

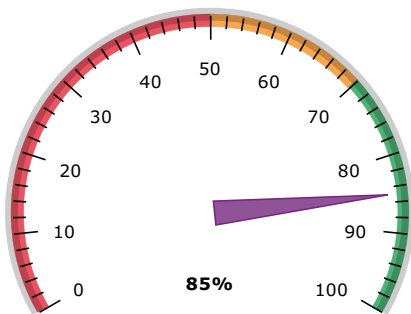


Bouygues Energies and Services Report

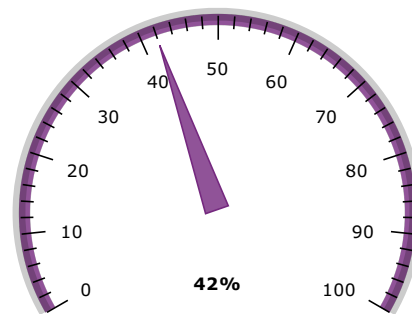
Number of Responses:

33 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. **85% were either "very or fairly confident" with 42% "very confident". 12% 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 42%. 85% said they were either "very or fairly confident" with 12% "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.

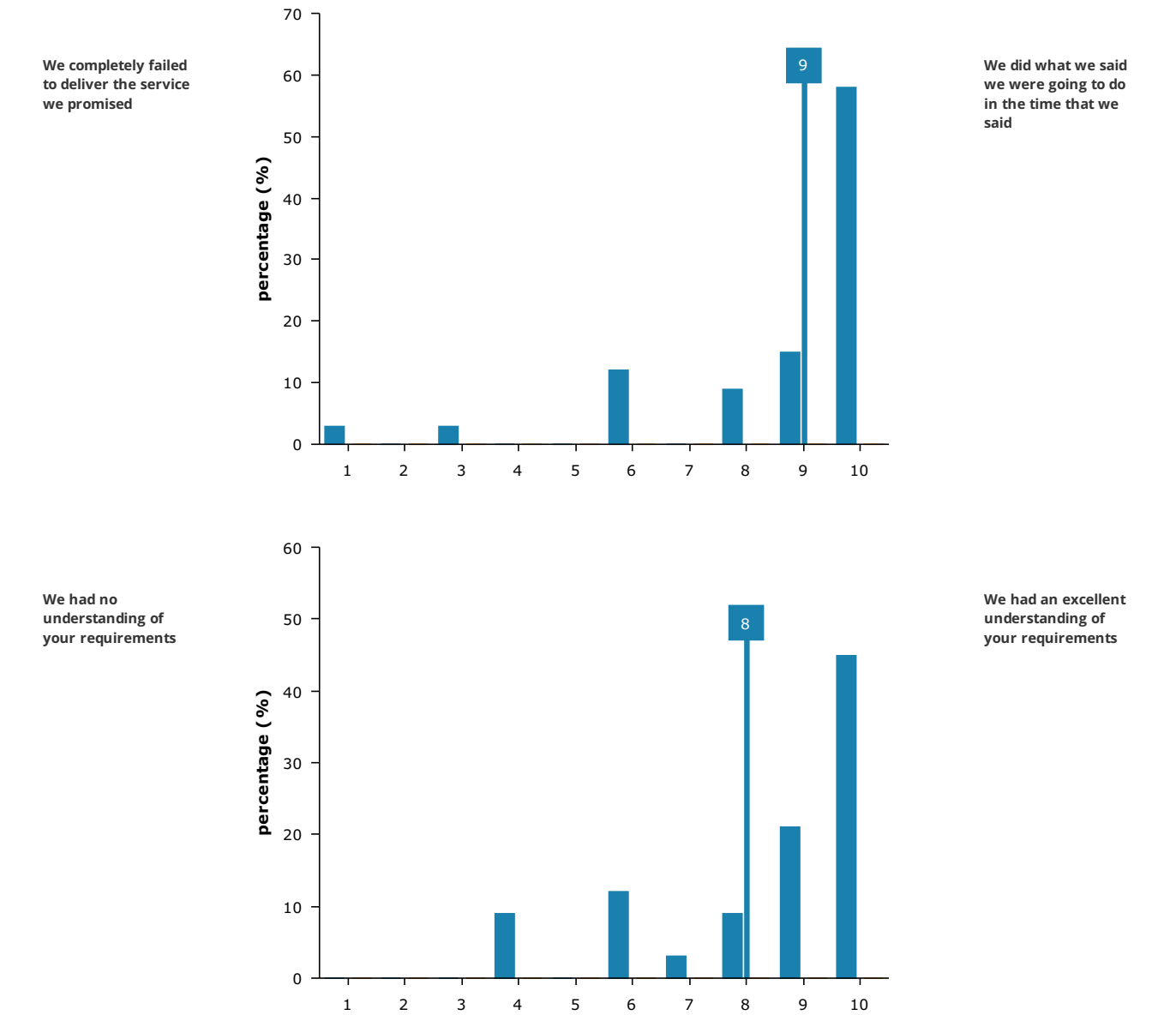
In order for the trend chart to appear, there has to be at least two months within the last six months where at least one survey response was submitted.

