



JPPD GROUP

GROWING YOUR BUSINESS THROUGH
TRULY UNDERSTANDING YOUR CUSTOMERS



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WHO WE ARE

We help grow businesses through truly understanding their customers and delivering exceptional customer experiences.

We exist because our customers asked us to. Every service we provide, every market we operate in, and every customer we serve, is because we have been asked to do so. Some may call us an accidental business, others just lucky.

The reality is we truly are a customer-led organisation. We solve our customers' problems, through delivering bespoke solutions whilst making their businesses more profitable through creating amazing customer experiences.

With them, we build long-term relationships, which allow us to provide personalised, clear and considered advice on all areas of our customers' organisations. Operating in locations where our clients need us to be, delivering flexible, multi-faceted business solutions provided through a worldwide network, that's locally expert, and globally informed.

We believe that inspired teams naturally provide excellent and dedicated customer experiences.

Therefore, we've created a workplace where opinions are respected, where everyone is invited to contribute to the success of our business and where they're equally rewarded for excellence. The result is that our people are passionate and motivated, ensuring your experience with us is the best that it can be and, in turn, so is that of your customers.

Ultimately, we enjoy what we do, work with great people and have a lot of fun across every phase of our customer journey!

JPPD Group is all about providing solutions, whether that be outsourced sales and marketing, safety, or executive level introductions, all of our services have been developed based on the needs of our customers.

Consulting: Helping our customers through transition, change and growth, acquisition, and new market entry.

Customer Solutions: Providing support, expertise, or a complete outsourced sales, marketing, and communication solution. Enabling our customers to maximise sales and profits.

Relationship Solutions: Brokering relationships and introductions to enable sustainable growth with the best people on the team. Consultants, interims, permanent, NEDs or coaches and mentors, we ensure the right relationships are built to enable our customers to deliver their goals and aspirations.

Executive solutions: We recognise people buy from and learn from each other. We facilitate boutique dinner events, introducing senior level execs, to share ideas, experiences and learning.

Interior Solutions: Creating amazing customer experiences through the built environment.

Secure Solutions: Our people are our priority and so are they to our customers. Our secure business ensures your people are safe when at work, either on site, or in the office. Many of our clients work in safety-first environments, we provide tailored services to manage individual customer needs.

The start of it all!

We are proud to have worked across the globe with many household names, advising Boards on strategy, change and transition, new market entry and ultimately customer experience.

The outcome of much of this work has often led to the need to advise our customers on more specific areas, such as sales and marketing, procurement, project management, processes and operations.

This has led us to build an elite team of specialists, not just in sectors but across business functions to help our customers deliver their often ambitious objectives.

But why us?

The success of JPPD has been built on long-term relationships. We don't simply come in and consult. We help to deliver and implement, ensuring that we become so embedded in our customers' organisations that we are simply part of the team.

We help our customers' to deliver the change themselves. We do not tell. We do not do it for you. We help train, up-skill and support your people so that they themselves can achieve all that is needed - eventually without us.



JPPD CONSULTING - SERVICES

- Strategy (Sales, Marketing, Customer Experience)
- Marketing, Social Media, PR, Communications (consultancy & strategy)
- Acquisitions & Mergers
- Brand & Brand Equity
- Project Management
- Change & Turnaround
- Transition & Growth
- Insource/Outsource Solutions
- Procurement
- Efficiency & Effective Delivery



Many of our customers turn to us for not just interim or consulting work but embedded on-going and even outsourced customer solutions. Therefore, we have a dedicated team of sales, marketing and communications specialists, who can either support as part of your team, or manage the end-to-end customer journey for you.

Our customers recognise that these are very specialist services and investing in the customer is often critical to the success of their organisations. We have within the team, the seasoned experts, but also some young, dynamic, and very creative marketing executives, who lead the way on social media and communications.

This team can support you from strategy, right the way through to implementation, by either teaching your team or, if required, taking care of every aspect of the customer, allowing you to focus on other areas of your business if desired. Some of our customers who are transitioning to become customer led, find great value from our customer solutions team.



