



HIGH

SERVICE LEVEL

CLIENT SURVEY

YOU SAID

WE DID

MED.

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Survey Results





Introduction

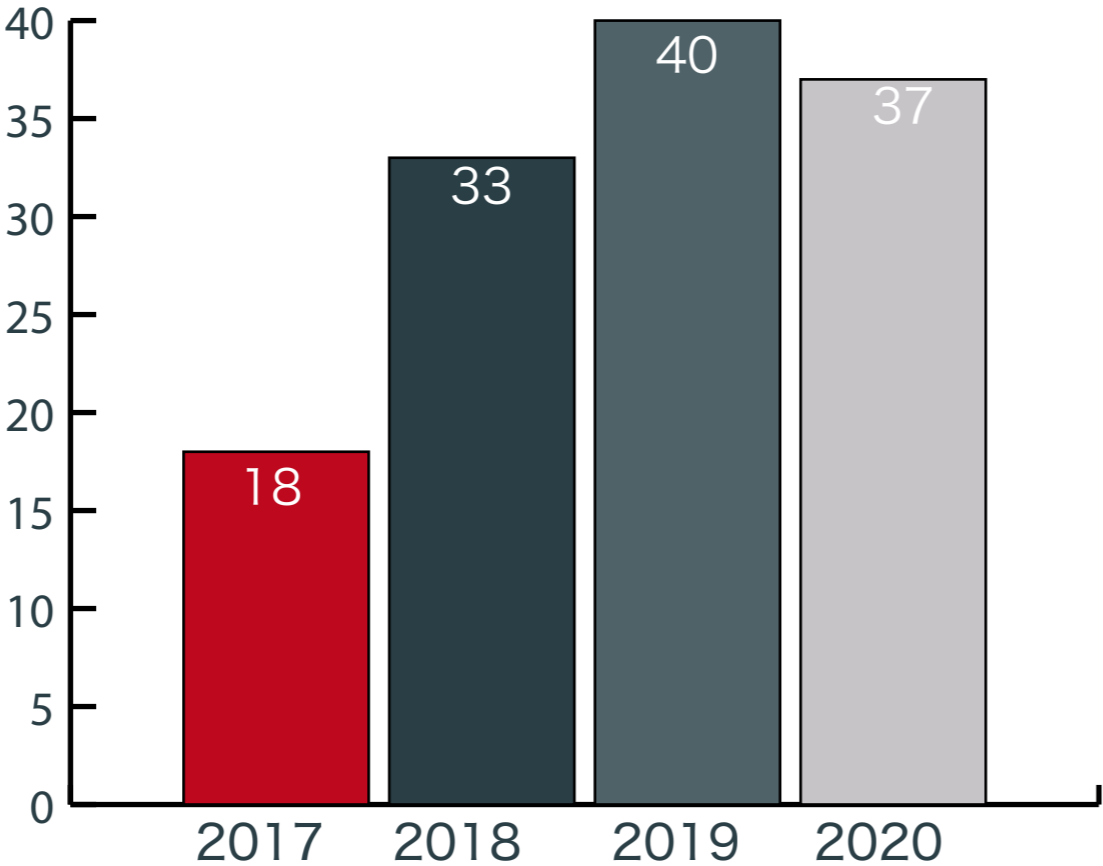
On an annual basis Employ Recruitment send out a questionnaire to all clients, analyse feedback and create an annual strategy using the valuable results and comments. We are extremely proud of our results.



