

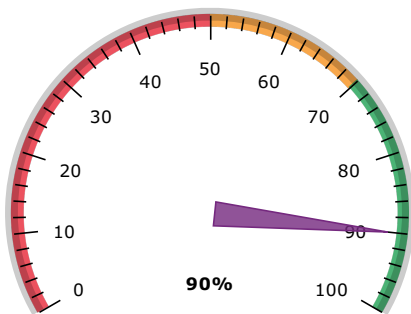


## Mabey Hire Report

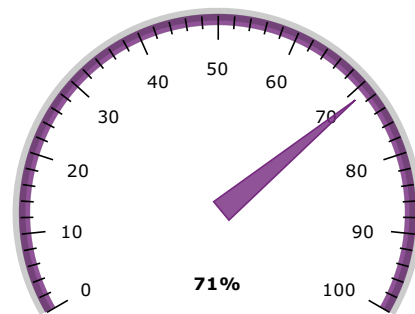
### Number of Responses:

164 customers completed the survey during this reporting period (07/12/2009 - 07/01/2017) compared with 0 customers over the previous period of the same duration (05/11/2002 - 06/12/2009).

### Customer Confidence Score:



very or fairly confident



very confident

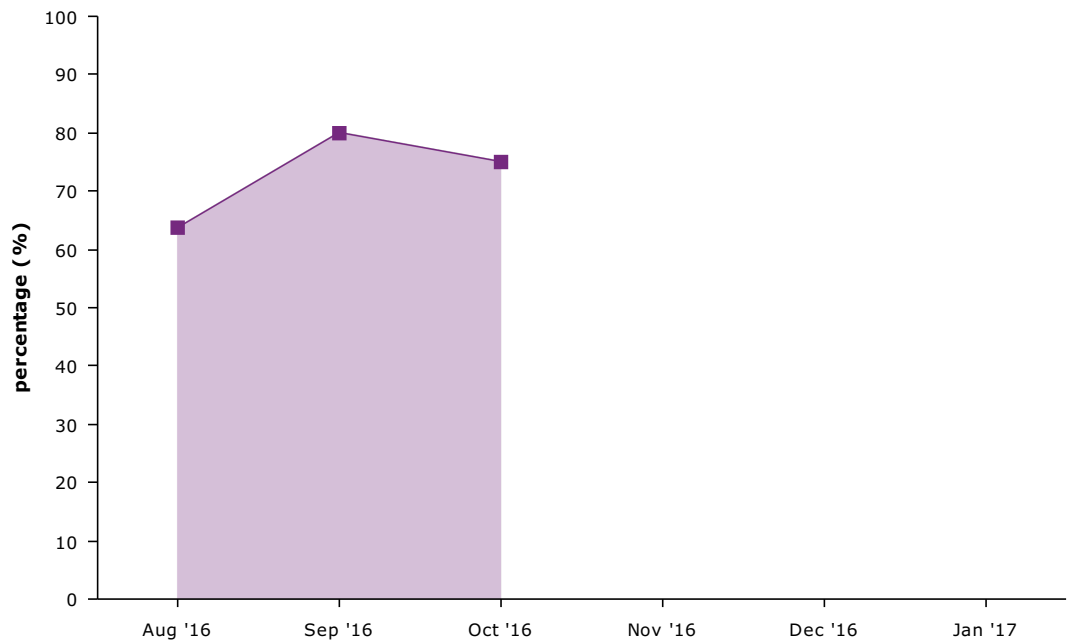
We want our customers to feel completely confident about the service which we deliver. The dials above highlight the percentage (%) of customers, during the current reporting period and based on the reporting criteria you selected, that were either "very" or "fairly confident" that their next experience of our services would be good. **90% were either "very or fairly confident" with 71% "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 71%. 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.