Services include:

- Training, Sales and Marketing, Business Acquisition, Administration (delivered by qualified NLP practitioners. In the class room & on the job.
- Social Media Delivery & Management
- Out Sourced Sales
- BDM/Client Facing
- Sales Management
- Telesales
- Marketing (Creative & Content)
- Website Management
- Creation of collateral & Marketing Materials
- CRM
- Sales Process & Management
- Digital Sales
- Events
- Communications & PR, Newsletters, Articles & Webinars



We wouldn't be a great customer business if we didn't focus on relationships.

Everything we do and deliver is driven by long term amazing relationships, not just with our customers, but with each other and our supply chain.

We firmly believe that despite all the new technology and the constant need to drive down price and improve efficiency, when it comes to the crux of it, people will always buy from people.

Our range of services include:

- Executive retained and confidential search
- Talent and organisational growth strategy consulting
- Permanent recruitment of staff
- Supply of interim leadership and operational staff
- TPM - Talent project management (Hybrid rpo) managing recruitment of temporary and contingent workers for clients and building a Labour supplier base.
- EVPC Employer value proposition consulting, managing client employment brand improvement



Many of our customers are senior level execs who are typically very time poor, therefore attending lengthy all day conferences and events, is not an option. Never mind the fact that these are often very costly and a lot of the content irrelevant.

We provide our customers the opportunity to meet over dinner or breakfast, share knowledge, experiences and learning.

In addition, we understand the topics and challenges that are important to our customers and bring along professionals to discuss these accordingly.

Often our customers are looking for *new ideas, innovation, technologies and solutions*, however have little time to spend scouring the market for such providers.

To support, we identify such potential suppliers for our clients and make very specific and targeted introductions at informal dinners or small networking events.



Services include:

- Small intimate dinners for complimentary customers to share best practice and learning
- Meet the buyer events
- Client specific dinner and a speaker relating to a specific topic
- Networking with complimentary suppliers and customers
- Small dinners - maximum 20 people 10 customers, 10 suppliers
- Cheese and wine events - maximum 40 customers and suppliers



Our extensive knowledge gained through consulting and property, have led us to recognise the importance of the built environment in relation to the customer experience. Our colour solutions that enhance learning, or influence mood and shopping behaviours, through to total design and fit out of environments, have a positive influence on our clients' businesses. We ensure that the experience that our clients' are seeking to create for their customers inform every design and decision we make and everything that we do.

Clients Include:

- JLL
- Mitie
- Cushman & Wakefield
- McGeoff & Byrne
- Carillion
- AMCO
- Balfour Beatty
- Network Rail
- Ballymore
- G4S



Services include:

- Project Management – Supply Chain
- Design
- Creative
- Architect
- Interiors
- Soft furnishings
- Fit Out
- Complete shopfit
- Colour/Dulux Partnership
- Painting by design
- Maintenance
- Procurement
- Out Sourced Project Management



Many of our customers work in construction and associated industries, with JPPD Interior Solutions providing outstanding customer experiences within the built environment. As an organisation operating in this field, safety is clearly top of any agenda. Therefore, we have invested in the most advanced security solutions coupled with outstanding value and expertise.

Our products are proudly designed and manufactured by a team of skilled Engineers and IT experts, specialising in rapid deployment CCTV and electronic security systems. We take client and operative feedback and this is then re-invested back into our products to ensure that they are at the forefront of the market.

This business is based on outstanding customer values, incorporating leading industry technology, ensuring 100% client satisfaction, 100% of the time, and an exceptional customer experience.



We welcome you to join our revolution in site security, a live demo, and the obligatory cup of tea. Seeing is believing!

Services include:

- Rapid Deployment CCTV
- Video Verified Alarm Systems
- Fire Alert Systems
- Site Access & Control
- Manned Guards
- Gateman
- Drone Survey
- Key Holding





KATHRYN COOPER-FAY

CHIEF CUSTOMER OFFICER (CEO)

Kathryn is all about helping organisations be truly customer focused, and understanding how to deliver an exceptional customer and user experience, along every touch point of the customer journey.

She has advised FTSE 100 organisations as well as complete industries on how best to do this, whilst growing businesses and maximising profit.