Overall Rating



NPS Score Yearly Tracker

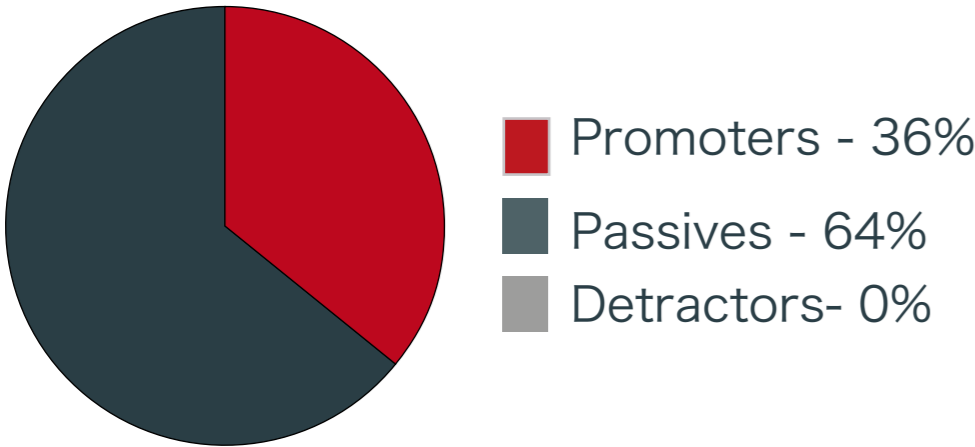


NPS Score is calculated by asking customers one question: “On a scale from 0 to 10, how likely are you to recommend this service to a friend or colleague?”

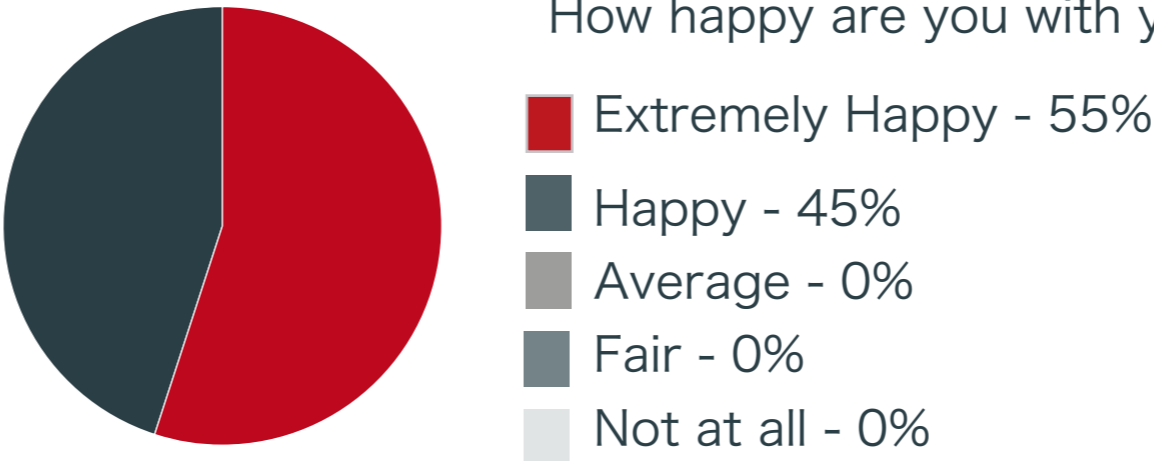
- Those that score between 0-6 are detractors – spreading negative news,
- Those that score 7 & 8 are passive – these people are not talking to anyone about service levels
- And those that score 9 & 10 are promoters - those people making recommendations and sharing positive experiences with their friends and colleagues

The overall score is determined by deducting the detractors from the promoters. A score within the range of 0 to 50 is considered good and 50+ outstanding. This process helps us to benchmark our service year after year to both our clients and candidates to ensure service levels remain high by implementing service strategies.

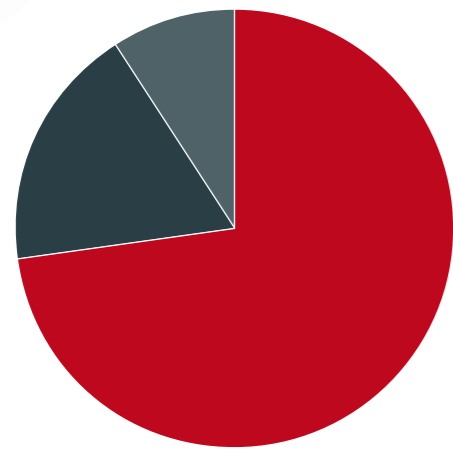
How likely is it that you would recommend Employ to a friend or colleague?



