

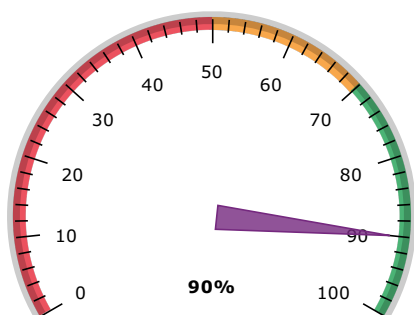


Mabey Hire Report

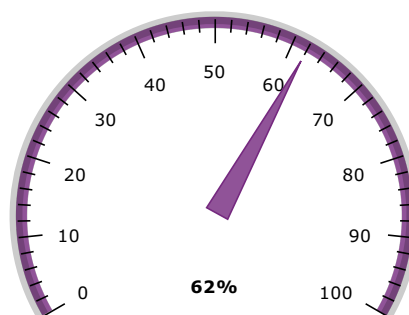
Number of Responses:

39 customers completed the survey during this reporting period (30/11/2009 - 30/12/2016) compared with 0 customers over the previous period of the same duration (30/10/2002 - 29/11/2009).

Customer Confidence Score:



very or fairly confident



very confident

We want our customers to feel completely confident about the service which we deliver. The dials above highlight the percentage (%) of customers, during the current reporting period and based on the reporting criteria you selected, that were either "very" or "fairly confident" that their next experience of our services would be good. **90% were either "very or fairly confident" with 62% "very confident". 10% said they were "not very" or "not at all confident".**

Since the first survey response date and the end date selected for this report and based on the same reporting criteria, the average score for customers saying they were "very confident" is 62%. 90% said they were either "very or fairly confident" with 10% "not very" or "not at all confident".

Customer Confidence Trend:

The chart below tells us how the customer confidence score has changed over the last six months (including part months) working back from today's date and based on the same reporting criteria. The trend line highlights the percentage of customers that were "very confident" that their next experience of using our services would be good.

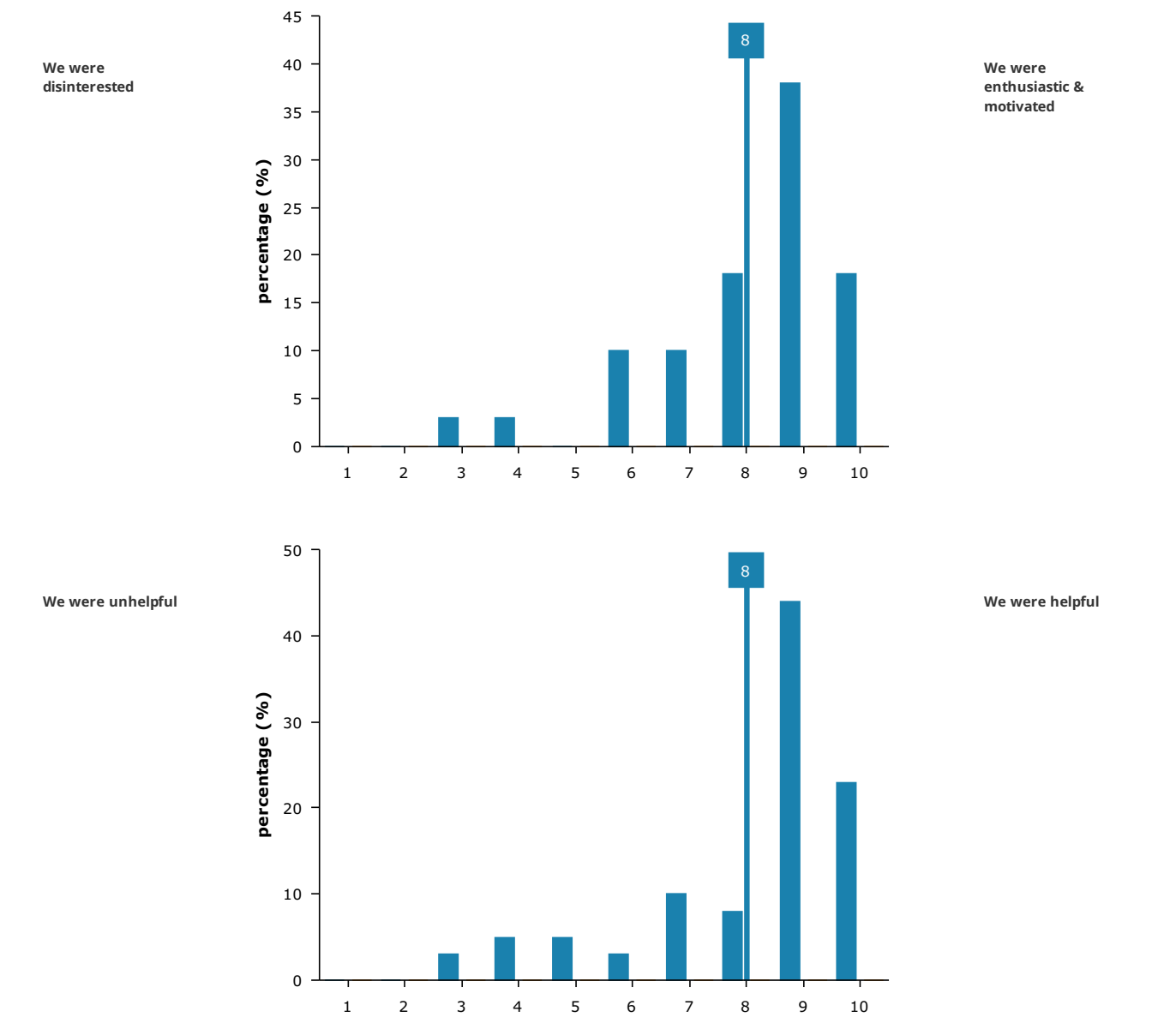
In order for the trend chart to appear, there has to be at least two months within the last six months where at least one survey response was submitted.

