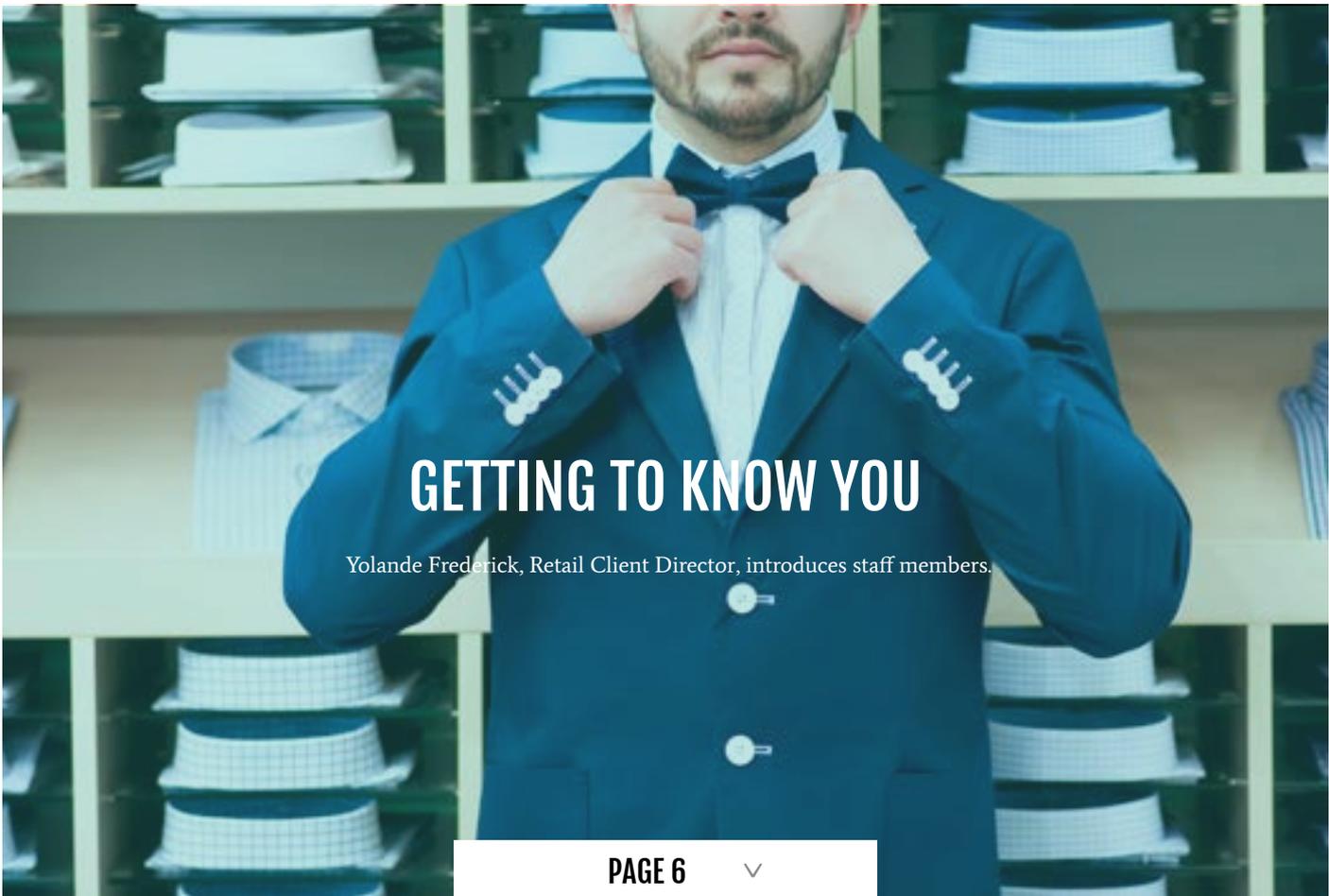


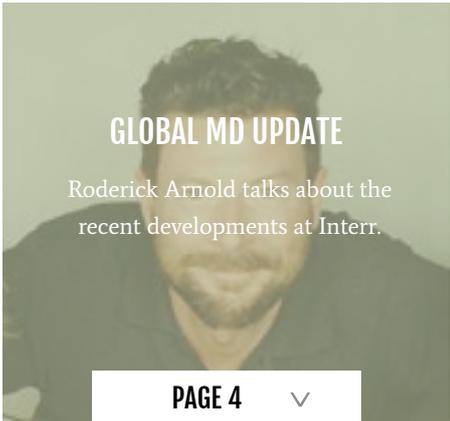
# INTERRCONNECT



## GETTING TO KNOW YOU

Yolande Frederick, Retail Client Director, introduces staff members.