How happy are you with your dealings with Employ?



In your opinion, what is the best thing about Employ?

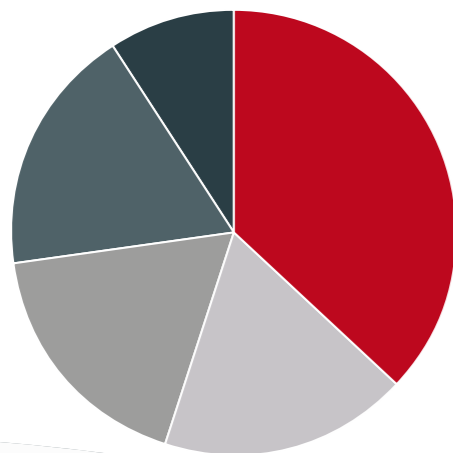


- Prompt and flexible service to meet client requirements - 73%
- Employ people – staff and drivers - 18%
- No comment - 9%

Comments:

- Friendly staff and drivers.
- They pull out all the stops to fulfil the requirements.
- A prompt response for information about drivers.
- They always provide a driver when we want one.
- Staff.
- Prompt service when needing drivers.
- Communication & flexibility on shift coverage.
- Always find a way to cover all the shifts required.
- Flexibility.
- They are very flexible in their approach and work around our business needs.

In your opinion, what is one thing Employ could improve on?



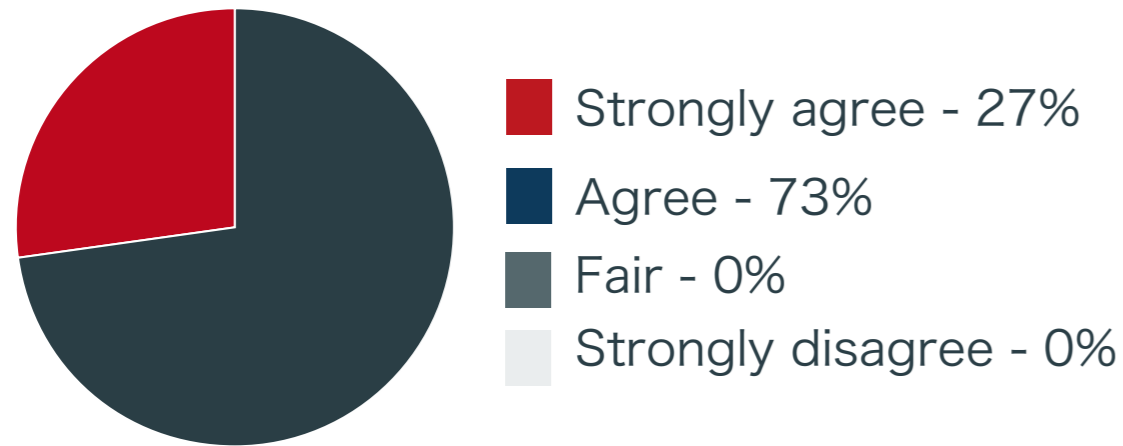
- Communication – phone calls and updates - 37%
- Client specific reporting - 18%
- Driver quality - 18%
- No comment - 18%
- Shift coverage - 9%