INSUFFICIENT DATA IN THE LAST 6 MONTHS

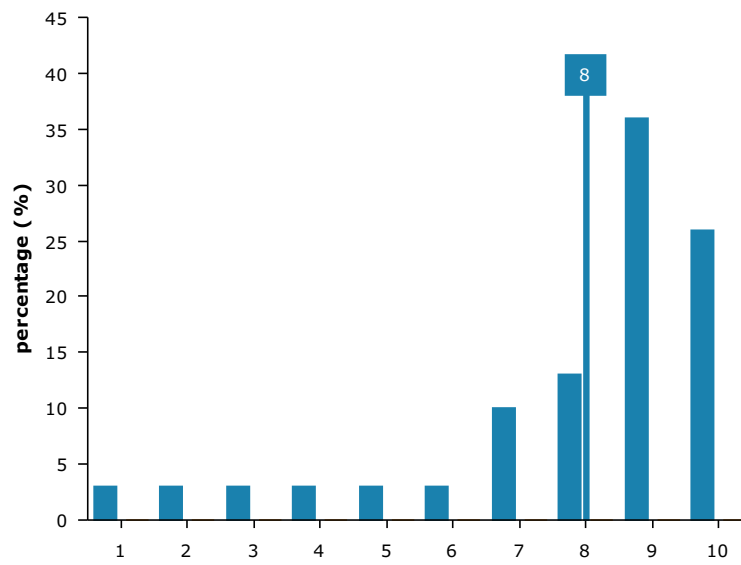
The Customer Experience:

The chart below shows how customers rated the service for each of the paired statement slider questions in the survey. The chart illustrates the distribution of responses along with the mean or average scores for both the current as well as the previous reporting period. The length of the previous reporting period will match the length of the current reporting period. If the mean score moves to the right, the average scores during the period are improving. If the mean score has moved to the left the average scores have got worse. You can also view the additional comments made by customers with their corresponding score for each individual question displayed alongside.

- Current Period (30/11/2009 - 30/12/2016)
- Previous Period (30/10/2002 - 29/11/2009)