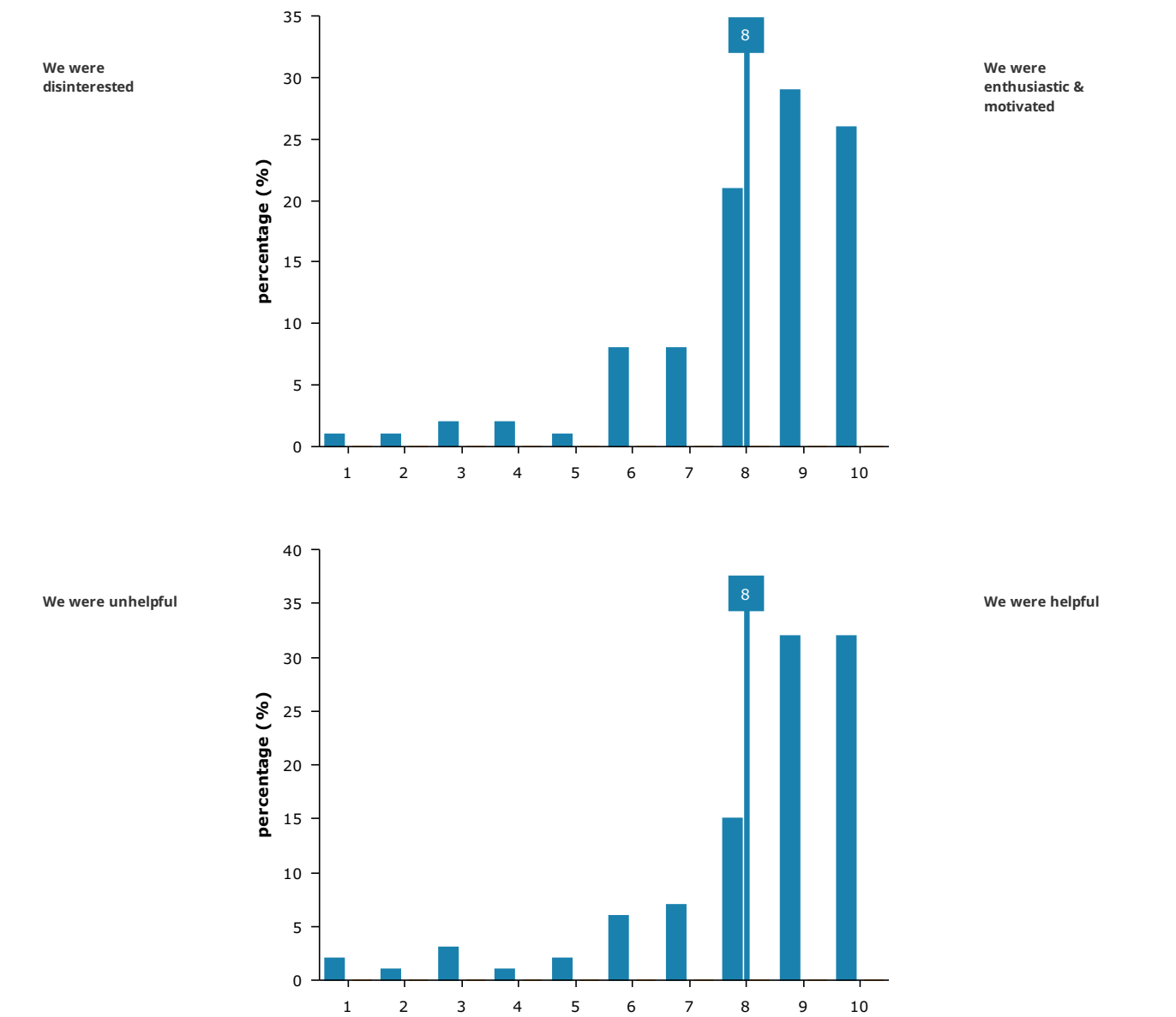
In order for the trend chart to appear, there has to be at least two months within the last six months where at least one survey response was submitted.



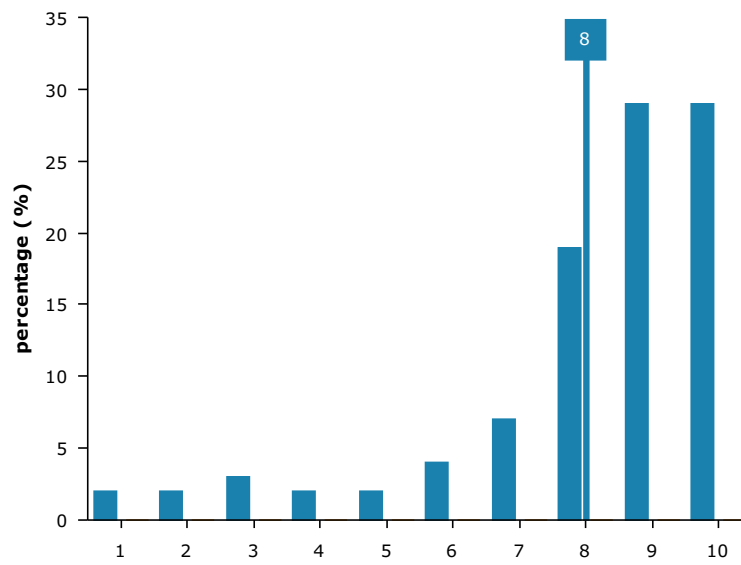
The Customer Experience:

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 (07/12/2009 - 07/01/2017)
- Previous Period (05/11/2002 - 06/12/2009)

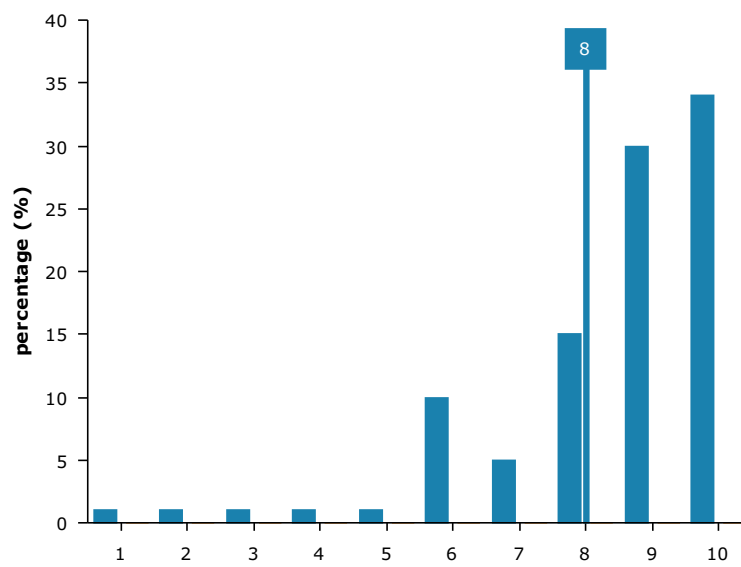


We had a low  
attention to detail



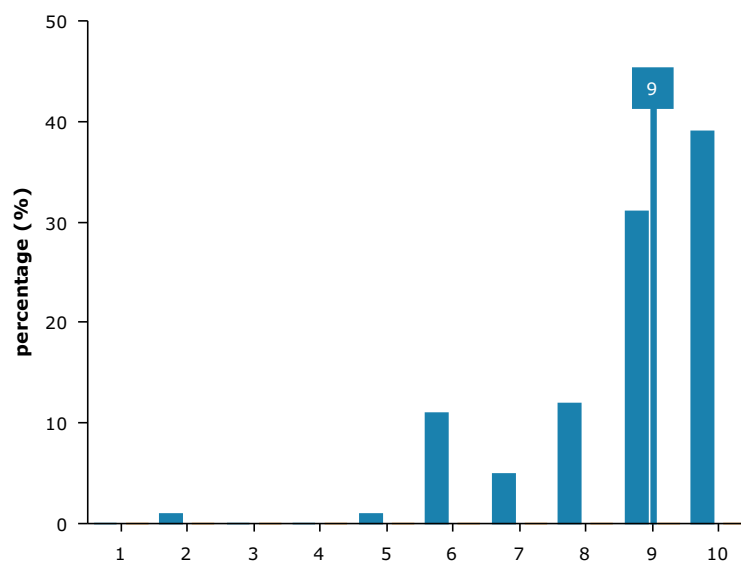
We showed a strong  
attention to detail

