



MANCHESTER UNITED

SMART LOCKER GUIDE



Smarter Storage.
Better Experiences. Stronger Operations.



ACCELERATE ENTRY



INCREASE RETAIL SALES



DRIVE NEW REVENUE



IMPROVE SECURITY & OPERATIONS



BOOST EFFICIENCY & EXPERIENCE

SMARTER INFRASTRUCTURE. BETTER OPERATIONS. **STRONGER CLUB.**



COMMERCIAL IMPACT

Smart Lockers. Smarter Stadium. Stronger Business.

For a stadium like Manchester United, smart lockers can evolve from a simple storage solution into a multi-purpose operational platform that drives efficiency, revenue and exceptional experiences for every visitor and staff member.



<p>1 ACCELERATES STADIUM ENTRY</p>	<p>2 REDUCES RETAIL FRICTION</p>	<p>3 CREATES NEW REVENUE STREAMS</p>	<p>4 IMPROVES SECURITY OPERATIONS</p>	<p>5 SUPPORTS HOSPITALITY SERVICES</p>	<p>6 MANAGES STAFF ASSETS</p>	<p>7 IMPROVES FAN SATISFACTION</p>
<p>Reduce bag delays and speed up access for a smoother entry experience.</p>	<p>Click & Collect lockers eliminate queues, increase conversions and boost merchandise sales.</p>	<p>Paid storage services create significant matchday and annual revenue opportunities.</p>	<p>Secure storage, digital audit trails and real-time monitoring strengthen safety and reduce risk.</p>	<p>Offer premium guests a seamless, secure experience from arrival to departure.</p>	<p>Secure lockers for radios, keys, devices and equipment improve accountability and operational efficiency.</p>	<p>Convenience, speed and peace of mind create a better overall matchday experience.</p>

The most progressive venues increasingly view smart lockers as part of their **stadium operating infrastructure**, alongside ticketing, access control, retail and security systems.

TICKETING
 ACCESS CONTROL
 RETAIL
 SECURITY SYSTEMS
 SMART LOCKERS

<p>HIGHER REVENUE New income streams and increased retail performance.</p>	<p>LOWER COSTS Reduced queues, less manual work and improved efficiency.</p>	<p>STRONGER OPERATIONS Better security, accountability and asset management.</p>	<p>HAPPIER FANS Convenience and excellent experiences at every touchpoint.</p>
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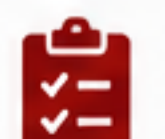





SMART LOCKERS. SMARTER STADIUM. STRONGER CLUB.



HOW SMART LOCKERS SOLVE FACILITIES MANAGER CHALLENGES AT VENUES



FACILITIES MANAGER PAIN POINT		SMART LOCKER BENEFIT	TYPICAL OUTCOME
 Long Visitor Queues & Congestion	➔	Self-service storage removes manual handovers and collection bottlenecks.	 50–90% reduction in queue times
 Labour-Intensive Cloakrooms	➔	Automated storage reduces staffing requirements and manual administration.	 30–70% reduction in labour costs
 Rising Staffing & Overtime Costs	➔	Fewer staff needed to manage visitor belongings.	 Reduced event-day operating expenditure
 Lost Property Administration	➔	Every locker transaction is recorded and traceable.	 60–95% reduction in lost property workload
 Lack of Operational Visibility	➔	Real-time dashboards and usage reporting provide operational insight.	 Near 100% transaction visibility
 Under-Utilised Venue Space	➔	Compact locker systems replace large manual storage areas.	 20–50% improvement in space utilisation
 Security Risks from Unmanaged Bags	➔	Secure, controlled storage reduces unattended items.	 Improved venue security and risk management
 Manual Processes That Don't Scale	➔	Automated workflows handle high visitor volumes consistently.	 Significant improvement in scalability
 Event-Day Operational Bottlenecks	➔	Faster storage transactions keep visitors moving.	 2–5x increase in processing capacity
 Compliance & Audit Challenges	➔	Full transaction history and audit trails for every item.	 100% auditability and accountability

1. SMART PERIMETER LOCKERS TO IMPROVE INGRESS

FASTER ENTRY. SHORTER QUEUES. BETTER FAN EXPERIENCE.



