

INTERRCONNECT

GETTING TO KNOW YOU

Introducing members of the interr team

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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 this quarter's news from Interr!

I will start by saying that this quarter has probably been the busiest in our recent history. Post holiday sales can always be counted on to make sure we hit the ground running and towards the end of the quarter our ACS & ISO Audit added to the intensity. I will let Mick give you the result in the following page but we did great of course.

The reason the quarter stood out to me was the amount of new clients that started using Interr, which is a clear sign that the quality of our service is moving in the right direction. Check the next pages to see some of the great new relationships we started, adding to our top twenty clients currently forming an average of nine years relationship with Interr.

A main focus in this newsletter is always the good people who work within Interr. Get to know Joe, Harry and Nikita and meet our employees of the month during this quarter Chris Mottram, Daniel Marshall and John Pedley our star in Birmingham.

Our GMD Rod will take you through the ongoing and very rewarding work we do with KidsOut, once again another great set of pics from the Trolley Dash!

Have a great quarter and see you all soon

[Joachim Ritter](#)
Chairman



CEO'S UPDATE

Welcome to this edition of 'Interrconnect'. It has been a very exciting and busy quarter for Interr, the highlights of which I am delighted to be able to share with you.

I am very happy to inform you that we have, once again, successfully completed our ACS and ISO Audits.

This year saw many changes to the Approved Contractor Scheme scoring criteria with no less than 76 out of the 87 indicators being changed. These changes impacted not only on the minimum requirements but also on the 'good practice points' achievability. According to this year's auditors most companies are experiencing a drop of 10-15 good practice points due to the raising of the standards.

It gives me great pleasure to inform you that Interr scored +171 in this year's audit, only 4 points under the maximum of +175 'good practice points. Our score puts Interr well into the top 5% of all security companies irrespective of size. This is now the fourth year that Interr is part of this exclusive club with some of the biggest security companies in the world and is an achievement that we are all very proud of.



The following are excerpts from the auditors' summaries for the last two years:

2017
 "On a personal note Interr and its people never cease to amaze me with their outlook and dedication."

2016
 "I would like to take this opportunity on behalf of myself and Andy to thank you and all of the "Interr Team", from the senior management to the employee's working in the field, for the hospitality shown and the professionalism witnessed by all departments and areas/sites throughout this week. It's been a pleasure to audit such a professional and upstanding company... I have never witnessed such loyalty and dedication shown by all concerned. I would also like to add, your employee's in the field are an absolute credit to you, your management team and the company."

It is always a pleasure to receive positive feedback on how well we are evolving as a company. I would like to take this opportunity to thank all our staff, clients and wider stakeholders who supported us during this year's audit as without you we would not have achieved the result we did.

We have also had the pleasure of starting some new partnerships over the last three months, thereby adding to our ever-growing portfolio of clients that we are privileged to support.



WeWork provide shared workspace, community, and services for entrepreneurs, freelancers, start-ups and small businesses. WeWork designs and builds physical and virtual communities in which entrepreneurs share space and office services and can have the opportunity to work together. The company's 30,000+ members have access to health insurance, an internal social network, social events and workshops, and an annual summer retreat. WeWork has locations in 19 United States cities and 12 countries including Australia, Canada, India, China, Hong Kong, France, United Kingdom, Israel, South Korea, Mexico, Netherlands and Germany. Currently we are supporting them with security and events officers in the UK and across Europe.



Workrate are a company based in the Netherlands specialising in Data Centres with whom we are partnering with to provide security services in these environments here in the UK.



Wagamama, who first opened in 1992 in London's Bloomsbury now have over 200 restaurants providing Japanese ramen and a celebration of Asian food, bringing the fresh, nourishing, flavours of Asia to all, have awarded Interr the cleaning contract for their London region supporting 41 restaurants across the capital.



In March, we were chosen by Dr Martens to provide loss prevention, maintenance and event officers. Initially worn by postmen and factory workers, Dr Martens' first few years of existence was very much that of a work-wear boot, selling solid quantities to Britain's working classes. Then Dr Martens were suddenly picked up by early multi-cultural, ska-loving skinheads – who proudly championed British working class style. Shortly after, Pete Townshend of The Who became the first high profile individual to wear them as a symbol of his own working class pride and rebellious attitude. In so doing changing this functional work-wear boot into a subcultural essential.