Comments

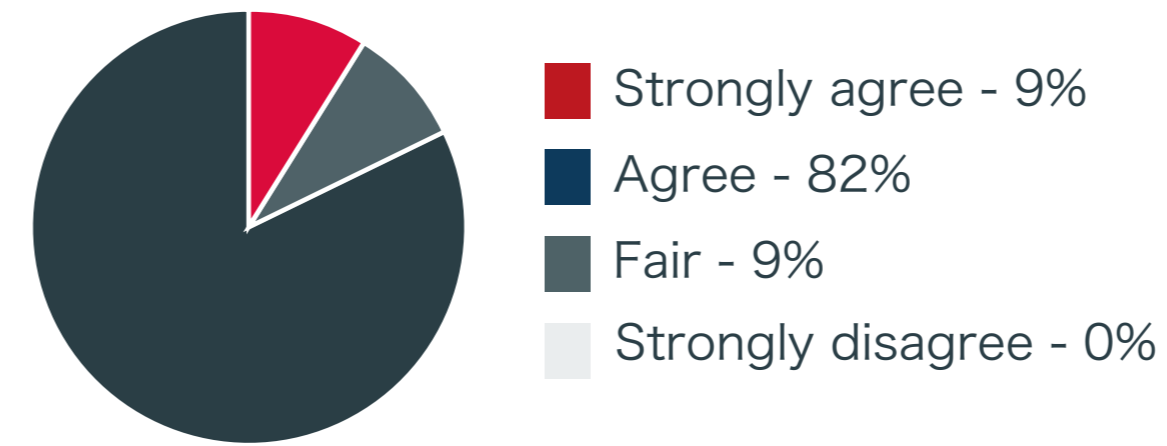
- Occasional lack of communication.
- Drivers' smartness.
- Answering the phone. I realize in the present situation it can take longer. but sometimes there is no answer at all.
- Sometimes communication.
- Communication.
- Quality of some of the drivers.
- Speedier weekly financial reporting.
- Coverage.
- Allow editing on the portal shifts on a Sunday as well (currently only Monday-Friday allowed).



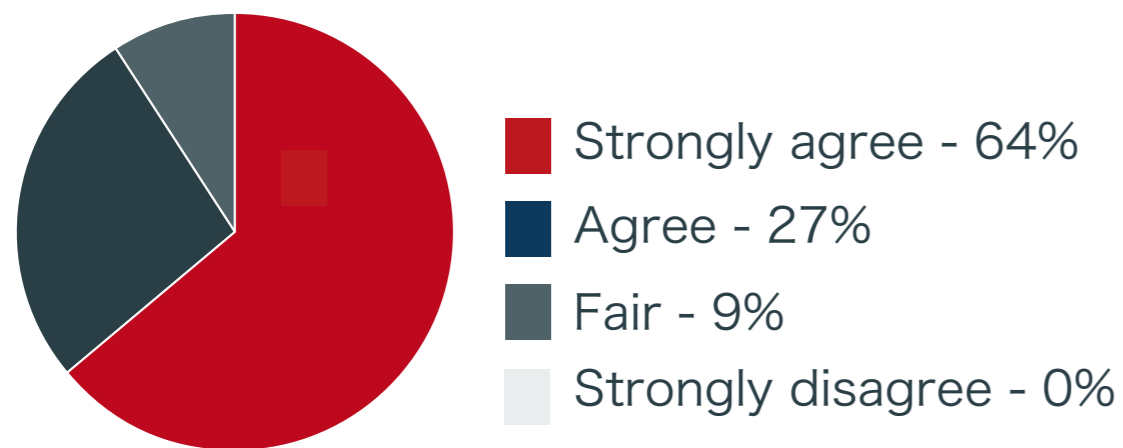
Employ meet my expectations with regards to covering shifts on time.