We had no  
understanding of  
your requirements



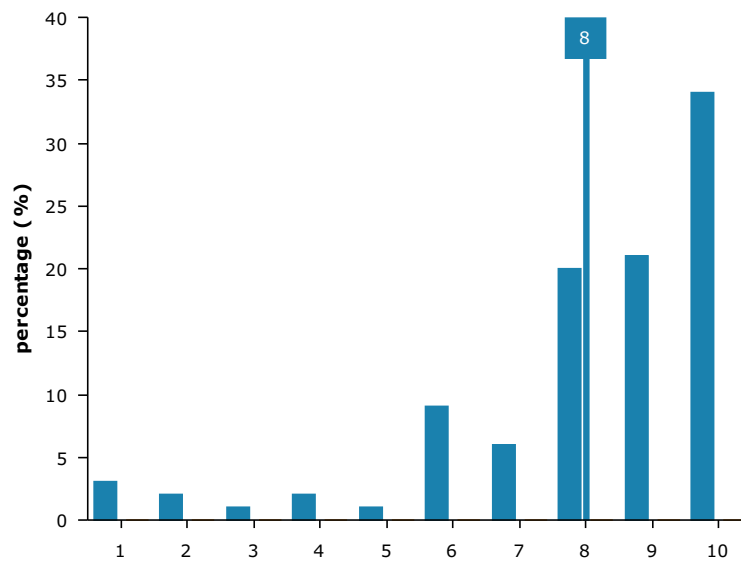
We had an excellent  
understanding of  
your requirements

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



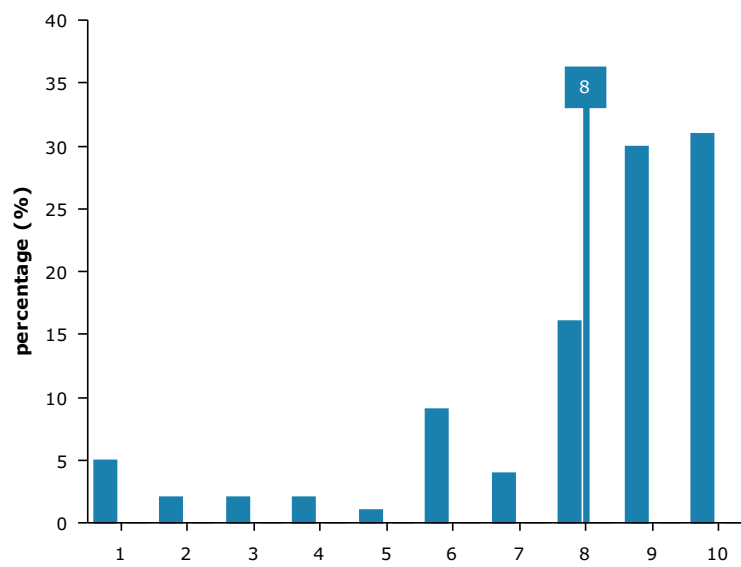
We were visibly  
responsible and  
demonstrated safe  
working practices

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.

- Ashleigh Halliwell (2)  
Very helpful.  
Very helpful, replies to emails promptly and I always know the job will get done and on time.
- Gary (1)  
He was great sorted every thing out , design to delivery. a real credit to the mabey team.
- Absolutely not (1)  
I would sack the person I spoke with. I have answered No below unless you want to ring me and listen to my experience. My order with you has not yet finished as I am due to hear what my charge is to be, having returned your equipment. Do contact me after this as then my ultimate judgement of your company will then be really accurate.
- Alan Kerr and Mike Bailey (1)  
Nothing was too much trouble and they really exceeded our expectations, and really made us think they cared about the project.
- Alan Purdie (1)  
Always very helpfull and knowlegable
- all (1)  
all helpfull
- All at Wigan depot (1)  
From original enquiry to material arriving on site was a pleasure
- all involved (1)  
very courteous great understanding of our requirements, great customer service from all
- All the girls at the glasgow depot (1)  
They are always friendly and happy to help you with any problem you might have.
- all the team are very helpfull (1)  
the girls in the office always go that little bit further to help
- 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.
- Anthony Jukes (1)  
He was extremely helpful and professional throughout our hire
- Ashleigh and Shelagh (1)  
Very helpful, quick in email responses and sending over quotations.
- Ashleigh Halliwell, Shelagh Dorman and Joe Brennen, all at Garswood, oh and I suppose Andy Scott should get a mention also! (1)  
Deliver on our last minute requests, very helpful and communicative, friendly and nice people to deal with, refreshing company as a whole to deal with in the industry.
- Bob (1)  
Always helpful whether on site or the end of the phone
- Bob Walsh (2)  
Just very helpful and get any problems sorted  
Bob is excellent and a credit to your company, I can get lighter boxes cheaper from other hire companies which my staff prefer but I like hiring from Mabey because of the excellent technical advice we receive both at tender stage and at construction stage. Bob is always willing to visit me in my office or on site. He is very experienced and knowledgable and his advise has been invaluable at times. As a consequence of this where we can we will use Mabey.
- Bob Walsh & Natasha Thorn (1)  
Always prompt in there actions and keen to assist
- Carol Fleming (1)  
Carol was the first person I met from the office. Very pleasant person
- Chris Soupioni (1)