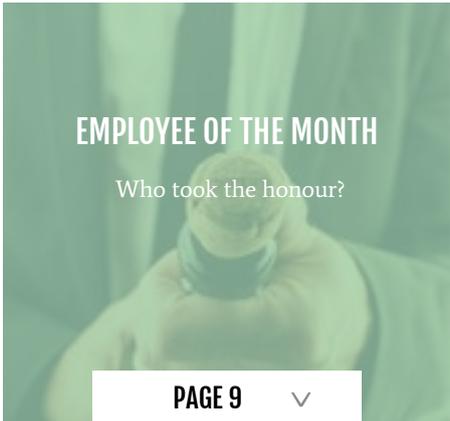
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### GLOBAL MD UPDATE

Roderick Arnold talks about the recent developments at Interr.

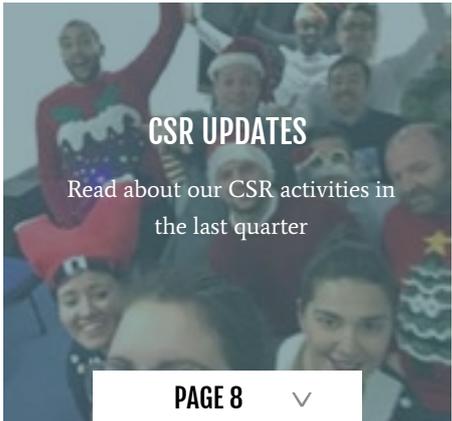
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### EMPLOYEE OF THE MONTH

Who took the honour?

**PAGE 9** ▾



### CSR UPDATES

Read about our CSR activities in the last quarter

**PAGE 8** ▾

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



## WELCOME

I am normally not short of words but this intro is one of those where I don't know where to start!

So much has happened at the end of the year. In terms of client achievement read Rod's rendition of Interr's role in the 'Biggest show on the planet' Victoria's Secret Fashion Show. Also, FRP gave us a very special assignment at the end of the year, needing forty Close Protection officers in less than 24 hours.

Andy Clayton our freshest member of the team took this task on and simply stole the show, while Bradley and Mark managed our peak time of year brilliantly. Continuing the staff focus please read our section on employees of the month and quarter.

I had the honour of handing the awards to Charles ... and Nana... Charles has been with us for ten years and is one of our most consistent performers ever. Nana has served Interr for 18 months but his impact has been exceptional. It was great being part of their celebration, if I was not such a tough guy I might have had a tear in my eye! In the "getting to know you" section we have another three superstars all of whom I have on my 'must hug' list when I am in London.

Interr now look forward to an already exciting first quarter with at least five new clients who we are currently preparing for. The ACS audit is looming and we want to retain our status as the highest scoring mid-size company and overall top five ranking. Apart from that it's the hard work, big smiles and positive Interr attitude that will define our 2017. Enjoy our newsletter!

Enjoy your newsletter!

Joachim Ritter  
Chairman

# GLOBAL MANAGING DIRECTOR UPDATE



Let me start by wishing everyone who celebrated over the holiday season a very Happy New Year!

I'm sure many of you will have seen the fireworks in Westminster on television New Year's Eve and they were very impressive indeed, something a little special to mark the end of one year and the start of another.... and what a year 2016 has been with so much happening in the world that will impact each and every one of us.

The Christmas season has always been the busiest time of year for Interr with almost every customer needing extra cover in the busy weeks leading up to December 25th for shopping and celebrating. As a result this is also the time of year when the entire team are tested to the limit providing the same high standards of service across the security, reception and cleaning portfolio as we do the rest of the year. I'm very pleased to report that everyone at 'team Interr' did an amazing job and we are exceptionally proud to have such a wonderful group of people working with us that really go the extra mile and make sure our customers are happy and for this we would like to extend a very special thank you.