MANCHESTER UNITED

CURRENT CHALLENGE

Bag policies increasingly slow entry.

Fans arrive with:

- Backpacks
- Laptop bags
- Shopping bags
- Travel luggage
- Prohibited items



Security teams must:

- Inspect bags
- Refuse entry
- Redirect visitors
- Manage queues



This creates:

- Longer ingress times
- Security bottlenecks
- Increased staffing requirements



SMART LOCKER SOLUTION

Install secure perimeter locker banks:

- Railway station approaches
- Car parks
- Fan zones
- Perimeter security zones
- Hospitality entrances



HOW IT WORKS

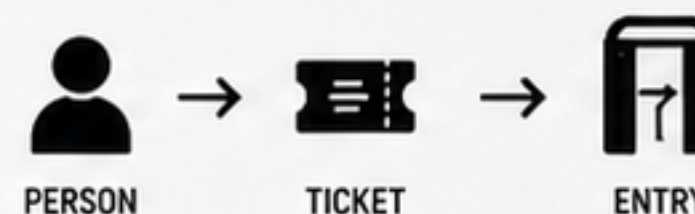


THE RESULT

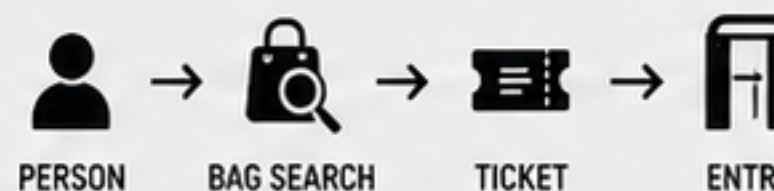
Visitors **store bags** before reaching security.



Security checks become:



INSTEAD OF:



TYPICAL BENEFITS

METRIC	IMPROVEMENT
Security queue times	↓ 30–70%
Bag searches	↓ Significant
Ingress speed	↑ 20–50%
Security staffing pressure	↓
Fan experience	↑

OVERALL IMPACT



FASTER ENTRY

Get fans in the stadium quicker and more safely



REDUCED CONGESTION

Fewer queues, smoother flow, better crowd management



GREATER SECURITY

Less risk, more control, happier staff



LOWER OPERATING COSTS

Reduced staffing pressure and more efficient operations



BETTER FAN EXPERIENCE

Less hassle, more time to enjoy the match

2.

REDUCE MEGASTORE RETAIL QUEUES

SMART LOCKERS. FASTER COLLECTION. MORE SALES.



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CURRENT CHALLENGE

Matchdays generate significant merchandise sales.

Fans often avoid shopping because:

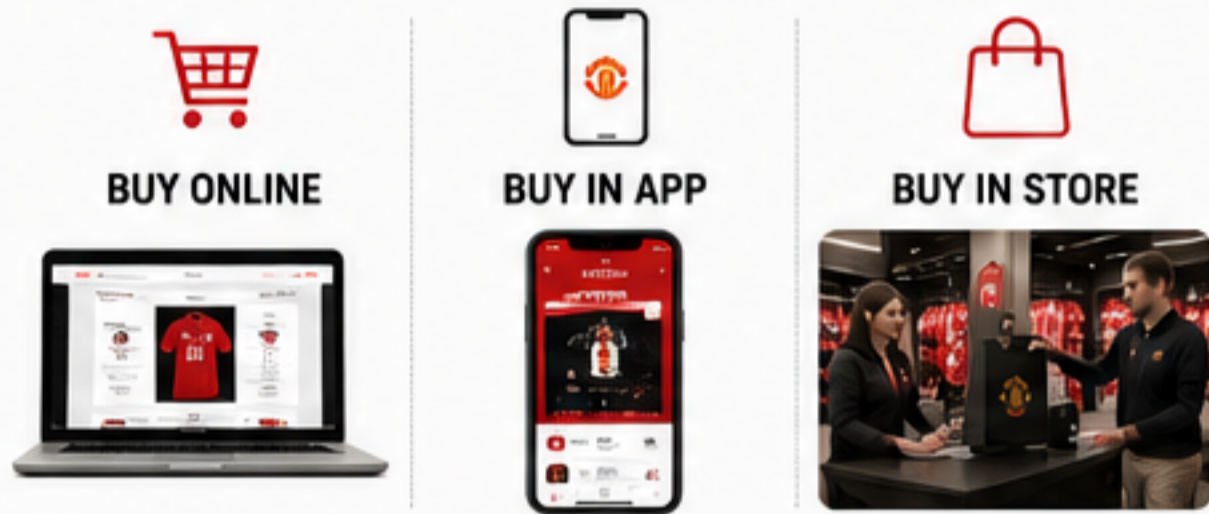
- They don't want to carry purchases
- They are entering the stadium
- They are heading to hospitality
- They are travelling afterwards



LONG QUEUES
LOST SALES OPPORTUNITIES
LOWER BASKET SIZE

SMART LOCKER SOLUTION CLICK & COLLECT LOCKERS

Fans can shop how they want – we'll deliver to a secure locker for fast, contactless collection.



ITEMS ARE DELIVERED DIRECTLY TO SMART LOCKERS



COLLECTION

No queues. No waiting. Just fast, easy, convenient.

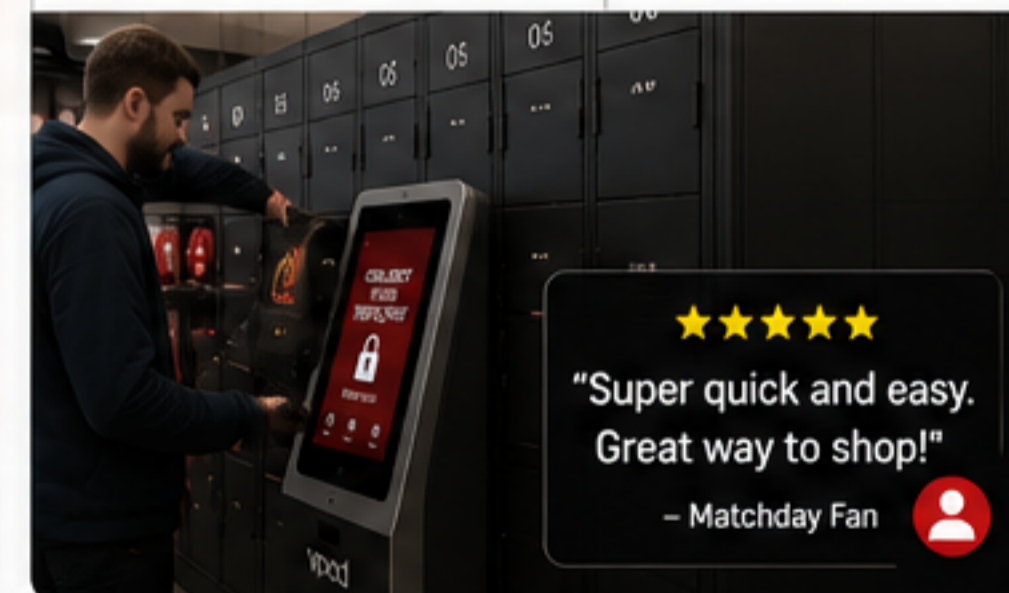
COLLECTION TIME:
10-30 SECONDS

- RECEIVE collection code
- VISIT the locker bank
- OPEN the locker
- COLLECT your purchase

FAST. EASY. CONTACTLESS. BACK TO THE ACTION.