Good service and very quick to send quotes through

- 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
- Clare Jones (brdge hire section) (1)  
Very professional and helpful, has a good knowledge of the required equipment.
- Clare Jones, Product Manager (brdge hire section) (1)  
She understood exactly my requirements. Delivered, organised and collected to specific deadlines. Provided technical and health & safety data promptly when requested.
- Dave Stockdale (1)  
very helpful, explained the prop system fully and made suggestions that helped a lot
- Don Dewar (1)  
Very Helpful very good product knowledge
- Don dewer (2)  
Very helpful and quick turn around on temp works design and helpful follow up to order  
very product knowledgeable would sun it up and always helpful and will always get back if not available at the time.
- Frank Owen (1)  
Always very helpfull
- Frank Owens (1)  
He does a good job
- FRANK OWENS , LORRAINE WILKIE (1)  
Very Helpful
- Gary moSeley (1)  
So helpfull to explain my need on site to prop up the property with no grief??????????
- Geoff tried his best but to no avail. (1)  
Speak to Geoff
- Grant Williamson (1)  
Very helpful
- lan maw (3)  
I dropped lan a call on a Friday afternoon explain the problem we were having with our current supplier Mgf. True to his word he was out Monday morning 7.30, pulled out all the stops to provide a 5\* service. Both technical and general knowledge of was need was second to none, and the sandwiches he provided pretty good to.  
very helpfull  
Attended site at short notice and very helpfull on the kit i required
- lan Roberts (1)  
Having dealt with lan on a couple of jobs his overall knowledge of your products and what we require is excellent and very helpful for us to carry our the works efficiently
- lan Roberts was very helpful (1)  
Temory design
- I'm not sure of his name but was very helpful when I rang up (2)  
Na  
Na
- J Seddon / D Alonso / J O'Hagan (1)  
Jon Seddon for initially developing the idea of using less frames and higher spec sheet piles. Daniel Alonso for repeatedly re-visiting the design to fine tune it. John O'Hagan for keeping close to the project on a whole.
- James Thomas Sarah Woodyatt (1)  
very helpful with the order
- Jenny Elliot (Nottingham) (1)  
Issues existed with a different branch, the contact there was not responding in the standard expected from Mabey hire by myself. Jenny acted as intermediary and helped to resolve the issue.
- Joe Brennan and Ashleigh Halliwell (1)  
Exceptional service from both, very helpful and professional, very quick to respond to our enquiries, very reliable and very friendly. Also put up with our last minute requests for equipment!
- John Fenney (1)  
His knowledge was second to none regarding design and very helpful and was always willing to assist when requested.

- John O'Hagan (1)  
A very helpful and knowledgeable chap
- Julian McDermott (3)  
Julian was very helpful at the early stages on a project, his recommendations were very useful and he stayed in touch all the way through to ensure everything was going well.  
Always very helpful and goes the extra mile to ensure all goes smoothly with every order  
Always Professional and sorts out everything from start to finish
- Julie (1)  
Helpful and nice to talk to
- Julie at the Heathfield depot,,, Julie Treeby ?? (1)  
Because she was excellent with regards to everything !!
- Keith Mason (1)  
Always responsive, helpful and deals with any issues quickly.
- Keith 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. Also to discuss and resolve any issues we have regarding invoices
- Kimberly Hendry (1)  
she was fantastic, fast, very polite and professional
- Maek welton and the girls in the office (1)  
very understanding of my requirements on a particular job @bury rugby club
- Mark Gent (1)  
good service and to work with- good product knowledge
- Matt Green/Matt Webb (1)  
Very involved and helpful. Fantastic engineering department.
- Matt Webb (5)  
super efficient, very helpful & understands how we work and the importance of our deadlines  
Always extremely helpful  
He does what he can to help and resolve any issues we have with the above  
Very conscientious  
Extremely competent at his job. Always goes out of his way to help
- 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 a lot of invoice queries and cannot maintain correct records.
- Matt Webb & Tracy Barlow (1)  
Matt is always helpful and helps all the guys with their requirements Tracy for her reaction to queries when sent across
- Matthew Webb (1)  
Helpful in every way, even when on leave
- Matthew Webb and Tracy Barlow (1)  
Very helpful if whatever is requested
- Michael Clarke (1)  
Michael, has vast experience and is always available to assist & deliver
- Michell (1)  
overall service and response times to delivery requests
- Michelle @ Newton Abbot (2)  
Pleasant, helpful, and very knowledgeable  
friendly and good product knowledge, and deals with our requirements with little fuss
- Michelle and Julie (1)  
Always very helpful, quotations arrive quickly, very polite and jovial
- Michelle and Julie at Newton Abbot (1)  
They always try their hardest to fulfill our demanding needs.
- Mike (1)