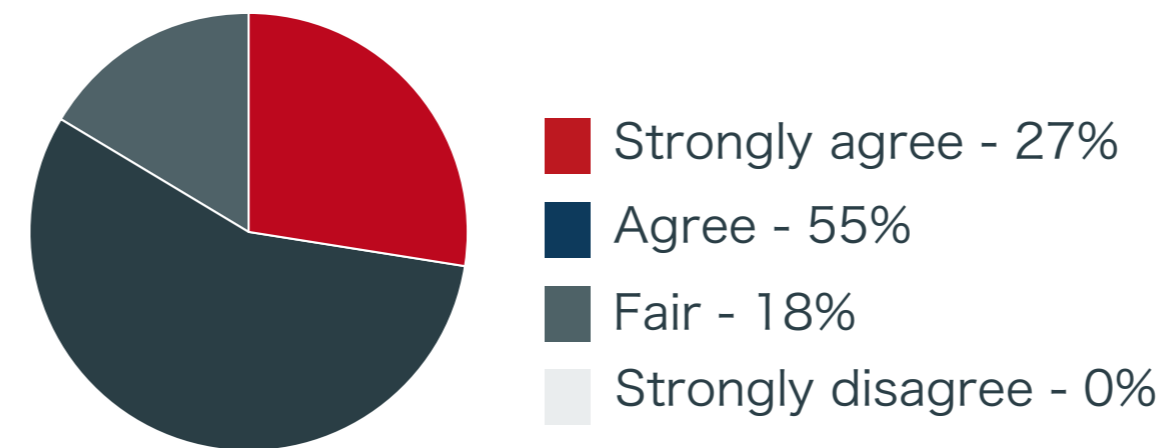
Employ provide a good quality of driver with adequate experience and skillset.



Employ provide a good service for infringement and performance management.



Employ meet increased resource requirements in a timely manner.

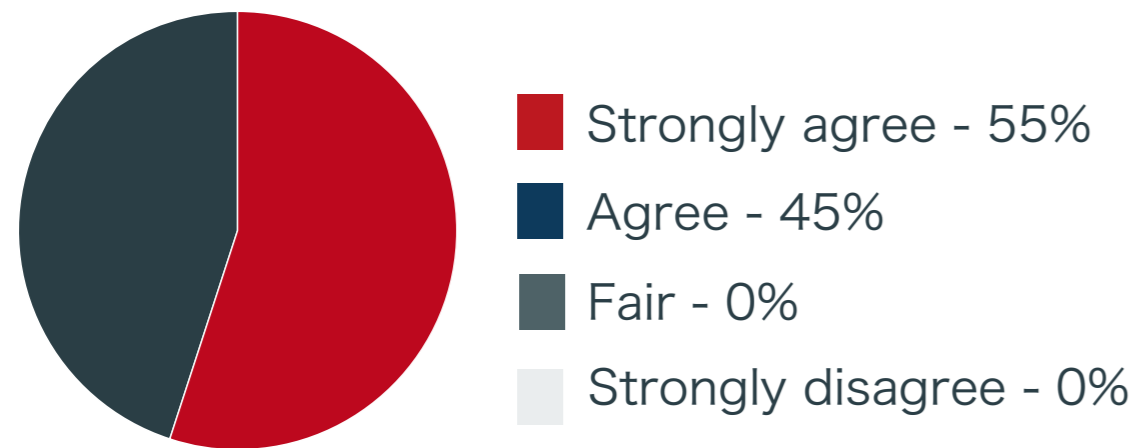


Action

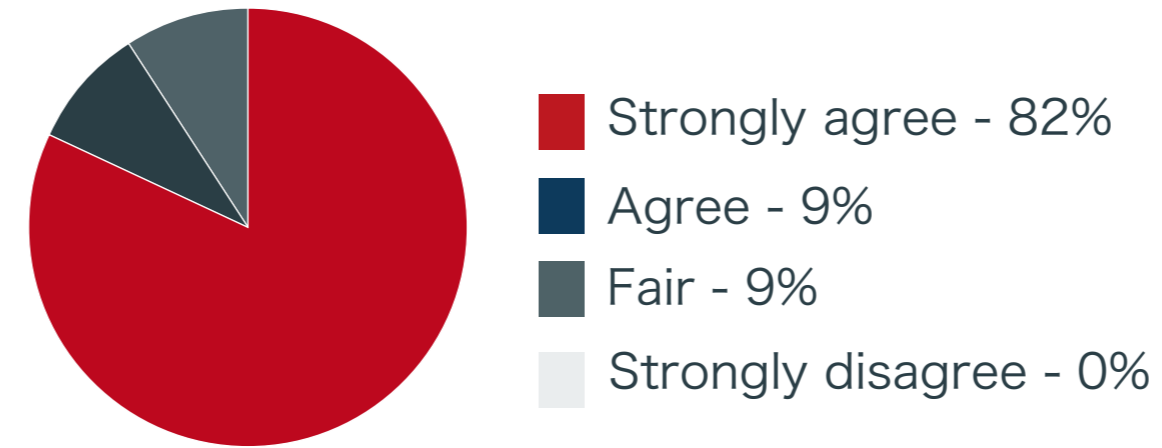
Employ Recruitment will continue to provide a quality service that meets our clients requirements and expectations, working closely to manage forecasting information and changes within the business.