In the middle of all the Christmas madness also came the biggest event of the year, the Victoria's Secret Fashion Show....and this time just to make things even more challenging it was in Paris! Teresa Gleeson our recently promoted International Client Director along with myself had been working on this event for the last 12 months attending meetings in Paris on a regular basis with local Police, L Brands senior management and service partners.

The show happened on November 30th at the Grand Palais and a team of 10 Interr managers and supervisors travelled to Paris to act as a 'first response' team. We worked with L Brands, a massive local security guarding team, dog sniffing teams and a huge French Police team to ensure the event was safe, secure and a huge success for Victoria's Secret.

For those who don't know about the show it is watched by over 800 million people in 190 countries across the world and for Interr to be involved in such an epic production is truly an honour for our company. This is the second time we have had this responsibility and for everyone involved it was a unique experience. If you would like to watch the show and get more of an idea follow this youtube link

<https://youtu.be/0GNVS68g52Q>



In November & December we started new security relationships with Phillip Plein, who launched a flagship store on London's Bond Street, FRP Advisory and Morgan's Hotel Group, and on cleaning with Drake & Morgan.

We also added to our coverage for current clients with Ballymore @ London City Island, Victoria's Secret opened a new store in Westfield, and we also started providing regular overnight and ad-hoc guarding for River Island.

The New Year has already got off to a very exciting start with lots of new business opportunities across all of our divisions and the trial of a new app and operating system that will revolutionise the way we run our business....watch this space!

Roderick Arnold  
Global Managing Director



# GETTING TO KNOW YOU

## Mark Johnson

Mark entered the manned guarding sector in 2010 and joined Interr in the summer of 2016. He brings to his current role a wealth of knowledge and experience in overseeing and supporting retail security contracts. Mark has progressed through the security sector from a trained store detective to his current role as a client manager for Interr.

He embarked on his security career in 1990 and have previously worked as part of the Royal Air Force Police. Mark perused his career further within the industry by moving into Profit protection investigation management which he did for 12 years. Before joining Interr, he previously oversaw the Sainsbury's contract a total of 92 sites managing in access of 200 officers.

His expertise assisted him in supporting his client via a programme called "Eagle Eye", set up to reduce Nectar Fraud. He worked collaboratively with senior Loss Prevention teams to observe and investigate identified cases which concluded to a positive end.

His efforts were recognised in 2010 by his client with the "Best Customer Service" award, followed by more accolades in 2014 with the BSIA "Best use of Technology, Best use of CCTV" award. If asked to describe his management style his response is often

"firm but fair" I can however say that fair is often demonstrated in his going over and above to support our officers when needed. He also has a big heart and will be the first to take part in a charitable cause.



## Russell Smith

Russell joined Interr in 2014 heading up our Regional Security Teams, after over 20 years as a Sergeant in both the Royal Military Police and South Yorkshire Police, as well as several years in Close Protection and Security Consultancy.

Joining us as a security officer in Sports Direct Shirebrook, he very quickly progressed to Security Supervisor, managing our team of 32 officers at our biggest site.

He is credited with achieving stability and leadership to the team and has progressed a number of officers to support him. His talents took him further up the Interr career ladder in 2016 where he was promoted to Regional Manager, overseeing all our regional teams in the Midlands, North and Scotland.

He continues to oversee our Sports Direct Shirebrook team, while supporting our Regional Supervisors in the field and also stays in close communication with our London head office.



## Sean Pasquale

Sean has served 15 years for the Commonwealth Police, before moving to London in 2005 where he added another 10 years of security experience to his CV, and then joining the Interr team in the summer of 2016.

Sean is a trusted member of our head office control team, where he is in close communication with our client management team, staff and clients. Known for his enthusiasm, Sean is a central figure in our head office, always good for a smile, an aspect that also comes across in his communication with our staff, where it clearly shows that he has taken upon himself to build some close connections with his colleagues in the field.

Outside of work Sean has a love for cooking and baking, especially the latter is something we at the head office have grown very fond of as we regularly get treated to some amazing and tasty creations, a skill he also used to support our Macmillan Coffee Morning, selling his cakes to raise money for the charity.

Sean describes working for Interr as, "being a part of a family, where we share daily smiles, I really enjoy the everyday challenges together with the communication with colleagues and clients".