Very helpful and was able to tell us from the drawings exactly what we needed

- Mike and Michelle (1)  
Service and Assistance
- Mike Bailey & Julie Rendell (1)  
Always provide us with an excellent service and meet our requirements.
- 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.
- Newton Abbot Branch - VERY GOOD (1)  
Extremely helpful, always respond quickly, great communication, all correspondence always correct.
- no (2)  
no  
Totally unhappy with the service provided by your Bury St Edmunds depot
- Nobody in particular. (1)  
Have dealt with Michelle, Sarah and Colin, all being very helpful. Thank you.
- Paula Batley (1)  
Always very helpful
- Pen Davies (1)  
Pen understands the requirements when we place an order with him
- Penn Davies (1)  
He is always helpful and quick to respond to any quotations that I have asked him for.
- Peter James & Mike Bailey (1)  
Patience and attention to detail
- Peter James, Richard Evans, Andy Symons (1)  
Enthusiasm and knowledge pre-order and through contract. Andy Symons for his flexibility, enthusiasm and knowledge on site; and working well with our operatives.
- Peter James, Steve Yarwood and Sarah Woodyatt (1)  
They all worked to a tight deadline and kept us informed of any issues. Very helpful
- Rachel Ball, Toni Fowler - & the team (1)  
Attention to detail, excellent communication, great team work shows! Thanks all round.
- Rebecca and Kirstie (1)  
Both were helpful.
- Rebecca Attwood (1)  
Extremely helpful
- Rebecca atwood (1)  
Rebecca is the only person that I like to deal with as our company seems to get forgotten when left to someone else.
- Rex Smith (1)  
Dealt with my enquiry promptly and delivered a service that I required
- Richard Evans and the Technical Team he used (1)  
They have bothered to understand what we need for different situations and advise us accordingly. Also edge protection has been a great help to meet CDM requirements.
- Sabina Nicholls (1)  
very chirpy and extremely helpul
- Sam - the rep (1)  
Always helpfull
- Sarah (1)  
Always helpful
- sheila (1)  
sheila was dealing with the job and i have dealt with sheila at a previous firm i was with

- Steve Yarwood (1)  
Very helpful as we have no experience of hiring shuttering
- The last in the office Tracy (1)  
Very helpful
- Theresa Griffiths - Cardiff Branch (1)  
Very helpful
- Theresa at Bilston. Peter James engineer. (1)  
Both very efficient and practical.
- Tom Annunziata (1)  
Very knowledgeable about all equipment you hold, confirms everything agreed and calls back when said he will.
- 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
- Yes, Andy Scott. He has been brilliant. (1)  
My first experience with Mabey was not good but Andy Scott picked up that baton and ran with it, making my subsequent dealings with your company superb. He and you did 'what it says on the tin'.  
Congratulations.

#### Amber Flag Responses: 29



During this reporting period (07/12/2009 - 07/01/2017), 29 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 (05/11/2002 - 06/12/2009).

#### Red Flag Responses: 4



During this reporting period (07/12/2009 - 07/01/2017), 4 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 (05/11/2002 - 06/12/2009).