Tell us how you feel about communication at Employ:

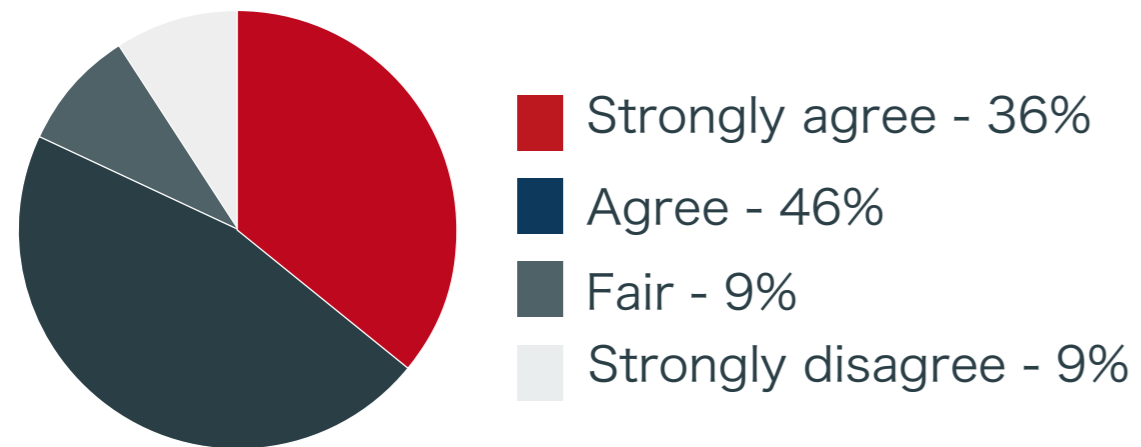
I feel that staff at Employ are accessible when I need them.



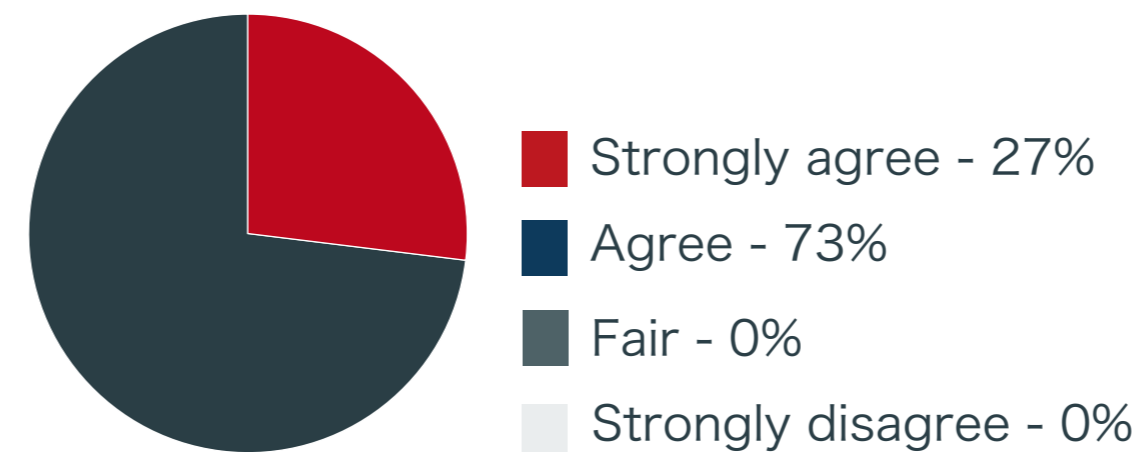
I feel that Employ works with us to support and find a solution in difficult periods.