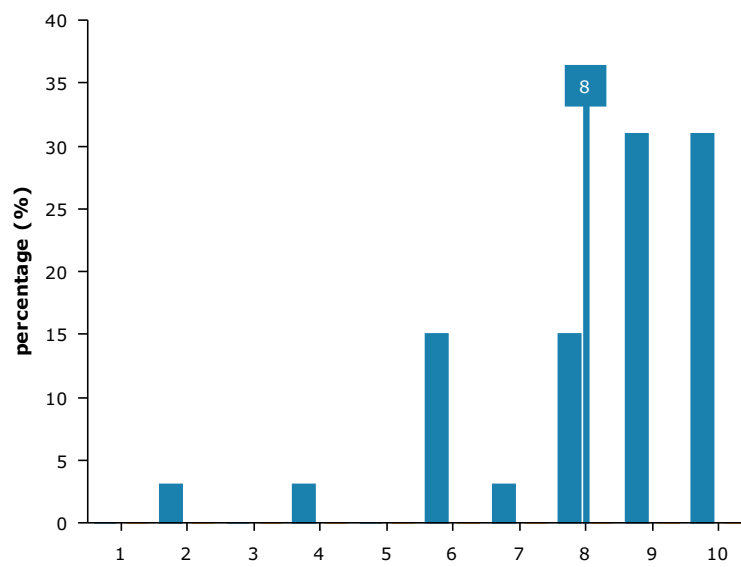


We had a low
attention to detail



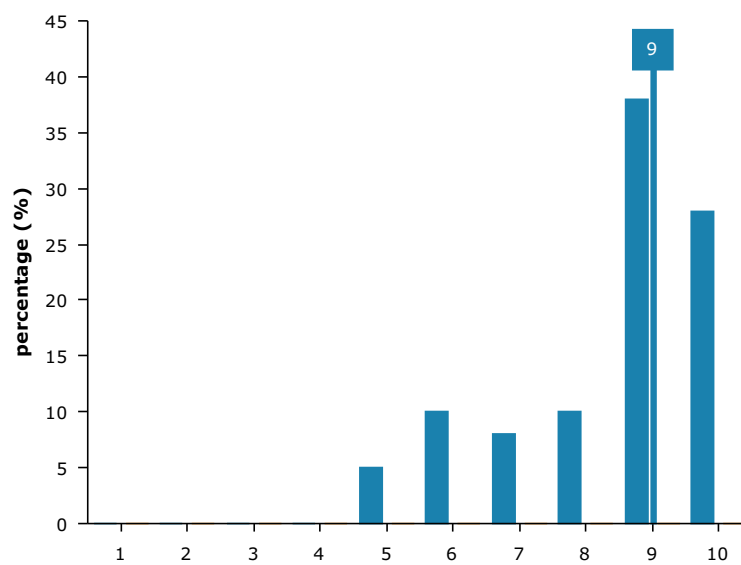
We showed a strong
attention to detail

We had no
understanding of
your requirements



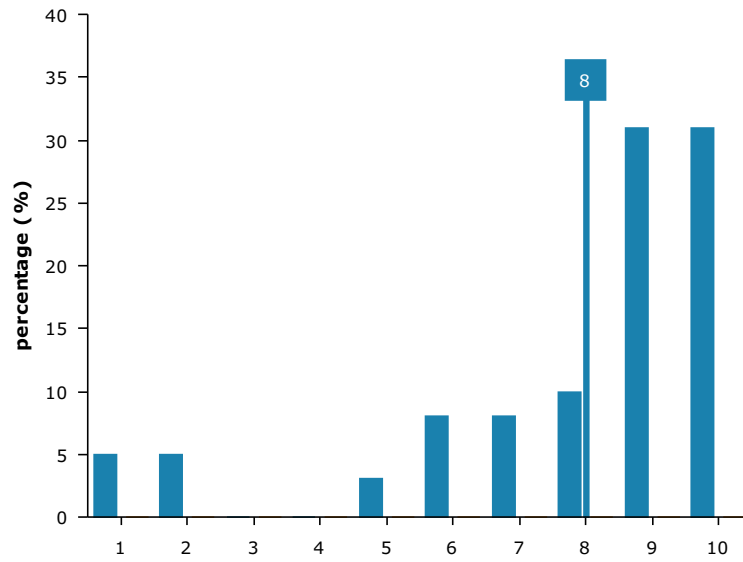
We had an excellent
understanding of
your requirements