INSUFFICIENT DATA IN THE LAST 6 MONTHS

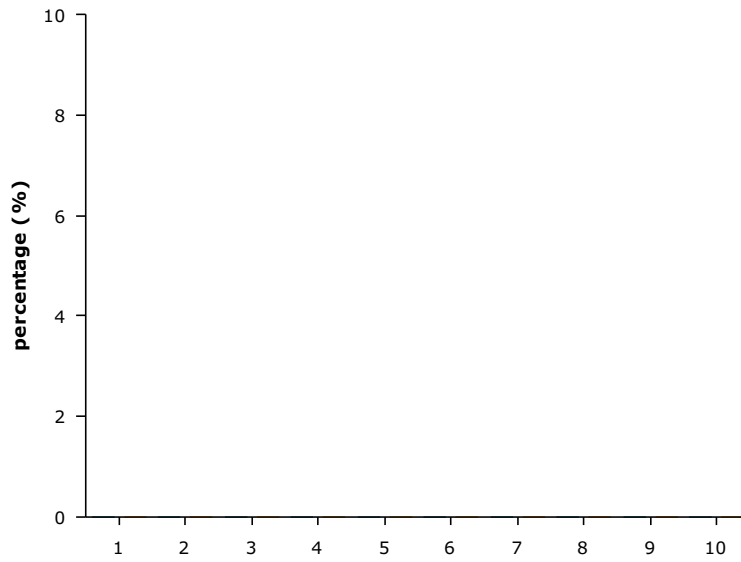
The Customer Experience:

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)

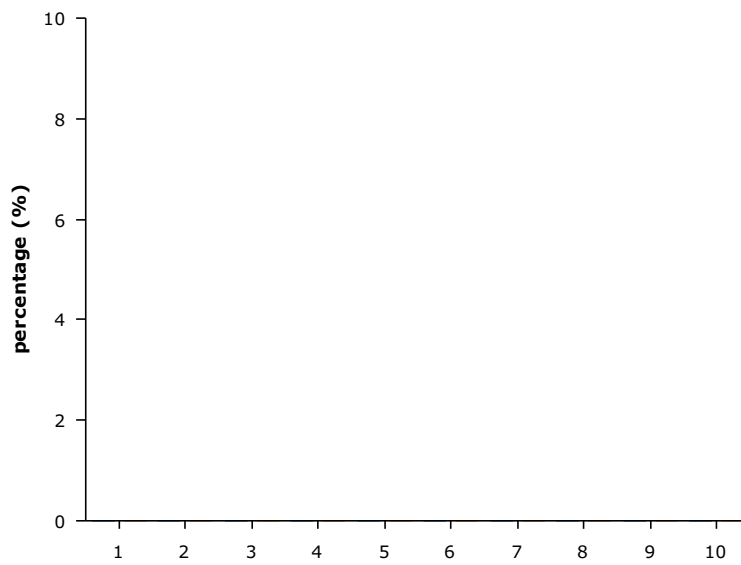


We were off hand,
even rude



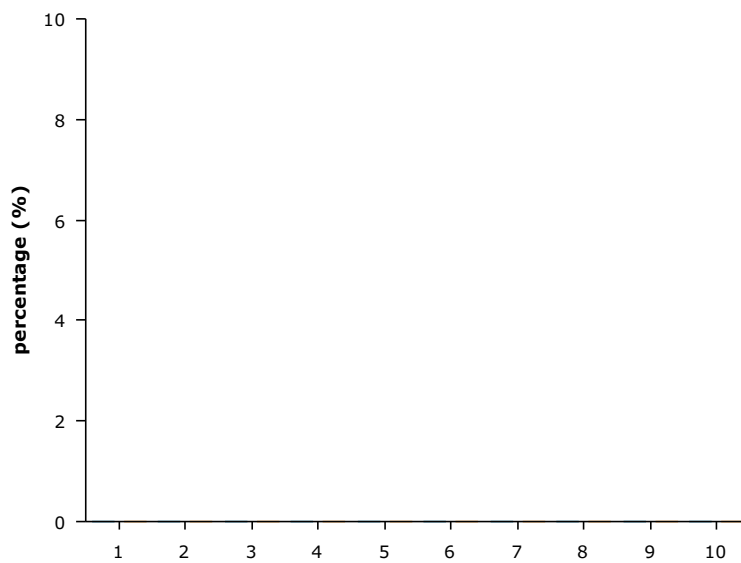
We were polite and
friendly

We were unhelpful



We were helpful

Our standard of
workmanship was
poor



We carried out the
work to a very high
standard



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

- Barry (1)
 - Barry - always helpful! (1)
 - Barry he got the chairs delivered on time and with a smile thank you (1)
 - Barry Shield (1)
 - Barry was very prompt in dealing with the problem (1)
 - Sabina Vazquez-Rey (1)
 - Wayne - always helpful and quick to respond. (1)
 - Wayne Roberts (2)
- null

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
Actually doing the task which was requested - simple as that		
Give their staff keys and access to remote sites		
Haven't had time to consider this one - if I think of a really whizzy answer, I will let you know!		
I didn't speak to anyone as it's an automated process. I raised the request and the job was done. Simple.		
I would like them to look at the problem we have and try to fix it instead of simply saying "the system says it is 23 degrees therefore it is".		
no		
NO (please bear in mind that I am in fact a BB WorkPlace employee)		
The contact number I was left for Wayne Roberts 52976 appears to be incorrect		
To listen to the 'customer' and make a real attempt to fix our problem.		
wouldn't ask the questions overleaf in the survey as had no contact with a BB person - it was all done via the Intranet FM fault reporting system!		