# CSR UPDATE



'Save the Children' is a charitable organization that work in more than 120 countries, including the UK with an aim to save children's lives.

Save the Children' current work across the world getting involved with  
[Putting a stop to children poverty,](#)  
[Providing better healthcare and food so that children can grow up healthy and strong,](#)  
[Tackling global hunger,](#)  
[Protecting children who are exploited and not properly cared for,](#)  
[Allowing children who would miss out on schooling to receive a proper education.](#)

This year, save the children Christmas Jumper Day was on 16th December 2016, as a fundraising tool. The idea is for everyone to wear a festive sweater on this day and then to give £1 to Save the Children. This is a fantastic way to have some end-of-year fun whilst raising money for a brilliant cause.

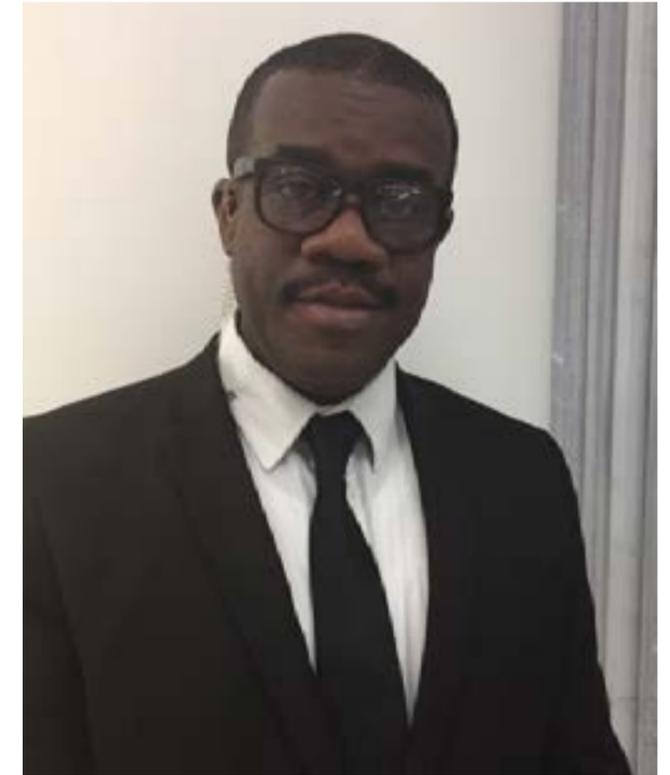
The Interr team decided to get involved in Christmas Jumper Day to help and support this worthwhile cause. The aim is, to come to work in our Christmas jumpers and then give a £1 in return. The head office team also set up a raffle and game to raise further money.

In total we raised £85.80.

In December we made sure that both the Solace Women's Aid refuges we work with had the children's playrooms refreshed with new art supplies, toys, games, musical instruments and furniture to make sure that the kids spending their christmas there had a more enjoyable time with everything they need. This is something Interr do on a regular basis and have committed to spending whatever it costs to ensure the standard of these playrooms is always as high as these kids deserve it to be.

[www.solacewomensaid.org](http://www.solacewomensaid.org)

[www.kidsout.org.uk](http://www.kidsout.org.uk)



## EMPLOYEE OF THE YEAR

### Congratulations Nana Antwi-Boateng

Nana joined Interr in February 2016 and within his past year with the company has succeeded in everything he has done. Nana is described by all his peers and colleagues as a happy, helpful and dedicated individual. Working in the role of SSO with Interr, Nana continually works across different clients and brands on a weekly basis. Nana always receives excellent feedback wherever he goes and effortlessly adapts to the needs and requirements of each client, store and location which is not an easy task.

Nana has not only dedicated his time to getting to know Interr and who we are as business but the expectations of the clients he supports which is the reason why Nana has excelled in his role. Nana has great versatility and his willingness and positivity is astounding. When working alongside his security colleagues he is always supporting each officer in their own progression and role. Nana truly cares about his team, often above himself and we are privileged to have him as a part of team Interr.

### Congratulations Charles Buahin

Charles joined Interr in 2007 and has been part of the Interr team for nearly a decade, Charles is a true example of a model employee, passionate about his role and the success of the Interr business. Over his time with the company, Charles has proven himself to be continually committed and loyal to Interr and our clientele. Charles goes into work every day giving above and beyond our expectations and always leading by example.