We didn't care about
the safety of
ourselves or others



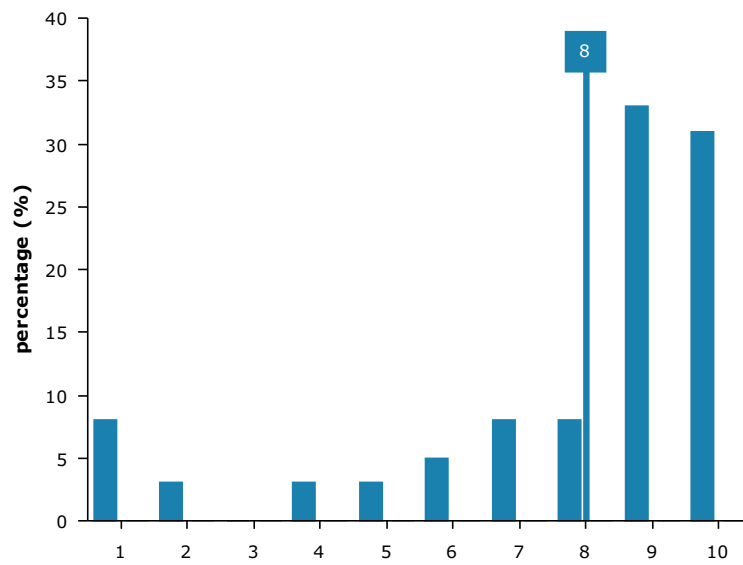
We were visibly
responsible and
demonstrated safe
working practices

We were late and missed our deadlines



We met the agreed deadlines

We completely failed to deliver the service we promised



We did what we said we were going to do in the time that we said



The names of people and the associated comments, where submitted, are listed exactly as they were typed in.

- All at Wigan depot (1)
From original enquiry to material arriving on site was a pleasure
- All were good (1)
N/A
- Andrea at Durham branch and Suzanne at Dewsbury branch were both fantastic (1)
They both did what they said they would. Ours was a small order but they helped in everyway to help us out. Feels a bit difficult for a Englishman to say but we felt our custom was important to them and Maybe Hire.
- Carol Fleming (1)
Carol was the first person I met from the office. Very pleasant person
- clare jones (1)
Clare help me out of a very difficult situation Kevin from Lion track hire will be see her in person when things slow down
- Don Dewar (1)
Very Helpful very good product knowledge
- Don dewer (1)
Very helpful and quick turn around on temp works design and helpful follow up to order
- FRANK OWENS , LORRAINE WILKIE (1)
Very Helpful
- Geoff tried his best but to no avail. (1)
Speak to Geoff
- Kieth Mason (1)
Always at hand, willing to come and see us onsite and make sure we have the correct equipment for the job and to inform us on new items of kit that you have. Aslo to discuss and resolve any issues we have regarding invoices
- Matt Green/Matt Webb (1)
Very involved and helpful. Fantastic engineering department.
- Matt Webb (1)
super efficient, very helpful & understands how we work and the importance of our deadlines
- Matt Webb - without Matt i wouldn't hire a fraction of the equipment i do. Matt is quick to respond to any queries, and does his absolute best to ensure our experience is a good one and as smooth as possible, however he cannot be expected to run the company by himself and is thus let down by other departments (1)
Mabey are quick to accept orders, but the actual transportation and delivery of equipment seem to be an afterthought. Collections are very slow and disorganised. Booking in of equipment takes too long. There is not enough effective communication for any discrepancies of off-hired equipment, or notification by Mabey hire of what we have asked to be off-hired, to what has actually been collected and booked back in. Due to this we get alot of invoice queries and cannot maintain correct records.
- Mike Bailey, Julie Rendell, John Fenney & Michelle James (1)
Always professional and great service
- MR DON DEWER (1)
I have known don for a lot of years he impressed me with his product knowledge when I first spoke to him about a job that I had that was 7 meters high and we needed to have a shuttering system that was manageable by 2 men and able to be supported by the last pour, the job was difficult due to access, Don visited site made suggestions, sent the equipment required, came to site to make sure that everything was working as well as he thought it should. I for advise I put anyone on to Don
- Natasha Thorn and Toni Fowler (1)
From the beginning both were attentive and very helpful, understood that I wasn't confident in terms of knowing what equipment was needed and ensured that everything was where it needed to be, when it needed to be.
- NO (1)
Totally unhappy with the service provided by your Bury St Edmunds depot
- Peter (3)
Fun

FUN

Fun

- Peter James, Steve Yarwood and Sarah Woodyatt (1)
They all worked to a tight deadline and kept us informed of any issues. Very helpful
- Rebecca Attwood (1)
Extremely helpful
- Sam - the rep (1)
Always helpfull
- tracey parson (1)
Dealt with my inquiry quickly and sorted out the issues with the hire which arose
- Yes . Mark Gent (1)
1st Class service from enquiry to placement of order

Amber Flag Responses: 9



During this reporting period (30/11/2009 - 30/12/2016), 9 customer(s) completed the survey with an amber flag response. This compares with 0 customer(s) over the previous reporting period of the same duration (30/10/2002 - 29/11/2009).

