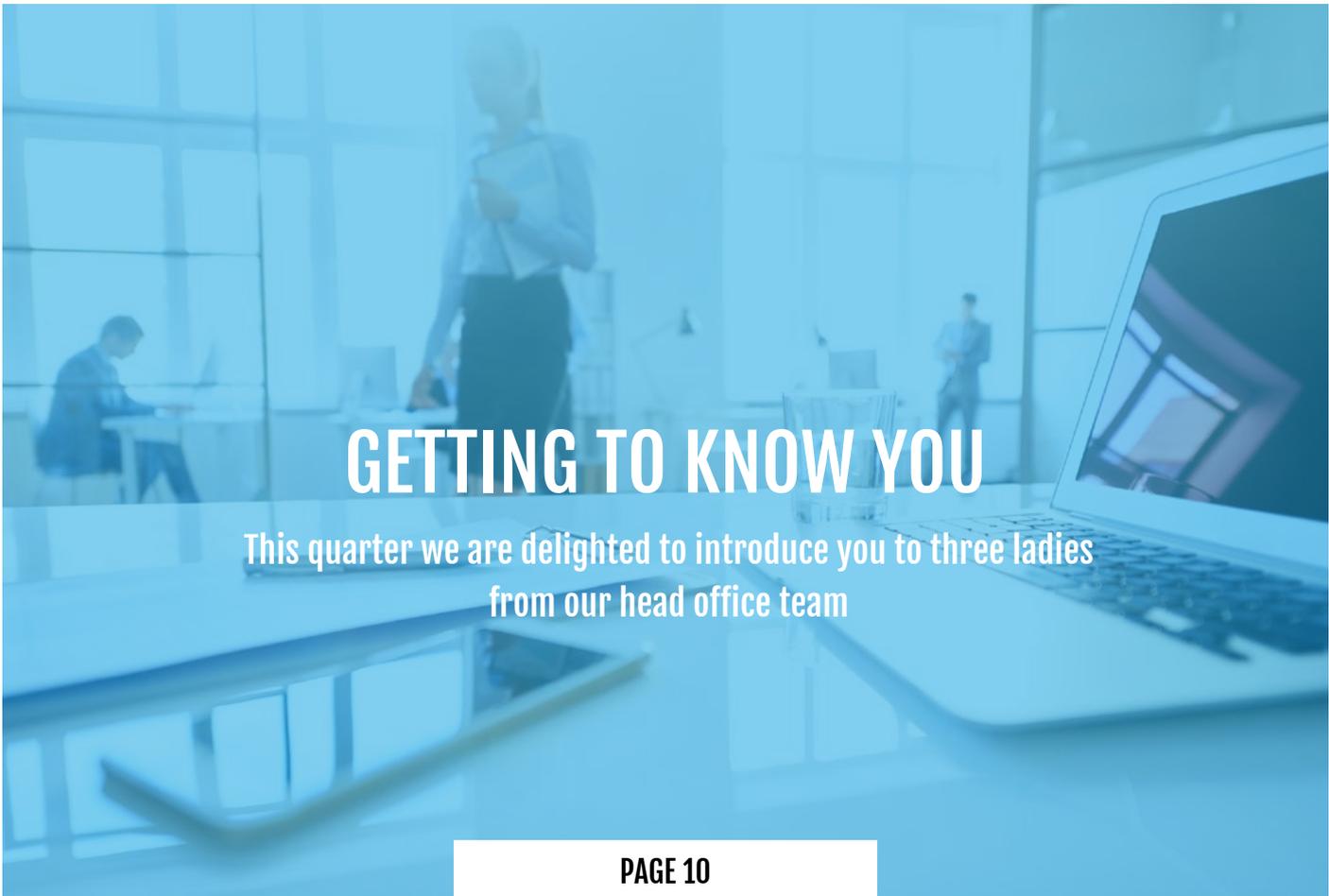


INTERRCONNECT



GETTING TO KNOW YOU

This quarter we are delighted to introduce you to three ladies from our head office team

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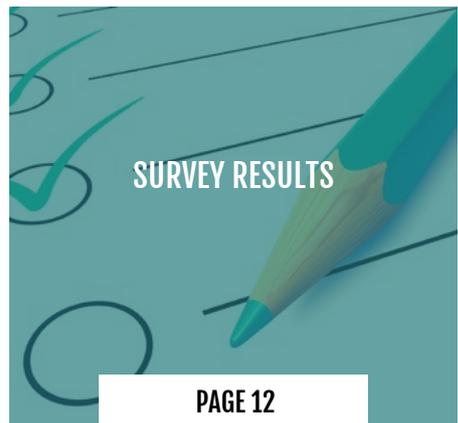
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Interr develop and supply outstanding and innovative solutions to our customers through dedication and a companywide commitment to excellence.