He successfully works alongside his security colleagues ensuring they are representing themselves, the client and the Interr brand to the best of their ability. Charles is a natural leader and coach to his peers. Within his employment with Interr Charles has received exemplary feedback from each client he has worked with. Charles is one of the reasons we as a business are able to succeed and progress and we are so thankful for the time, energy and effort Charles gives to his company.



# EMPLOYEE OF THE MONTH/QUARTER

OCTOBER 2016 / RETAIL

NOVEMBER 2016 / CLEANING

## Congratulations Charles Buahin

Charles is a security officer working with our client Tiffany & Co. Charles has been voted as employee of the month as since joining the business nearly 10 years ago. Charles performance has always been to a high standard.

Charles is always reliable and helpful and a very hard worker and we want to recognise Charles for his continued commitment to Interr.

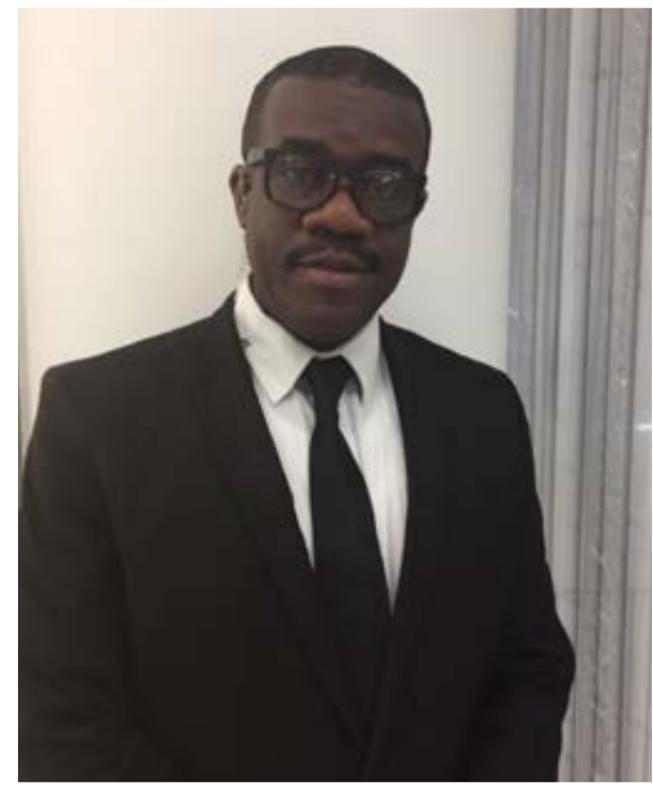
Thank you Charles for all you do.

## Congratulations Juan Francisco Lopez

Juan has been working with Interr cleaning for over a year. During his time with the company he has been a consistent worker, completing all his duties to a high standard.

Juan has been selected as employee of the month as he has gone above and beyond this month and worked extremely hard during the company's busiest time of year.

Well done Juan. Keep up the good work.



## EMPLOYEE OF THE QUARTER

### Congratulations Charles Buahin

Charles has been selected as employee of the quarter due to his loyalty, commitment, attitude to work and his dedication to Interr.

Charles has supported Interr in retail security for nearly a decade and we are delighted to have seen Charles progress in his role. Charles has had an exceptional service record, always working above and beyond to ensure every client he works with is getting the service they deserve. Interr always receive such positive feedback about Charles and he is always ready to support Interr where required.

Charles can only be describes as a true ambassador of our company.

DECEMBER 2016

## Congratulations Babatunde Akinbode

Babatunde has been nominated employee of the month due to his hard work since joining the Interr Security team. Due to Babatunde's outstanding contribution to his role within Sports Direct Hayes, he has managed to help reduce the stock loss in the store.

Furthermore he has gone above and beyond his role in helping create a safe working environment for customer and staff, created documentation to support the police and is very much seen as part of the bigger Sports Direct Hayes team.

Well done Babatunde.

**Interr**  
**The Loom, 14 Gower's Walk, London, E1 8PY**  
**T: +44 (0)20 7837 2012**  
**E: [info@interr.com](mailto:info@interr.com)**  
**W: [interr.com](http://interr.com)**