

To whom it may concern,

22 August 2017

We are the elected managing agents for The Foundry Body Corporate and have been for many years.

Grinnell Security have been doing our guarding for the last 7 years. The Foundry is made up out of a gross lettable area in excess of 15 000 square meters with a retail, commercial and office component. Some 2 years ago Grinnell Group of Companies introduced a value add business to their business called Professional Concierge Services which is a separate Company within the Grinnell Group of Companies.

The Foundry trustees were introduced to the service and agreed that it suited the configuration of The Foundry where we have a reception area which welcomes around 550 to 650 tenants and visitors per day. The Professional Concierge Service is made up out of personnel who are in uniform however not in the traditional security uniform as we know it. They are well dressed in a suit / tie combination and are handpicked for their ability to interact with both tenants and visitors on a professional level offering a 'step up' from the traditional security guard reception scenario.

We chose the option to reduce our guarding compliment by 2 officers and adding 2 Concierge to the reception area. The impact and feedback that we have had from tenants and visitors alike has vindicated the decision to engage the Professional Concierge Services Grinnell Group of Companies have to offer at The Foundry.

With the interaction we have had I would have no reservation in recommending the Professional Concierge Service offered by the Grinnell Group of Companies to you.

Kind Regards



Colin Fisher
Operations Manager