

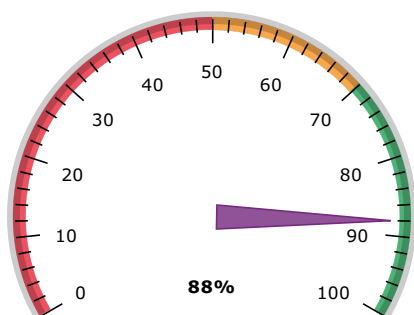


Mabey Hire Report

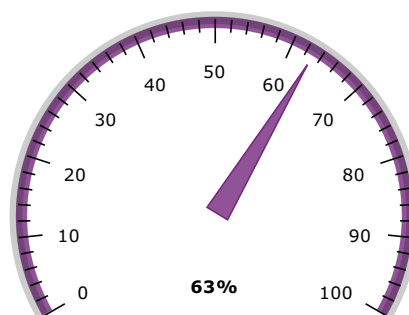
Number of Responses:

8 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. **88% were either "very or fairly confident" with 63% "very confident". 13% 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 63%. 88% said they were either "very or fairly confident" with 13% "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.

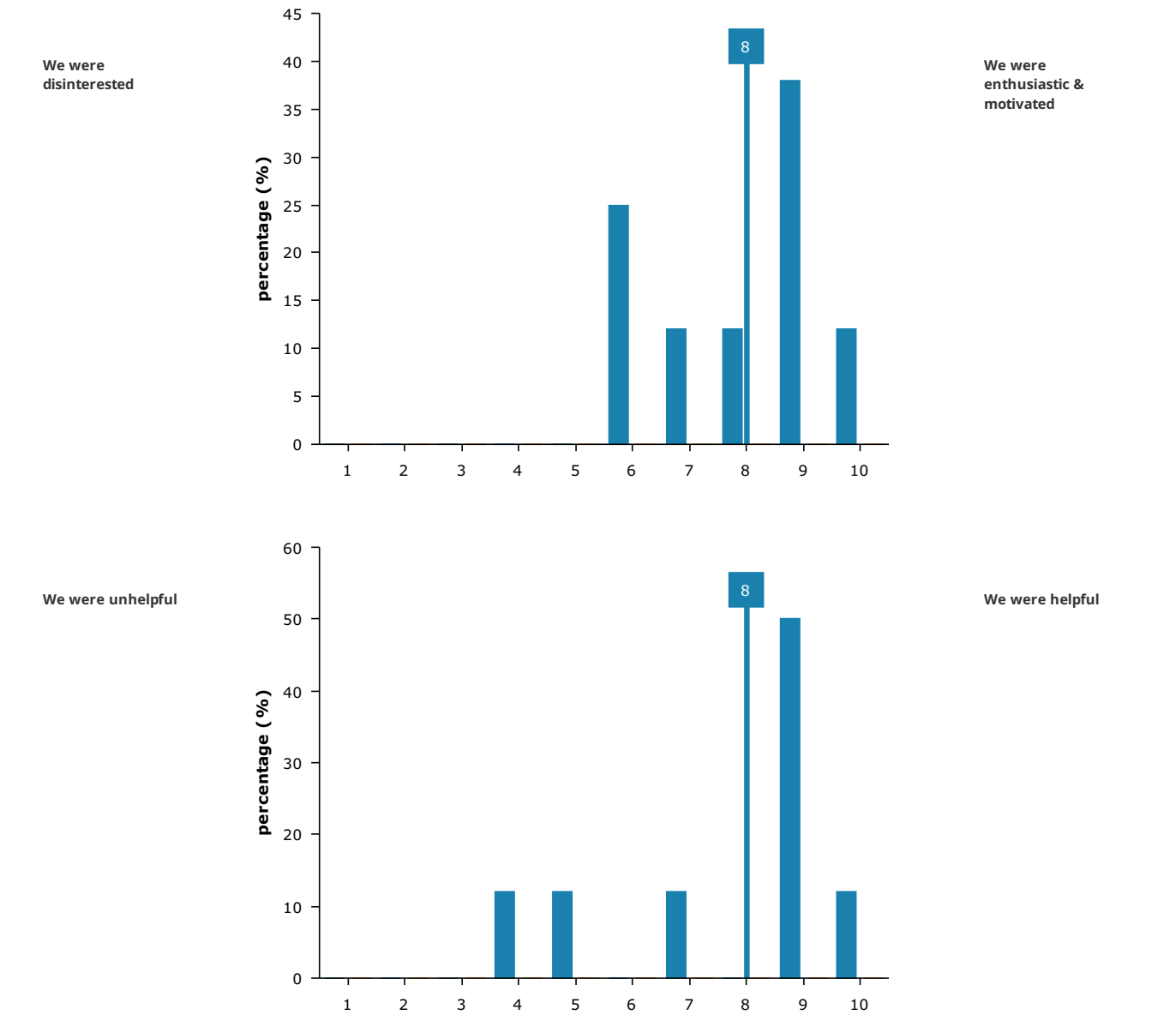
In order for the trend chart to appear, there has to be at least two months within the last six months where at least one survey response was submitted.