Kate Spade has asked us to provide our security services to their retail stores. They have more than 100 stores internationally, with a range that includes handbags, clothing, jewellery, shoes, stationery, fragrance and homeware all with the Kate Spade hallmarks of crisp colours, graphic prints and playful sophistication.



We continue to grow our partnership with Eric Yu's The Breakfast Group with the addition of The Social to our Licensed Leisure security division and cleaning services for 68 & Boston.



Another welcome addition to the Licensed Leisure portfolio is the Zebrano Group, where we are providing security officers for all three of their venues.



Browns Fashion asked us to provide them with loss prevention and security officers. Browns is an independent fashion boutique based in London. It was founded by Joan Burstein and husband Sidney in 1970. Known for discovering talents such as John Galliano, Alexander McQueen and Christopher Kane, it also brought designers such as Calvin Klein, Sabine G., Armani, Ralph Lauren and Jil Sander to London. Browns has continued to support both young and established fashion designers.

This quarter has also given us more opportunities to grow with our existing clients as their operations expand; such as Victoria's Secret in the UK and China, Hermes in the UK and Sports Direct in UK, Hungary and France.

Lastly, congratulations to our 'Employees of the Month' for this last quarter. Well done John, Chris and Danie! I would also like to congratulate Amanda and Harjeet who have both been awarded The ACS Pacesetters Security Officer of Distinction Award this year which will be presented at the lunch on 24th May 2017 in Windsor. This is the 4th year in a row that an Interr Officer has received this award.

I hope you enjoy the newsletter and look forward to seeing you all over the coming months.

Mick Tabori
 Chief Executive Officer

CSR UPDATE

We have been very busy over the last few months with our charity partners, the most significant event has been the 2017 International Toy Fair at Kensington Olympia.



Every year all the major toy companies come together to show their latest products at the fair. After the event has finished everyone very kindly donates toys, games, and equipment and this is all collected in what's called a "Trolley Dash".

The Trolley Dash collects thousands of items that are then used by KidsOut to put together toy boxes for children in refuge care. Interr provided a team of volunteers to help with this project, and as you will see in the photos below a good day was had by all!

You might also notice in the photos (pointed out by Max Loubser) that the Interr logo takes pride of place on the volunteer T-shirts.

We continue as always to donate monthly to Solace Women's Refuge and the cash and vouchers we give provide go to pay for food and basic items that the women and children so desperately need when they first arrive at the refuge, before any government funding can be allocated to them this is a vital lifeline.

If anyone else would like to donate £10 a month towards this much-needed cause, please contact Roderick Arnold our Global MD through the office on 020 7837 2012.

We are now working on a project to take ALL the women and children from some of the local refuges to a Wildlife Park in the Summer Holidays on a day out, next newsletter we will let you know how we get on!

Roderick Arnold
Global Managing Director





EMPLOYEE OF THE MONTH/QUARTER

JANUARY 2017

John Pedley

John recently joined the Interr security division and since day one has provided an exceptional service. John supports one of our clients in Birmingham who continually praise John for his work in their store.

John goes above and beyond not only to support Interr, but also in getting to know and understand our client and their needs. This attitude has allowed John to successfully promote and support our client's brand whilst carrying out his day to day security duties.

John is a great asset to our security team with his prevention and protection skills, most recently demonstrated through managing to prevent and detain two perpetrators. Every aspect of the work John produces is brilliant and we at Interr could not ask for anything more from an employee.

John fully understands every aspect of his role from customer service to company standards and procedures. John has been described by the Interr management team as a model officer, very reliable and an excellent communicator.

Thank you, John, for your contribution to Interr.

FEBRUARY 2017

Chris Mottram

Chris is an exemplary member of the security team and demonstrates how an Interr Officer and client can work together in perfect partnership.

He is extremely knowledgeable about the brand he works with and can discuss in retail terms about the brand objectives, product placement for sales and security. He was praised by the client for attending site on his day off to consult with them about the placement of security cameras which the client was very grateful for. A great member of team Interr.