Red Flag Responses: 3



During this reporting period (30/11/2009 - 30/12/2016), 3 customer(s) completed the survey with a red flag response. This compares with 0 customer(s) over the previous reporting period of the same duration (30/10/2002 - 29/11/2009).

Comments for this period:

This section lists all of the comments submitted in this reporting period as well as highlighting any comments linked to either a red and/or amber flag response.

Comment	Red Flag	Amber Flag
Change the information on the invoices to show whole items and price ie complete manhole box currently broken down in to struts and bolts.		
N/A		
Rep site visits when off hiring large amounts plant to avoid arguments further down the line when Mabey claim plant is damaged. Mostly an issue with sheet piles.		
QUICKER REPOSE TO TAKEING CALLS		
The attitude of staff on the telephone	🚩	
More advice on the capabilities of the products & an installation service would have been helpful.		🚩

Comment	Red Flag	Amber Flag
Be more in touch with your customers by phone rather than sending bump in the post	🚩	🚩
no		
Test Sunday		
Test Sunday		
Nothing		

Comment	Red Flag	Amber Flag
10 days to receive a quotation, internal communications at Nottingham Depot between sales and engineers		🚩
We have nothing but positive persepction and experience of mabey Hire		
Not at this moment the sales team are efficient and knowledgeable		
Change the information on the invoices to show whole items and price ie complete manhole box currently broken down in to struts and bolts.		
A plan drawing should have been issued to me showing the assembly details of panels delivered. I had panels and fittings missing to complete the job and panels sent with the original delivery which were not needed. I requested various items we were desperate for which were sent down on three separate deliveries over a period of a week. One delivery was completely incorrect and not needed but I am still being asked to pay for them. I had to cancel the delivery of ready mixed concrete twice.	🚩	🚩
Be more in touch with your customers by phone rather than sending bump in the post	🚩	🚩
N/A		
More information of new and existing equipment on a regular basis		🚩
Collections, the drivers are always in a rush and you can never get the same full load on a return		
Yes , Delivery is a joke! not being able to offer crane off load for 2.5 ton of equipment is unacceptable . We arranged our own transport through a contractor. Due to the price quoted @ Â£300 each way is noncompetitive.		
Rep site visits when off hiring large amounts plant to avoid arguments further down the line when Mabey claim plant is damaged. Mostly an issue with sheet piles.		
Delivery of equipment very unorganised, very untimely, seem to have far more deliveries than should be necessary or what we experience by your competitors. Equipment seems to come from all over the country. Occasionally component parts of the equipment are missing or late. Off-hiring of equipment is very unorganised, usually the equipment we off-hire is not collected in full, collection notes are not completed appropriately by your drivers. There is more but i have run out of allowed words.		🚩
The returns. Takes so long to get back confirmation everything is off hired		
no		
no		
This was the first time I've used Mabey and I can certainly recommend and will recommend MABEY to all my associates.		
No		

QUICKER REPONSE TO TAKEING CALLS		
N/A		
Be more selective with the external HIAB lorry drivers		
I don`t agree with having to pay for two weeks minimum hire period ,When I only needed the equipment for 1 x day !		
The attitude of staff on the telephone	🚩	
More advice on the capabilities of the products & an installation service would have been helpful.		🚩
None		
none brilliant service		
Nothing		
Test Sunday		
Test Sunday		
Nothing		

Comment	Red Flag	Amber Flag
10 days to receive a quotation, internal communications at Nottingham Depot between sales and engineers		🚩
We have nothing but positive persepction and experience of mabey Hire		
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Be more in touch with your customers by phone rather than sending bumph in the post	🚩	🚩
N/A		
More information of new and existing equipment on a regular basis		🚩
Collections, the drivers are always in a rush and you can never get the same full load on a return		
Yes , Delivery is a joke! not being able to offer crane off load for 2.5 ton of equipment is unacceptable . We arranged our own transport through a contractor. Due to the price quoted @ Â£300 each way is noncompetitive.		
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The attitude of staff on the telephone	🚩	
More advice on the capabilities of the products & an installation service would have been		🚩

helpful.		
None		
none brilliant service		
Nothing		
Test Sunday		
Test Sunday		
Nothing		

Comments received from other sources:

- The service that was provided by Mabey at Nottingham was exemplary