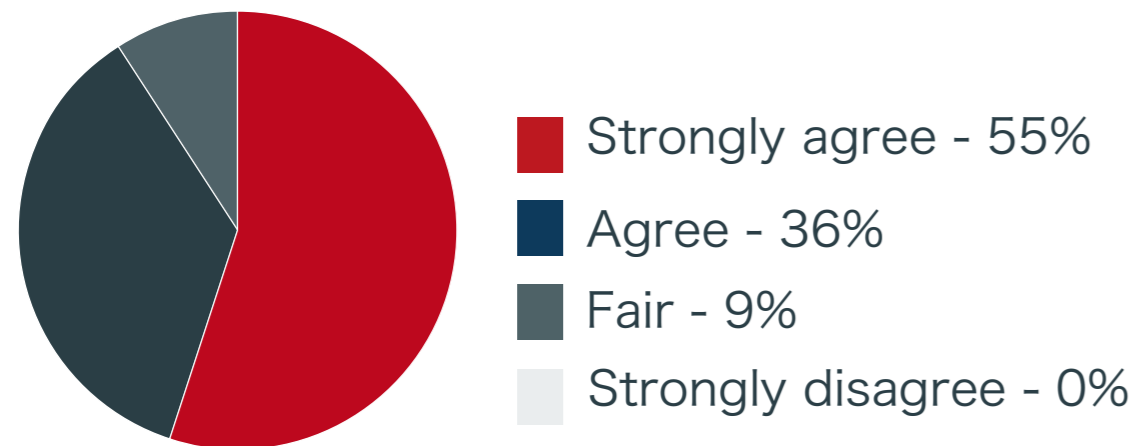
I feel that staff at Employ visit our site on a basis that suits our needs.



When I ask for information, I receive it within an agreed timeframe.



Information that I receive from Employ is accurate.



Is there any way Employ can improve communication with you?



Comments:

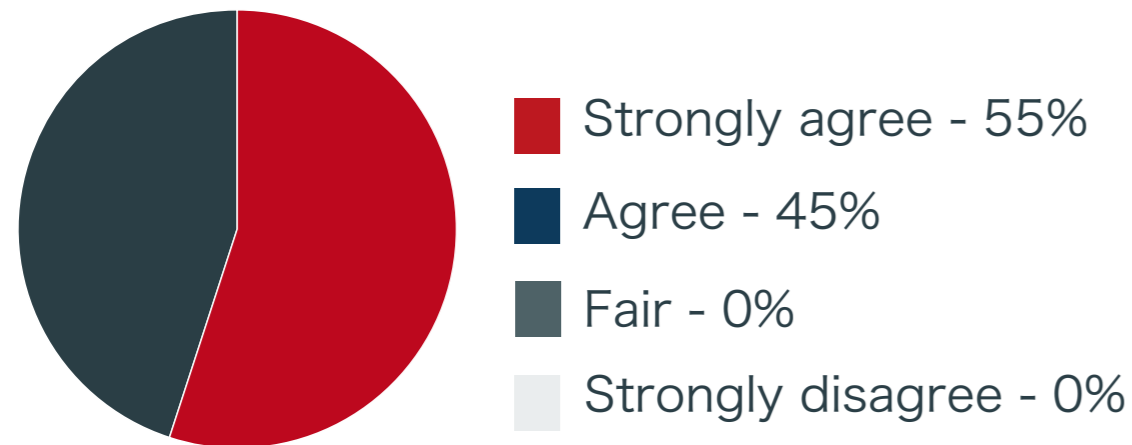
- As above (Phones).
- Phone call when drivers change last minute.
- Currently meet expectations.
- No, I believe if there are any issues the senior managers are excellent with their communication.
- On the portal if a driver changes on a run it stays green, so name changes are not immediately visible without checking each individual name.