MARCH 2017

Daniel Marshall

Daniel currently works as a Site Supervisor with our client Tiffany & Co. and since joining the brand has provided a consistent service to the client.

Daniel is very much regarded as part of the team and continually demonstrates loyalty and passion to the brand. One of the key reasons which led to Daniel being put forward, was following the recovery of a substantial amount of stock which would have been disposed and was found through rubbish inspections.

Daniel has given many years' service to Interr and since his first day, his standards have not faltered. Daniel is an integral part of the company. Keep up the good work.



EMPLOYEE OF THE QUARTER

Daniel Marshall

Daniel has been a part of the Interr team for more than 4 years, and is an integral part of the team we have in Tiffany & Co., always performs to his best abilities and stays professional at all times. Daniel is very flexible when needed and is very willing to help where he can.

He has gained the respect of all his fellow employees including Tiffany & Co. staff over the years he has worked with them. Daniel sets the standard of what Tiffany & Co. and Interr are looking for in an officer in luxury retail.

Very well done Daniel.



GETTING TO KNOW YOU

Joe Britchfield Senior Support Officer

Joe joined the Interr family in September 2016 as our Senior Security Officer with plenty of retail security experience, not only as a security officer but also working as a Security Supervisor leading teams in retail stores throughout London.

Joe's reliability, going that extra mile and caring about our business have played a big role in his quick progression with the company. He was promoted to an Operations Supervisor in February 2017 and very recently promoted to a Senior Operations Supervisor.

He believes that "good communication is key to running a successful business" and likes working for Interr especially since "the teams work closely together and it feels like a one big family".

Outside of the office, Joe likes watching movies and spending time with his friends, and when he can find time for it, he also enjoys fishing.



Nikita Patadia Accounts Administrator and Office Support

Nikita joined Interr in August 2016 having graduated with a BSc in Accounting and Management and a background in retail. Nikita's primary role is supporting the accounts team with issuing sales invoices for our security division. Nikita works closely with the Operations Team to ensure billing is completed accurately and in a timely manner. Nikita is also responsible for credit control and ensuring the office supplies and equipment are fully stocked and maintained. And just to emphasise Nikita's all round multi-tasking ability, she also supports the reception and concierge division.

Asked what she enjoys most about working with Accounts, she replied:

"Working with Interr has been a very pleasant experience as everyone has been very warm and welcoming. As my first full-time job after University, Interr has given me an enriching experience - I enjoy the challenges and learn something new every day. Interr has created an inclusive environment where everyone is pushed to be the best they can even in the most stressful situations. Being a part of Interr feels amazing because it believes in delivering the best service possible by going above and beyond the clients' expectations."

Asked what she enjoys most about working at Interr, she replied:

"I enjoy working with Accounts because I come across challenges on a daily basis, which are interesting to resolve. We are also a great bunch that really get along well and have a true team spirit!"

Outside of work Nikita enjoys travelling, reading and sleeping... (well, she deserves a rest after all that multi-tasking).



Harry Neil Payroll and Accounts Administrator

Harry joined the Interr finance team in September 2016 having spent the previous 2 years working in Beijing, China, as an English teaching assistant. Prior to moving to China, Harry had been working for several accountancy firms where he managed payrolls on a day to day basis where he got his passion for ensuring staff are paid timely and accurately. In the 8 months Harry has worked for Interr we have come to recognise his enthusiasm for the job through his dedication to dealing with staff in a calm, friendly and helpful manner. On working at Interr, Harry says:

"I like the outlook and atmosphere of the company, in that everyone is treated like they matter. I also feel lucky to work with such a great team of fantastic people! There is a big emphasis on giving support and facing challenges as a team, which I like. The management really care about the needs of staff as well as clients, and encourage us to grow along with the company."

When asked what Harry likes most about the role, he says:

"Without getting paid, nobody would have any incentive to come to work! So it's nice to be in a position where I can ensure that our staff get the paid what they have worked for and are entitled to. It's good to feel that I do something that matters. And more broadly, within the Finance department we have a great team who work together well and are always willing to help each other out when needed"

Outside of work Harry enjoys music, playing the guitar, movies, cooking and travel.

