (Amazon installs on residential blocks with >5 apartments that have electronic access.)
2. The Housing Association and Amazon agree an installation plan.
3. The Housing Association sign an installation agreement
4. Commence installation.



## Questions?

Contact email: [nicole@zapcharged.com](mailto:nicole@zapcharged.com)

Contact number: +44 7956 496966