## 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
10 days to receive a quotation, internal communications at Nottingham Depot between sales and engineers		
We have nothing but positive perception 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 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 @ £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		
answer the phone quiicker		
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		
The costing process including rates for tiny components makes it unnecessarily complicated, a lump sum for the job would have been better and where materials come and go from site its difficult to manage.		
Sometimes the delivery to site could be more prompt.		
need more attention to refunding deposit money		
It always seems to take a while to find out about stock levels. It has to be "checked out in		

the yard" each time.		
Slightly quicker delivery of equipment to site!		
no		
Can `t think of any		
When the EMV was off hired Calne Depot requested a off hire number be sent by the Glasgow depot direct via email, this did not happen. I sent a further request via email, which still failed to get a response, the off hire paperwork containing a number was received in the post on 13/11/11 - date off hired 28/10/15		
Collect product from site when promised		
One point of contact for the full project , Recommend deliver trucks come fitted with hiab etc. It calls a few delays has this project was in city centre with lots of restrictions.		
drivers to check materials on and off the wagon for delivery and deliveries should by hy-hab loded		
Get a depot closer to Arbroath, and provide cheaper rates?		
communicate any issues before the day of delivery. also have more stock of items that are used every day.	🚩	🚩
its hard to get through to the Hatfield office via the phone, sometimes email response can be slow.		
Not really		
Please issue standard component dimensions to clients with designs		
Nothong		
no all went well		
Firstly, hire some intelligent people. Secondly, hire someone who can hear properly. Thirdly, hire someone who can spell. Fourthly, hire someone who knows your product. I could go on about this order but it would take me ages and I do not have the time BUT Fifth, when we came to collect the order, the order was wrong DESPITE me making absolutely sure, or so I thought, that your dim member of staff had actually in the end written the order correctly. However, yes, I was wrong because ...		🚩
No		
no		
Not really, happy with the service you provide		
A sales rep to visit site now and again		🚩
Please continue improving, by liaising closer with sites and buyers on order hire timescales. ie leaving an item onsite without an order to cover the period, causes invoice queries and frustration on both client and Mabey Hire side.		
No, you provide a very good service		
No, but perhaps hire prices are a bit high. My experience being having to pay for minimum hire periods of 1 - 2 weeks when only a days hire is required. Although Colin at Scotland branch was helpful and reduced hire charge for me.		
Cant think of anything at the moment		
My last experience was absolutely first class.		
The hire to site is fine it all seems to go wrong on collection with paper work issues and changes to collection note / the actual agreed returns take far to long to complete.		🚩
no		
no		
Invoicing		
none		
Move transport available		
So far nothing.		
When using hi abs to off load on sites make sure a lift plan has been sent to site before day of delivery		
No		
Change the minimum hire to 1 week		
Returns paperwork and invoicing		🚩
no		
Honesty on deliveries and collections		
No		

We asked for a complete quote and products required. When the items were delivered there were things that had been missed off the quote. Mabey attempted to charge us for their mistake. This was corrected		
Maybe have a look at your transport rates as compared to other companies who supply the same service.		
If it take the equipment off the back of the truck & it goes round the block and we reload it . There will be parts missing when it's counted at your yard		🚩
No		
Make them lighter???????		
I have been using Mabey Hire Newton Abbot for over 30 years and always found a very high standard of service		
Confirmation e-mail detailing delivery content and approximate delivery time the day before delivery		🚩
Speed things up between viewing work; completing design, getting design signed off and delivering of goods		
no		
no		
The way in which products are costed. Charged for 7 days but ongoing charges are based on week divided by 5 days. This does not seem fair to the consumer. The delivery to residential areas will always be tricky and I know this info is contained in the docs... but there are so many docs to read. It would be helpful if someone from Mabey simply asked is there parking space for a vehicle equal to 4 or 5 car lengths.		
Not particularly		
Lower delivery charges!!!		
No. A good experience for our first use of Mabey Hire		
when hiring propping for example, when we have to add some components, or a second phase to an existing order, Mabey insist on creating a new job account. this makes hard work of doing stock checks etc when one site can have a dozen different Mabey contracts linked to it.		
No I was very satisfied		
Delivery in Aberdeen area fail to arrive on time was two days late and missing items , Missing items failed to arrive on time		🚩
Reduce Hire Charges. Particular rip off when items scrapped and needed to be purchased		🚩
no		
Communication The order was late to be put together, the order was not prepared properly ( unoiled road forms and also damaged ones which were put in the order ) I was told there was staffing shortages that day which I know can happen but that didn't help my order		
Nothing		
Rex Smith		
none that I can think off		
total inflexibility to the customers requirements		🚩
Better availability of plant		
cost		
communications between your departments		🚩
Get more wagons and stock to reduce number of days it takes to get kit to site please!		
Difficult to improve the service		
Better description of products		

#### Comments received from other sources:

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