WELCOME

Welcome to the spring edition of **Interrconnect**.

Another exciting quarter for Interr, which has included the addition of Hermès and DKNY to our portfolio, as well as our continued work with one of our chosen charities KidsOut.

Also a warm welcome back to Sarah Pucenot our HR Manager, who returns to our head office after her maternity leave, carrying the new mum 'glow' with her.

There is an air of excitement in the office and on the frontline, as we are achieving important targets and ensuring that our service continues to evolve for the benefit of our clients. We had a large recruitment drive throughout January and February, which has really made a difference on the ground in terms of strength and depth.

Be sure to read the "GETTING TO KNOW YOU" section, to get closer to three of our head office ladies Elena, Kirsty, and of course new mum Sarah, who are all "Interr Stars".

I would like to personally express my gratitude to all of our teams for your continued loyalty and support. I hope to see many of you over the coming quarter.

Warm regards and until next time!

Joachim Ritter
Chairman



GLOBAL MD'S UPDATE

Welcome everyone to the second edition of **Interrconnect**. As usual we have been very busy over the last quarter and have even more good news to report!

Back in February we were invited to tender for the manned guarding contract for Hermès UK and last week we received the wonderful news that Interr had been successful in winning this new business. Hermès is a global luxury goods and lifestyle brand founded in Paris in 1837 and for us is a perfect addition to our already high profile client list. As if this wasn't enough we have the privilege of being awarded the UK security contract for DKNY, a New York based fashion house specialising in fashion goods for men and women, founded in 1984 by Donna Karen.

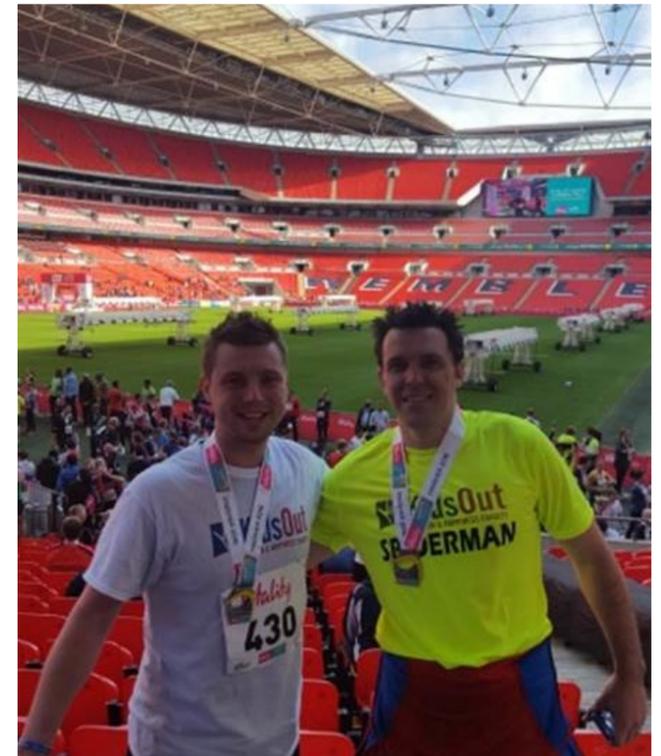
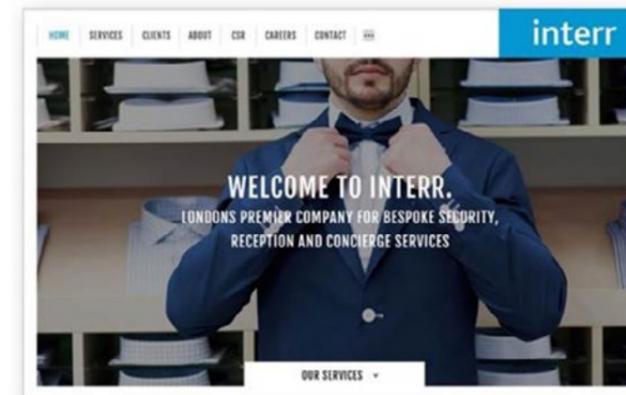
Interr have been working with Uniqlo for some time now and the arrival of their new Global Flagship store at 311 Oxford Street was an exciting opportunity for us to showcase our event guarding when they opened on Friday 18th March. We had 10 officers present at 7am with client managers Scott Richardson and Jermaine Smith to manage the lines of customers all waiting to be first into the new store. The photos below show hundreds of people who braved the cold weather to be a part of this event.