SURVEY RESULTS 2016

We are pleased to be able to publish the results of the more than 2200 surveys 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 questions scored out of a maximum of 5 possible points. Our company target is to achieve an annual average of more than 85%.

Customer Feedback Questions

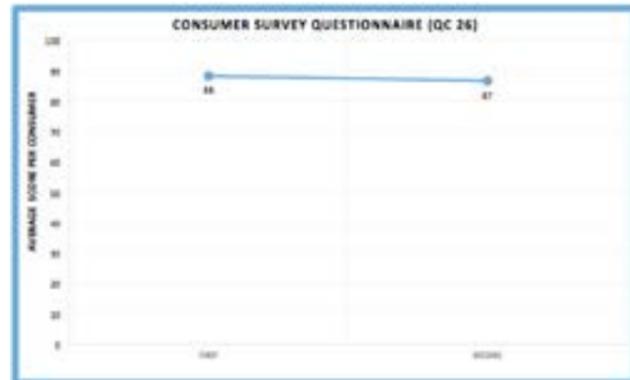
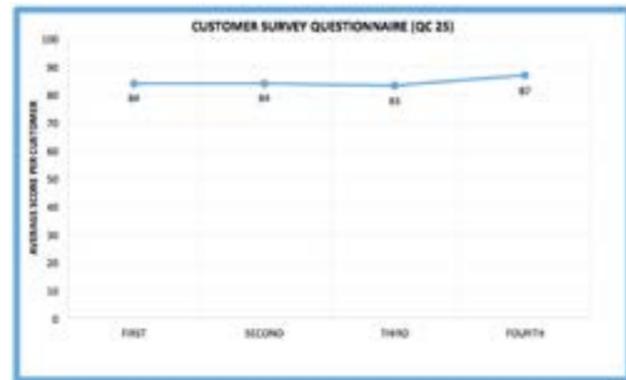
We completed over 900 customer surveys and scored an average of 86.3% last year

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?
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'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?

Consumer Feedback Questions

We completed over 250 consumer surveys and scored an average of 87.1% last year

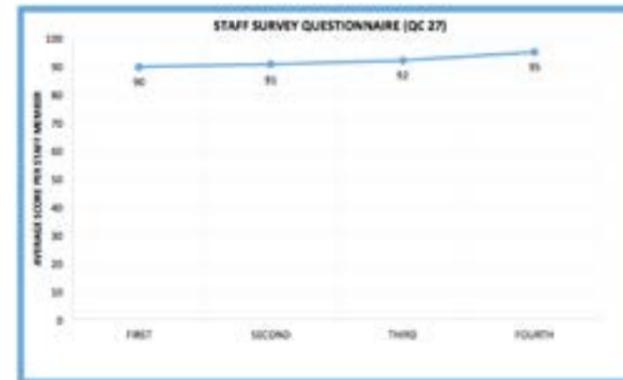
1. How would you rate the working relationship with your security officer?
2. How helpful is your security officer when you request assistance?
3. Please rate the customer service approach of the security officer?
4. Please rate the pro-activeness of the security officer towards their duties and their 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. Based on your experience how knowledgeable would you say we are?



Staff Feedback Questions

We completed over 1000 staff surveys requests and scored an average of 92% last year

1. Please rate the service provided by the Payroll and 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 and 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.



Complaints Closure

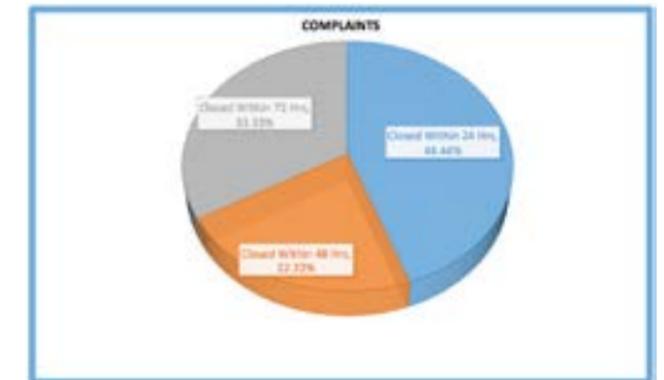
All complaints during the last year were closed within 72 hours

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.



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