INSUFFICIENT DATA IN THE LAST 6 MONTHS

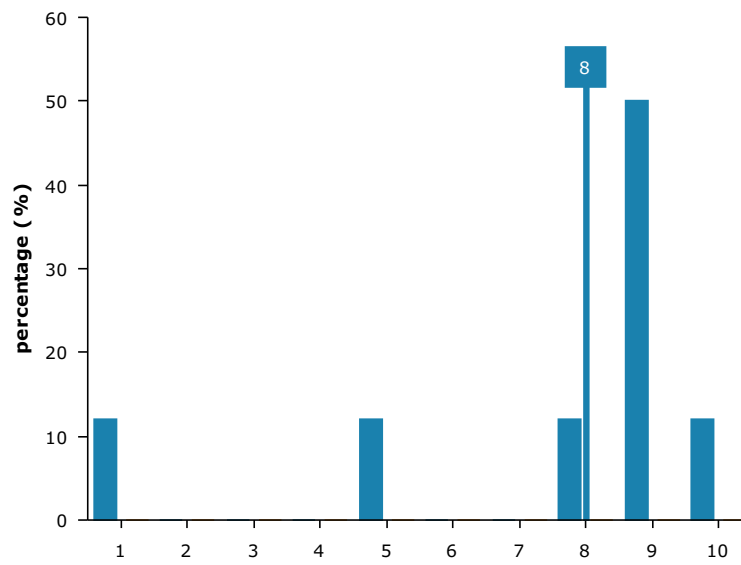
The Customer Experience:

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)

