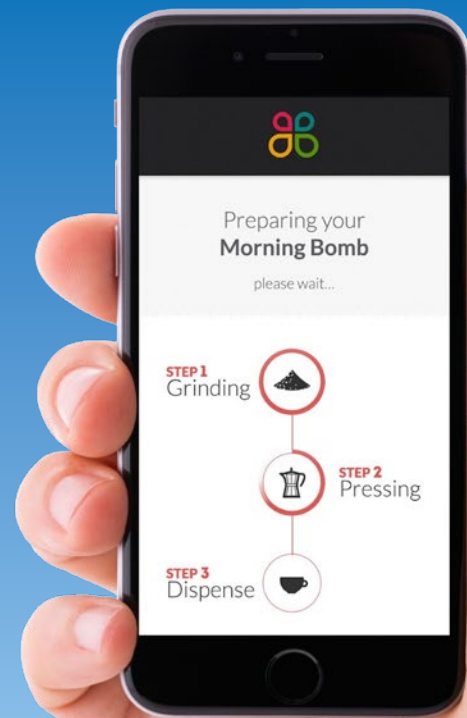


# Refreshing Times



## Coming soon for 2015

### The future of vending

Coinadrink's latest Neo and Vitro machines will soon include a bluetooth wireless link to your smartphone.

Finished in smoked glass with a sleek modern design, the floorstanding Neo and tabletop Vitro hot beverage machines look great in any location. The machines are quick and easy to operate with clear illuminated icons representing all the available drink options.

When combined with the Button Barista App for Android or iOS devices, users can customise their drink from their smartphone, with control over everything from drink strength to levels of milk and sugar. Once a selection has been made, it can easily be sent to the machine with a tap, and saved as a favourite for future orders.

Users can keep track of their beverage consumption via detailed infographics, and the optional loyalty points system encourages your staff to use the machines by providing free drinks and special offers.

The cutting edge technology found in these machines is incredibly flexible and opens up huge potential for future upgrades.

The Neo and Vitro both provide an excellent level of reliability and drink quality. We believe they will be some of Coinadrink's most popular machines in 2015 and beyond.



## Walk for Dreams Update

We are happy to announce that Coinadrink's sponsored walk raised over £500 and we would like to say a big thank you to everyone who took part, as well as all our sponsors for their generous donations. The money raised will go towards making a child's dreams come true. We'll update you with more details once we receive them.



## Customer Care Survey 2014

2014 is over and it's time to review our annual customer survey results. We are still performing well overall, but have found the data is slightly skewed by a general drop in the number of customers completing the survey each year. This is in spite of our best efforts to promote the survey, so thank you if you took the time to fill it in.

If you are having any issues at all with Coinadrink's products or service please let us know. We want to make sure we are meeting everyone's expectations and will do our utmost to resolve any problems you may have.

You can call us during normal office hours on: **0800 626 191** and we'll put you through to your customer care representative. You can also email us at: [sales@coinadrink.co.uk](mailto:sales@coinadrink.co.uk)

Customer Survey 2014	% of positive answers			
	2011	2012	2013	2014
Are you satisfied with the way we handle your service requests?	100	100	100	100
Do we respond quickly enough to your service requests?	100	99	99	100
Are you satisfied with the quality of products sold through the machine(s)?	98	99	98	99
Overall, are we giving you a level of service to your entire satisfaction?	100	99	99	95
Do our sales staff contact you frequently enough?	96	97	97	97
If asked by a colleague would you recommend us?	99	99	99	99

# Follow us on twitter

Here at Coinadrink we've taken a lighthearted approach to the social media phenomenon and have been working hard to make our content entertaining and fun.

Follow us on twitter and you will find tweets including weekly recipes, links to articles on everything related to innovations in vending and refreshments, as well as all the latest news stories on our blog.

We've also found social media is a great way to promote our fund-raising efforts. So why not check out what we've been up to and perhaps get involved yourself.



# Allergen labelling now in place

The New European allergen labelling regulations came into force on the 13th December. If you haven't read about it already, this essentially means that wherever unpackaged food or drink is provided, clear allergen labelling must be displayed. In regards to Coinadrink's services, it is our beverage machines that are primarily affected.

Coinadrink have developed a new label that clearly shows which potential allergens the available products may include.

The design is a simple lookup table, with the product selection displayed down the left hand side, and allergens as columns along the top. So for instance if you choose a cappuccino, you will find a tick in the column for milk.

If you have any questions about the new labels please get in touch on: **0800 626 191**

⚠ ALLERGEN INFORMATION							
Product Selection	Products may or will contain the following allergens						
	Milk	Egg	Soya	Celery	Sulphites	Cereals	Mustard
All Tea and Coffee, Café au lait, Latte, Cappuccino	✓						
Hot Chocolate	✓		✓				
Vegetable Soup	✓		✓		✓	✓	
Tomato Soup	✓		✓				
Oxtail Soup				✓	✓	✓	✓
Chicken Soup	✓		✓	✓	✓		



# Micro market update

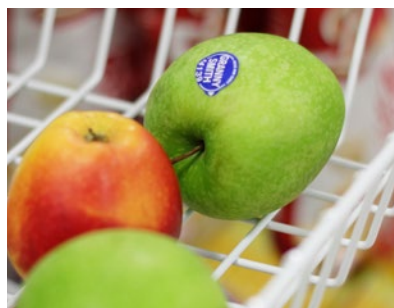
Coinadriak's Express Refreshments service has been expanding steadily and we've been adding new innovations all the time. Our latest micro market is much larger than at previous sites. This has allowed us to include multiple terminals in order to reduce queuing during busy lunchtime and break periods. Our systems are designed to allow for as many checkouts as needed, and can be expanded over time as demand increases.

We have also added clearly defined entrance and exit points to our new store. This helps to direct customers around the store in an orderly fashion and helps to stop them from getting in each others way while they are browsing.

By studying customer feedback we have found that not everyone wants to use the online aspect of the service. To tackle this we have developed a new cash top-up payment method, ensuring everybody can use the store in a way that suits them.

Our next project will be focused on helping our own staff keep up with demand as the number of Express Refreshments micro markets increases. By speeding up and simplifying the systems that keep track of stock levels, we can make sure our customers can always purchase their favourite refreshments whenever they want.

If you are interested in setting up a micro market for your own business you can call us on: **0345 0703767**



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OHS 583445  
ISO 14001 Environmental Management  
EMS 59329  
ISO 9001 Quality Management  
FM 13230



INVESTORS IN PEOPLE Gold



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