TYPICAL BENEFITS

METRIC	IMPROVEMENT
Retail queues	↓ 50-90%
Collection speed	<30 seconds
Staff workload	↓
Retail throughput	↑
Merchandise sales	↑



★★★★★
"Super quick and easy. Great way to shop!"
- Matchday Fan

BOTTOM LINE IMPACT

- INCREASE MERCHANDISE SALES**
Remove friction, increase conversion & basket size
- REDUCE QUEUES**
Improve crowd flow and fan experience
- FASTER COLLECTION**
10-30 second experience keeps fans moving
- LOWER STAFFING**
Reduce manual handling and collection points
- HIGHER THROUGHPUT**
Serve more fans, more sales, faster



SMART LOCKERS DRIVE SMARTER RETAIL. More convenience for fans. More revenue for the club.



SHOP ANYWHERE



COLLECT IN SECONDS



ENJOY THE MATCH

3. HOSPITALITY GUEST STORAGE

SMART LOCKERS. ELEVATED EXPERIENCE.



MANCHESTER UNITED HOSPITALITY

THE NEED

VIP and hospitality guests frequently arrive with:

- Coats
- Luggage
- Shopping
- Business equipment



CURRENT PROCESS

Often relies on:

- Cloakrooms
- Concierge teams
- Manual storage
- Longer wait times
- Staff intensive
- High touch processes
- Limited visibility
- Higher risk of loss or misplacement

THE SMART LOCKER SOLUTION

Secure, self-service storage for VIP and hospitality guests.



HOW IT WORKS



- Secure 24/7
- Full audit trail
- Real-time visibility
- Self-service convenience

SMART LOCKER BENEFITS

- FASTER ARRIVAL**
Guests store items in under 30 seconds and move straight to their experience.
- BETTER GUEST EXPERIENCE**
A seamless, premium experience from arrival to departure.
- REDUCED STAFFING**
Reduces reliance on cloakroom and concierge teams, lowering operational costs.
- HIGHER ACCOUNTABILITY**
Every transaction is recorded with time, locker ID and user confirmation.



THE RESULT

- HAPPIER GUESTS**
- MORE EFFICIENT OPERATIONS**
- LOWER COSTS**
- GREATER CONTROL**

PROFESSIONAL. SECURE. EFFORTLESS.
Smart lockers enhance every hospitality experience.

Premium storage for premium guests

Operational efficiency that scales

Because great experiences start from the moment they arrive

4. FAN ZONE STORAGE SERVICES

MORE FREEDOM. LONGER STAYS. MORE SPEND.

Smart lockers make fan zones more enjoyable, safer and more profitable.



THE CHALLENGE

Many fans arrive hours before kick-off. They don't want to carry bags, jackets or purchases around the fan zone.

- ✗ Limited mobility
- ✗ Less time spent in the venue
- ✗ Less spending
- ✗ Bags can be a security risk
- ✗ Queues and congestion



SMART LOCKER SOLUTION

Secure, self-service lockers located throughout the fan zone.

- DROP YOUR BELONGINGS**
- ENJOY THE FAN ZONE HANDS-FREE**
- RETURN & COLLECT IN SECONDS**



Secure | 24/7 Access | Cashless | CCTV Monitored

SUPPORTS KEY FAN ZONE AREAS



FOOD COURTS

Fans dine and relax without carrying bags.



FAN PARKS

More freedom to explore, play and participate.



ENTERTAINMENT ZONES

Enjoy live music and activities hands-free.



FAMILY ZONES

Parents and kids can move around freely and stay longer.



THE BENEFITS



FANS MOVE FREELY

Hands-free fans enjoy the experience without limits.



LONGER DWELL TIMES

Fans stay in the venue longer before, during and after events.



INCREASED SPEND

More time + more freedom = more spending on food, drinks, merchandise and experiences.