This month we also had an opportunity to look after a very high profile client using the Close Protection division of our business when Heidi Klum visited London for 4 days. It is easy for us to forget sometimes how flexible we are as a business and only by looking back over the last few months are we reminded how many diverse requirements we actually look after. Our international clients are all very different and we pride ourselves on always providing them with a unique solution which is why we now have such a great reputation in the security industry and such long standing relationships with our customers.

While we are on the subject of the industry we are just about to have our annual ACS audit from the Security Industry Authority, this is a very intense week for everyone as the audit is very detailed and covers every aspect of our business. As you will no doubt be aware last year we scored our highest ever (+170 placing us in the top 5% of ALL security companies) so the pressure is on to maintain this exceptionally high standard!

Another exciting development is that the current Interr website and branding are in the process of having a 2016 'refresh', this newsletter already carries our new 'look' and the website will be fully operational in time for the next newsletter but a sneak preview below of what to expect.....



Our Client Manager Scott Richardson and his friend Nick James participated in this year's North London Vitality half marathon raising money for our chosen charity KidsOut. For those of you who haven't run this distance it is a real achievement and is much harder than you might think (I speak from experience after doing it last year...and never again!) so congratulations to Scott and Nick for finishing the distance and raising so much money. If you would like to donate then please use the [link below](#), and if you would like to volunteer for next year's event please let us know and we'll happily sign you up.

And finally I would like to make a special mention to the latest members of the head office team. Esther Martin and Marilia Fraga have both joined us as Operations Supervisors. We wish them both a long and successful career with Interr and I'm sure you will all have an opportunity to either speak with or meet them in person over the coming months.

Roderick Arnold
Global Managing Director

CSR UPDATE

PROVIDING COMFORT

As you are all aware Interr have been working with our KidsOut charity for the past eighteen months, actively raising funds and awareness, as well as volunteering on days out and procuring gifts and other important items to enhance the difficult lives of children affected by domestic abuse.



For those of you who are not already aware Interr are also supporting the Solace Women's Aid charity alongside KidsOut as we felt these two charities complemented each other well. In fact, our most recent work has been directly with the Solace Women's Aid refuges across London. Roderick Arnold our Global Managing Director personally visited a local refuge with KidsOut and instantly knew that as a company Interr could make a real difference by working together to provide some of the essentials that the women and children living in refuge care needed to make their time there a little more comfortable.

Solace Women's Aid is a fantastic charity. I would like to take the opportunity to outline the wonderful work Solace Women's Aid accomplishes for the many women and children who live in danger and constant fear of their lives. Solace Women's Aid is an independent charity working primarily across London, providing life-saving support to more than 10,000 women and children survivors of domestic and sexual violence a year. Solace offers a holistic range of specialist services including refuges, advice, counselling, advocacy, support groups and family and children's projects, enabling survivors to live free from abuse.



COLLECTIVELY MAKING A DIFFERENCE



It is with much pride and admiration that we advise the names of the volunteers that agreed to run in this year's North London Vitality half marathon raising money in support of KidsOut. Our very own Scott Richardson, Client Manager and his friend, Nick James (who ran as Spiderman) were the brave men to take on the challenge this year, running 13.1 miles on Sunday the 20th March 2016.

The half marathon takes participants on a tour of North London and provides them with the greatest finish line – Wembley Stadium – for a celebratory stadium finish! Well done Scott and Nick for taking on this feat with determination and finishing the distance and of course for raising lots of money!

Liboria Cannatella
Commercial Director



EMPLOYEE OF THE MONTH/QUARTER

JANUARY 2016 / ICS

Congratulations Lucio Macas

Lucas has worked for our Cleaning Services for the past two years. He is described as a very hard worker and someone who is always willing to please.

His main sites are Gable and Forge where he delivers specialist cleaning to the floors which is an integral part of his role.

Lucas has recently restored the parquet floor at Loop, so if you ever have the opportunity to visit the site I am told you can pretend to be John Travolta in Saturday Night Fever.

He has an exemplary working record, is a dedicated and passionate member of the team, and is a joy to work with.