She helps companies grow through truly understanding their customers and creating the ultimate Distinct Competitor Advantage, Un-replicable customer experiences.

It's not what we do, it's not what we say, it's how we make someone feel that matters.

She has consulted at Board level with FTSE 100 companies and some of the world's leading brands.

Her impressive client portfolio includes, **Tesco, Network Rail, Heathrow, M&S, Mars, Nike, Diageo, Hilton, Mitie and Carillion** to name a few. In addition, she has worked with SMEs and start-ups across several industry sectors, including manufacturing, media, recruitment, transport and education.

A commercial lawyer by trade, Kathryn has maximised her education to become a Fellow of the Institute of Sales and Marketing Management, a Chartered Director and an associate member of the Professional Boards Forum. She has delivered a range of industry leading repositioning and strategic partnering projects, transformational change and turnaround strategies.

She is recognised as a strong leader and a sound judge of people, experienced in developing world class customer facing sales, marketing and business development teams internationally to deliver the *ultimate customer experience*.

WHAT CLIENTS SAY

Kate has lots of energy, approachable, focused, committed, confident, and inspires confidence. Responds well to agreed deadlines, and always goes the extra mile.

Director Tesco

Kate made a positive impact, she was energised and engaged in our business. She has excellent client management skills, maintains regular contact, and has a strong network.

Chief Executive Officer, Halfords

Kate is extremely professional, Knowledgeable, engaging and empathetic to the business requirements.

Group Director, DSG International plc



HANNAH ROCK

DIRECTOR AND CO/FOUNDER OF INTERIOR SOLUTIONS

Hannah is a highly motivated and experienced growth generator within the built environment. As Director and Co/Founder of Interior Solutions Hannah's entrepreneurial ambition drives her vision for the business to become the benchmark provider for our customers, employees and shareholders. She ensure's that we encompass strategy, innovation, change and growth within a collaborative partnership and driven environment, within JPPD Interior Solutions.

Hannah's previous experience as Head of Business Development at Axis Europe plc, transformed the general approach to growth. Here she took a disparate group of facility maintenance, property businesses and retail display production, with a £90M turnover, into an integrated plc enjoying revenues of £155M and a 10% contribution in two years.

Hannah came to JPPD with a demonstrable track record of delivering innovative and customer centric interiors across a diverse range of businesses. Hannah's demonstrable track record of excellence has stemmed from a career in Property, Infrastructure, Rail and Retail, both for small family run companies such as Axis, and some of the UK's largest organisations such as Kier Construction. Her experience has therefore been honed across both the public and private sectors, and her corporate experience is deep and extensive, with over 20 years of success.

WHAT CLIENTS SAY

A hard working and conscientious person, innovative and creative, and an excellent manager of people and circumstances. Her approach to all situations is one of a positive can do attitude.

The Alan Nuttall Partnership Ltd



GEOFF BANKS

DIRECTOR & CO/FOUNDER OF RELATIONSHIP SOLUTIONS

A proven and experienced recruitment and strategic talent acquisition leader, with a track record of delivering tough assignments across the globe. Significant experience of partnering with "Start-up", "SME" and "Global blue-chip" organisations, delivering various solutions to meet client staffing needs.

Experienced both "in-house" and as an "external partner", offering a blend of capability to suit client and candidate needs. Exceptionally "Customer Experience" focussed, with a natural ability to build rapport and promote client organisations to a wide

Key Market Sectors and experience:

Rail Infrastructure: Major Railway Projects from Design through to Construction Delivery and Operation.

Civil Infrastructure: Major Highways and Road Schemes, Airports, Ports and Critical infrastructure projects from Design through to Construction and Maintenance of operations.

Transportation, Manufacturing and Technology: We work with some of the world's largest and leading OEM manufacturers of Transportation (RAIL) platforms including, High Speed Rail (Trains) Metro (Underground) Light Rail (Trams and Monorail).

Rail Operations and Train Operating Companies: I have been collaborating with some of the UK's leading TOC's for many years, and we have helped deliver cultural change and ultimately customer experience improvement, we deliver experience into the industry and have a reputation for delivering diversity of skills without compromise of quality!