RESULT: BETTER EXPERIENCE. STRONGER REVENUE.



HAPPIER FANS

Improved experience and satisfaction



HIGHER SPEND

Increased F&B and retail revenue



SAFER ENVIRONMENT

Reduced bag risks and clutter



MORE PROFITABLE FAN ZONES

Turn storage into value



SMART LOCKERS TURN FAN ZONES INTO FREEDOM ZONES



Secure storage in seconds



Enjoy the experience



Collect in seconds



Move freely. Spend more. Enjoy every moment.

5. MATCHDAY REVENUE GENERATION

STORAGE ITSELF BECOMES A PAID SERVICE.



Smart lockers create a new, high-margin revenue stream on every matchday. Fans pay to store their items securely so they can enjoy the match hands-free.



EXAMPLE: PER MATCH



ACROSS
+25
 MAJOR EVENTS PER YEAR



ANNUAL REVENUE
£925,000

Before considering labour savings or increased retail spend.

BEYOND THE REVENUE: ADDITIONAL IMPACT

HIGH-MARGIN REVENUE STREAM
 Minimal cost of delivery, maximum return.

REDUCED LABOUR REQUIREMENTS
 Fewer manual bag handling & storage tasks.

INCREASED RETAIL & F&B SPEND
 Fans spend more when they don't carry bags.

IMPROVED FAN EXPERIENCE
 Convenience drives satisfaction and loyalty.



SMART LOCKERS. SMART REVENUE. STRONGER BUSINESS.



TURN EVERY MATCHDAY INTO A REVENUE OPPORTUNITY.

6. LOST PROPERTY MANAGEMENT



SMART LOCKERS. LESS LOSS. MORE CONTROL.

Smart locker technology transforms lost property operations from a manual burden into a secure, accountable and efficient process.

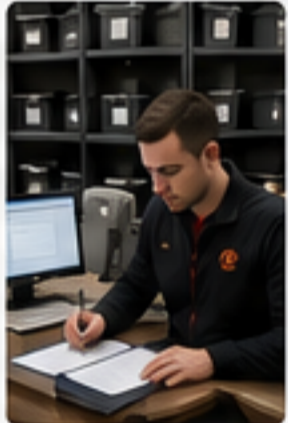
TYPICAL REDUCTION
60-95%
LESS LOST PROPERTY ADMINISTRATION

CURRENT CHALLENGES

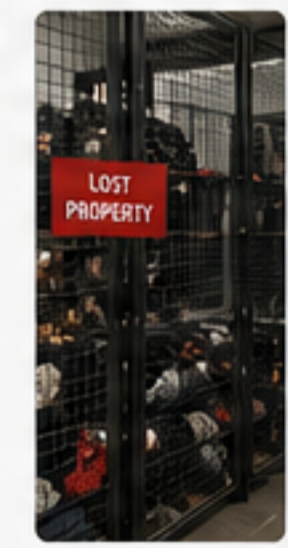
THOUSANDS OF LOST ITEMS ANNUALLY
High volumes across matchdays, concerts and events.



LABOUR-INTENSIVE ADMINISTRATION
Manual logging, sorting, searching and follow-up consumes significant staff time.



SECURITY CONCERNS
Limited visibility, no audit trail and potential for loss or misuse.



SMART LOCKER SOLUTION

Smart lockers bring control, security and efficiency to every step.



HOW IT WORKS



EVERY TRANSACTION IS:

- TIME-STAMPED**
Accurate date and time recorded.
- ACCOUNTABLE**
Linked to user ID or staff member.
- AUDITABLE**
Full audit trail for complete transparency.
- REPORTABLE**
Automated reports and analytics.

SMART LOCKERS PROVIDE

DIGITAL AUDIT TRAILS
Complete visibility of every item, movement and user interaction.

USER ACCOUNTABILITY
Items are stored and retrieved with user ID, ensuring responsibility.