FEBRUARY 2016 / ICS

Congratulations Roberto German

At Roberto's two sites, Last & Amber bar, his work is at an exceptional level which is recognised by both the team and the clients.

"Roberto has a good and steady work quality, he is always helpful when needed, and always steps up for last minute jobs and emergency covers" Tomas Cadenas (Operations Manager)

Roberto's qualities stand out and we would like to thank him for all his hard work and support to our cleaning division.

EMPLOYEE OF THE QUARTER: JAN TO MAR 2016

Congratulations Nana Antwi-Boateng

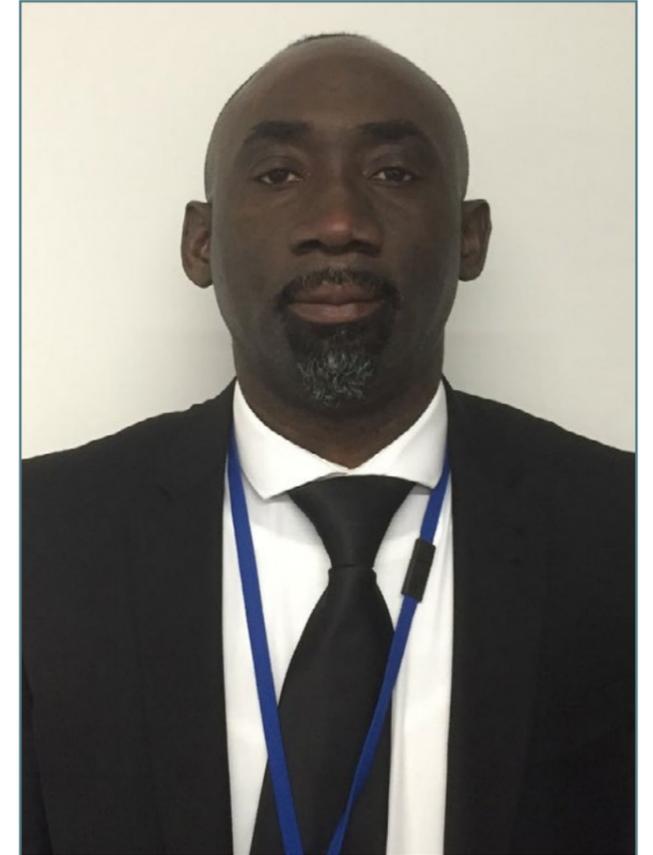
Nana has only been with the company for a period of three months, but in that time he has done nothing but impress clients and staff wherever he has found himself working or delivering company training.

As a Senior Support Officer (SSO), Nana has worked with an array of our clients and will continue to be trained on further assignments until he is completely versed in all site knowledge. Numerous clients have already requested that Nana become their permanent officer which means he is going above and beyond, when completing his extended duties. This level of performance and praise is exactly what the company had envisioned when creating the position of the SSO.

When Nana is not out on site assisting us in delivering a top quality service, he assists in the head office with various operational and administrative duties, ensuring the development of his already impressive skill set.

To top it all off, he does all of this with a big smile on his face.

Well-deserved Nana. Keep up the good work.



MARCH 2016 / RETAIL

Congratulations Nana Antwi-Boateng

Nana has only been with company for a short while but has already proven himself to be an exemplary performer. As a SSO, Nana has worked with an array of our clients, each singing his praises and have requested him as their full time officer. This speaks volumes about his level of service delivery.

Furthermore, Nana did a tremendous job during the weekend of 19th March 2016 at the opening of the new Uniqlo flagship store at 311 Oxford Street.

Well done Nana.



GETTING TO KNOW YOU

Continuing from last quarters newsletter, we are happy to introduce you to the following three ladies from our head office team.

Sarah Pucenot

On the 1st March Sarah officially returned to the head office, coming back from being on maternity leave, looking after her baby daughter Nyah Rose.

“It’s been great coming back. It’s like I hadn’t been away at all. It is lovely to see some really positive changes to the company and lovely to meet new team members.”

Sarah is Interr’s HR Manager, and has a long history with the company, starting as an HR and Training Officer at our old offices on Farringdon Road back in September 2009, and in 2013 taking over the management of the HR team, overseeing all HR related matters. Sarah has a BA (Hons) in Business Studies specialising in Human Resources and has with her dedication and passion as a driving factor, helped shape the company through the years, with her empathetic focus on our employees, specially concentrating on employment relations and staff development.