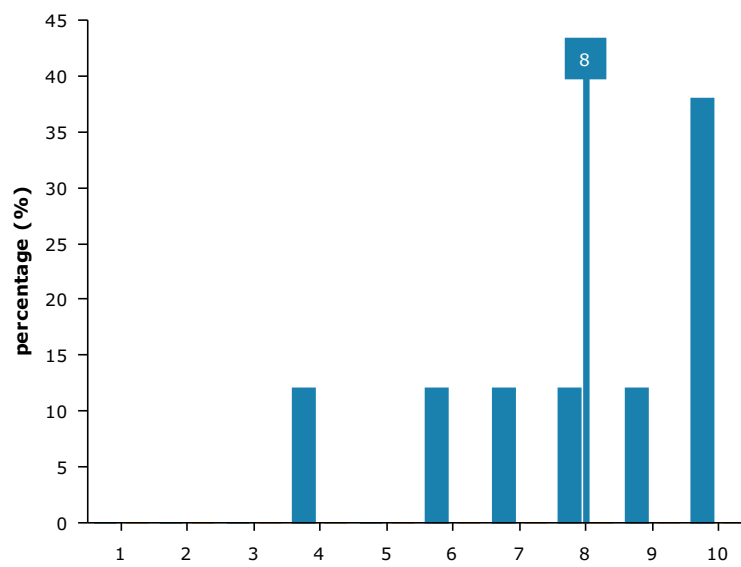


We had a low attention to detail



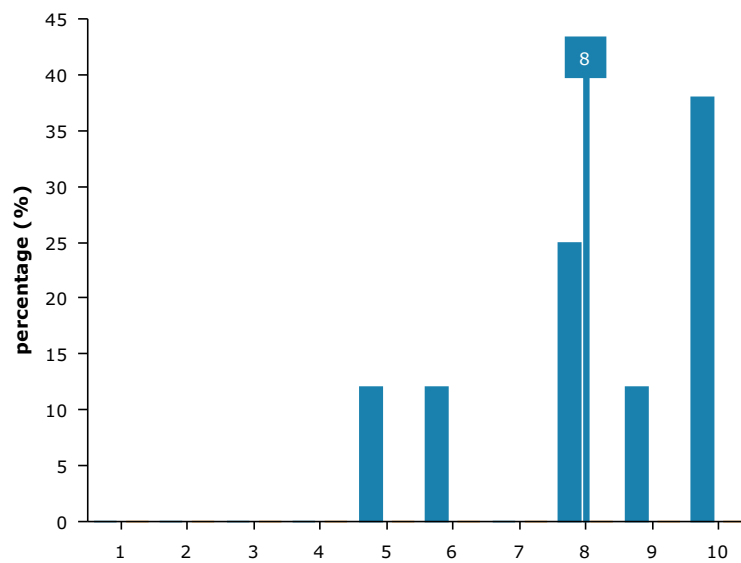
We showed a strong attention to detail

We had no understanding of your requirements



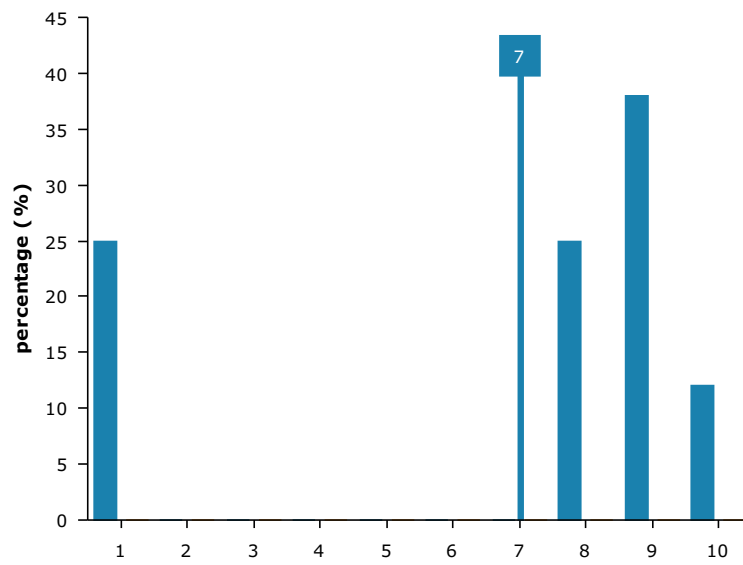
We had an excellent understanding of your requirements

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



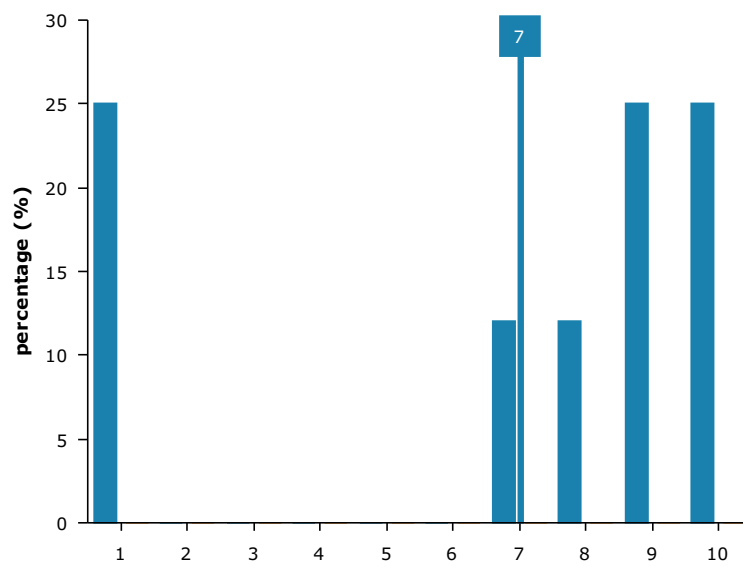
We were visibly responsible and demonstrated safe working practices

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

Recognition for Great Service: 4



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

- Don Dewar (1)
Very Helpful very good product knowledge
- 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
- 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

Amber Flag Responses: 2



During this reporting period (30/11/2009 - 30/12/2016), 2 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: 1



During this reporting period (30/11/2009 - 30/12/2016), 1 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 REPONSE 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.		🚩

Comments received from other sources:

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