TIME-STAMPED TRANSACTIONS
Every store and collection is automatically time and date stamped.

AUTOMATED REPORTING
Real-time reports on lost property volumes, trends, collections and outstanding items.

THE RESULTS

Significant improvements across lost property operations.

- ADMINISTRATION TIME** ↓ 60-95%
- STAFF WORKLOAD** ↓ 60-90%
- ITEM TURNAROUND TIME** ↓ 50-80%
- SECURITY & ACCOUNTABILITY** 100% AUDITABLE
- LOST ITEM RECOVERY RATE** ↑ 40-70%
- OPERATIONAL EFFICIENCY** SIGNIFICANT IMPROVEMENT



7. STAFF & CONTRACTOR ASSET LOCKERS

SECURE ASSETS. ACCOUNTABLE STAFF. OPERATIONAL EXCELLENCE.

Smart lockers provide secure, controlled access to critical operational equipment – ensuring the right assets are in the right hands at the right time.

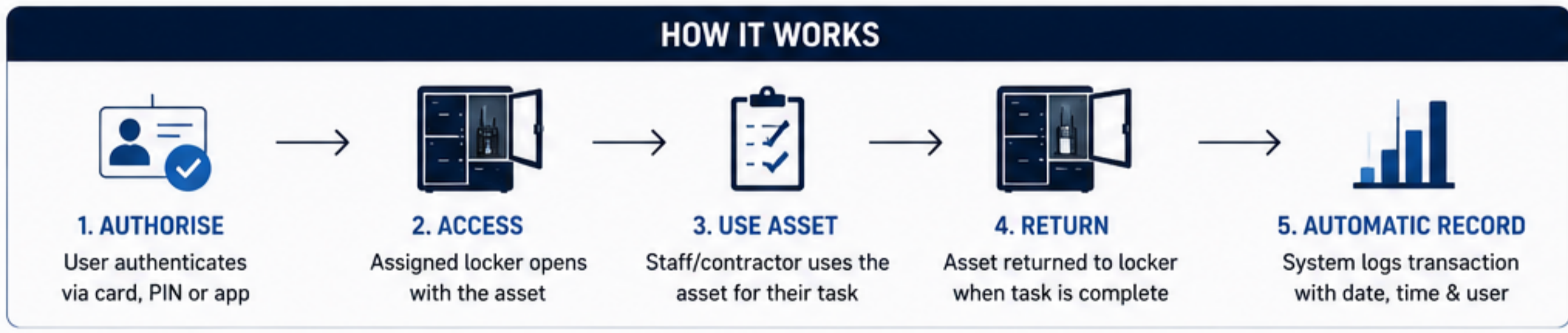
- SECURE**
Only authorised users
- VISIBLE**
Real-time asset visibility
- ACCOUNTABLE**
Full audit trail of every transaction
- EFFICIENT**
Faster issue and return

- ### WHAT IT SUPPORTS
- RADIOS**
 - BODYCAMS**
 - KEYS**
 - TABLETS**
 - POS DEVICES**
 - SECURITY EQUIPMENT**
 - ...AND MORE



BENEFITS AT A GLANCE

AREA	IMPROVEMENT
Asset visibility	NEAR 100%
Issue / return time	↓ 70–95%
Asset loss	↓ 70–95%
Compliance	↑



- ### IDEAL FOR
- Security Teams
 - Stewards
 - Event Staff
 - Maintenance Teams
 - Contractors
 - Field Operations
 - Venue Operations
 - Emergency Teams

RIGHT ASSET. RIGHT PERSON. RIGHT TIME.
Smart lockers drive accountability, reduce loss, and improve operational efficiency across your venue.

- REDUCE COSTS**
Less loss, less replacement
- SAVE TIME**
Faster access, faster return
- IMPROVE COMPLIANCE**
Full audit trail and reporting
- BOOST PRODUCTIVITY**
Staff focused on what matters most