Of her commitment to HR she says, “I love HR, being able to strategise alongside department heads, support both the employee and employer, developing our individual employees and helping grow a successful business.”

When asked about her hobbies, Sarah responded, “It’s not really a hobby, but I love being a mummy, spending time with Nyah and Nick, I also try to exercise, spend time drawing, and baking (cookies are my speciality).”



Elena Klopanova

Elena joined Interr in October 2014, as a Client Manager, and has been an integral part of our 2015 reorganisation, keeping our operations running smoothly amidst the changes throughout the organisation. Elena is very much defined by her always enthusiastic attitude and her deep care about the Interr family.

“Interr is not like any other company out there, we are Team Interr :-)”

Wanting to pursue a new career within HR, Elena happily accepted when she was offered the role as HR Team Leader in October 2015. Her background within our operations team, has had an immediate positive effect on the integration of both teams, developing closer working relationships. As HR Team Leader, Elena works closely together with colleagues across the business, with focus on employee relations and compliance.

When asked why she made the move to HR, Elena said, “I want to help develop, train and support the people around me”

In the office it is widely known that Elena is bitten by the travel bug, and whenever she gets the chance she travels the world, mostly with an exploring and daring incentive such as, skydiving, bungee jumping or swimming with sharks. When she is not travelling, she spends her time reading, watching movies and doing Yoga.



Kirsty Bryan

In December 2015 Kirsty joined the Interr family as Client Director for Interr Cleaning. Kirsty is responsible for making sure our promises to our clients are kept and the cleaning team have the support and guidance to deliver Interr’s cleaning services. Kirsty has a wealth of cleaning and facilities management knowledge, gained from her 11 years’ experience in the industry, working for and with organisations and companies that include the Royal Opera House, British Airways and the Guy’s & St Thomas’ NHS trust. In her first 4 months with the company, Kirsty has focused on getting to know the team and our clients, as well as further developing our cleaning processes and systems.

“My start with Interr has been very exciting, and something which I am proud to be a part of”

Kirsty is a highly driven individual, with a strong passion for cleaning and customer service, she loves working with people and thrives on delivering an exemplary service. Kirsty is currently also studying Psychology, to further her management skills and better her understanding of human behaviour.

Outside of the office Kirsty enjoys spending time with her dog, cooking, mixing music and has a keen interest for interior and clothes design.

Kristoffer Ritter
Director of Finance & Administration

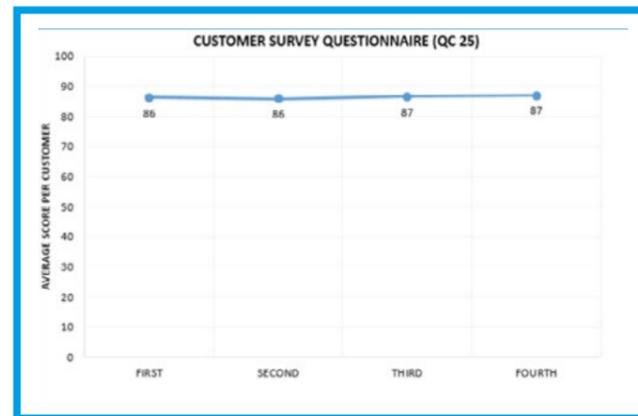


SURVEY RESULTS 2015 – 2016

We are pleased to be able to publish the results of the 2150 survey we completed during the last year. The surveys focus on 3 key areas; Customer feedback, Consumer feedback and Staff feedback. Each Survey has ten questions, with each question scored out of a maximum of ten possible points. Our company target is to achieve an annual average of more than 85%.

Customer Feedback Questions

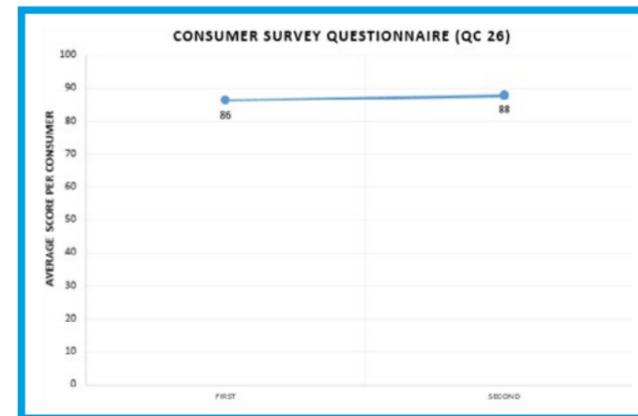
1. How much impact does your security officer have on site?
2. How would you rate the attendance and time keeping of your security officer?
3. How would you compare our service with your original expectations? Would you recommend our service to others?
4. Please rate the communication with head office.
5. Please rate the security officer's uniform, attire and the display of their SIA licence.
6. How would you rate management interaction and delivery at your site?
7. How do you rate Interr Security's overall approach?
8. Please rate the leadership value of the management team at Interr Security.
9. How would you rate the security industry as a whole?
10. How would you rate our frontline service?