Innovation & Technology: supporting world class technology organisations that enhance operations and experience globally.

WHAT CLIENTS SAY

Geoff is a very pro-active and supportive recruitment professional. He seeks to fully understand the ambitions and challenges of candidates, so to help them find the most suitable career move.

Hitachi Rail Europe

I have been working with Geoff for some time now and he and his team have produced a series of excellent candidates for a number of different roles and will always act personally to move things along should it be necessary.

Galliford Try

I started working with Geoff while transitioning operational activities for HR and it was a pleasure working with him. His business acumen and insight were very visible from the start.

Bombardier Transportation



JIDY ARCHIBALD

HEAD OF CUSTOMER SOLUTIONS

Jidy is a highly motivated and passionate Social Media and Digital Marketing Expert, with experience in a variety of industries including Finance, Transport, Property, Beauty, Fashion, Retail and Hospitality. Jidy has the ability to lead teams and support businesses with all aspects of their marketing needs. Whether that be branding and design, or creative content for social media platforms and websites.

Jidy has worked in the digital and marketing world since day one of her career. With an award winning, globally recognised blog and an enviably large online audience, she has first hand experience in growing engaged online communities and curating visually engaging content for all online platforms.

Before joining JPPD, Jidy worked for a leading UK Digital Marketing Agency. It was here that she developed her skills with large corporations such as Hilton and The Co-operative Group. Her role included every aspect of Digital Marketing, from strategy creation and implementation, to client engagement and advertising budget management.

Our customers have access to Jidy's extensive knowledge for one-to-one consulting, as well as the option for long-term complete Social Media & Digital Management solutions from her and her team.

No day is the same for Jidy. Whether she's developing a Digital Strategy, creating a LinkedIn Advert or helping a client with their social media platforms, there's always something new and exciting that she's working on.

WHAT CLIENTS SAY

"This young lady never stops amazing me, her talents are endless. Absolutely nothing is too much trouble, her work is outstanding and her approach truly engaging.

I couldn't recommend Jade highly enough, it's an honour and a privilege to work with her. I too learn something new everyday from her, and often engage her services to help me support my customers"

RISE

"Extremely attentive to the social environment and it's ever changing nature, staying on top of trends and tools is one of Jade's best qualities, alongside service with a smile and strategy to match!"

Curtis Gabriel Corp.



ANGELA DAWSON

EXECUTIVE ASSISTANT AND BUSINESS MANAGER

WHAT CLIENTS SAY

“I delivered a seminar at the Northern VA Conference for Angela. As a speaker it is great to work with someone who is organised, efficient and can make things happen. Angela is all of these and more. Her positive approach and enthusiasm is infectious. I thoroughly recommend working with or engaging Angela in any capacity.”

New Results

“If you are looking for a thoroughly professional, capable and personable PA to support your business, look no further. Angela has provided my business (Hodson Associates) with PA, Administration and Client Liaison support for more than 10 years. She is a very conscientious individual with a good eye for detail and the ability to make things happen quickly”.

Hodson Associates

A highly experienced Executive Assistant and business manager, with a track record of proactively supporting busy businesses & directors with their day-to-day PA and admin challenges.

Our customers benefit from an extra pair of hands in their business, which means they have more time to focus on the core aspects of their business that will make it more profitable.

Angela has been in the PA/Secretarial industry all of her career, with an admirable track record working for the MD of Dutton-Forsshaw and as EA to the owner of Hodson Associates, gaining 12 valuable years' experience in the people development sector.

As a qualified NLP Practitioner, Angela coaches and mentors PAs, EA's, Secretaries and Administrators to successfully support multiple organisations and senior level executives.

All of our customers at JPPD Group have access to Angela and if required her formidable team, to support you, your businesses and your administrators.

Angela is passionate about supporting the VA industry and is the founder of the Northern VA Collaboration Event, an annual one-day conference, held by Virtual Assistants for Virtual Assistants – both existing and aspiring from across the UK.

In her spare time Angela is also a Volunteer Speaker Trainer and Training Boarder for Guide Dogs.



WANT TO GET IN TOUCH?

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