We completed almost 650 individual customer surveys and scored an average of 86.5% last year

Consumer Feedback Questions

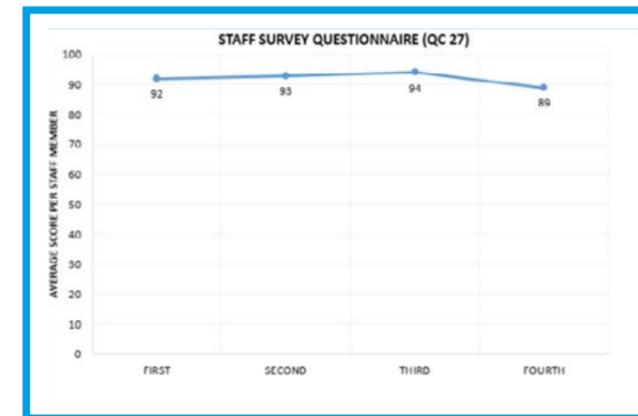
1. How would you rate the working relationship with your security officer?
2. How helpful is your security officer when you request assistance?
3. Please rate the customer service approach of the security officer to yourselves or your customers.
4. Please rate the pro-activeness of the security officer towards their duties and their communication with you.
5. Please rate the overall service delivery of your security officer.
6. How would you rate the security industry as a whole?
7. How would you rate Interr Security compared to other security companies?
8. Please rate your experience thinking only about customer service.
9. Based on your experience how knowledgeable would you say we are?
10. How would you rate our frontline service?



We completed over 300 individual consumer surveys and scored an average of 87% last year

Staff Feedback Questions

1. Please rate the service provided by the Payroll & HR departments.
2. How do you rate your line manager's leadership?
3. Please rate the way that the Interr Security head office have dealt with your requests or enquires.
4. Please rate the Interr Security newsletter.
5. Do you feel your opinions and views count?
6. Please rate the support you receive from your line manager on site.
7. How do you rate the onsite assignment training you have had? (Including the explanation of new tasks & updates on your role).
8. How do you rate your level of satisfaction with your own performance?
9. How do you rate the site that you regularly work on?
10. Please rate Interr Security as an employer.



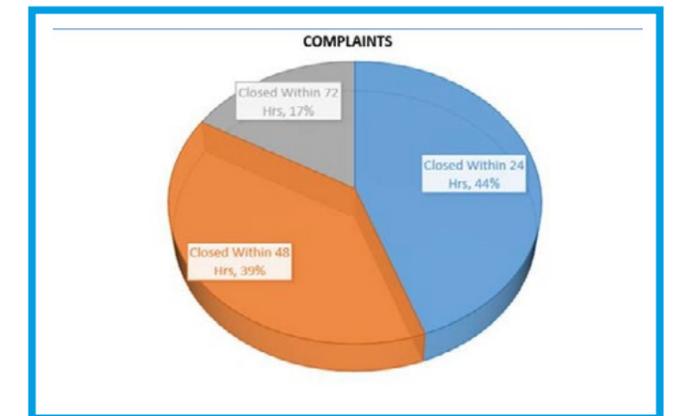
We completed over 1200 individual staff surveys and scored an average of 92% last year

Complaints Closure

Interr Complaint Procedure: The complaint will be acknowledged within 1 hour of receipt of the email or call by one of our experienced client managers, who will take up the matter personally and investigate thoroughly in accordance with established procedures. We aim to respond within 24 hours to update you with progress and once your complaint has been resolved (which we aim to do within 72 hours) we will check back with you to ensure you are happy with the resolution.

We always welcome feedback and would be grateful for yours. If you would like to share your views with us you can do so through our website www.interr.com, by email info@interr.com or by phone on 020 7837 2012.

We would like to thank all those who gave us feedback last year and in doing so have helped us improve our company.



All complaints during the last year were closed within 72 hours

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