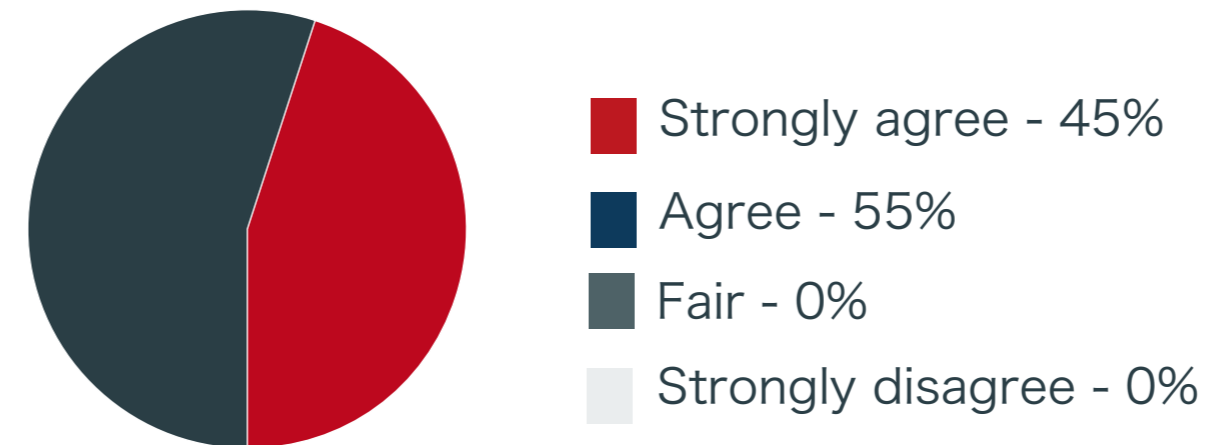
Action

During 2021 Employ Recruitment will review communication, driver uniform and the client portal.

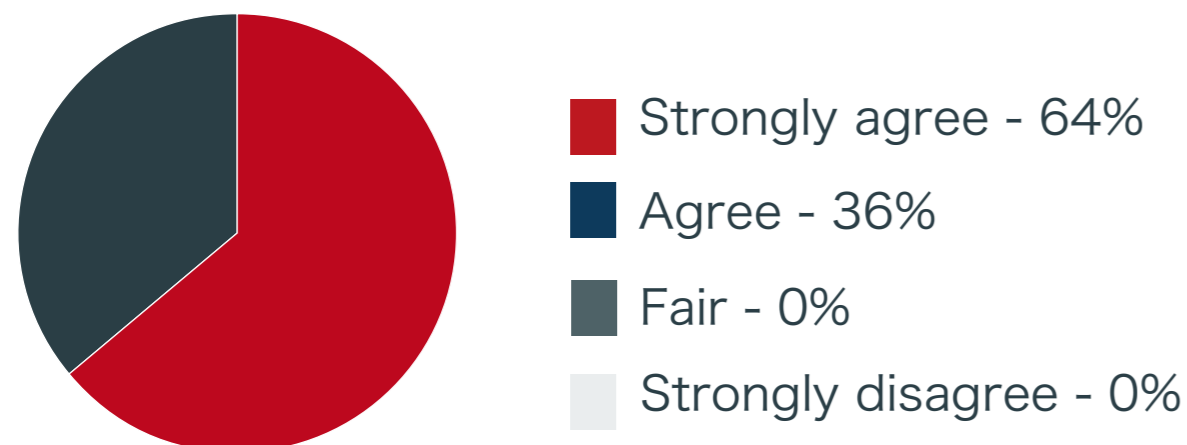
Employ have an excellent understanding of the logistics & road haulage industry.



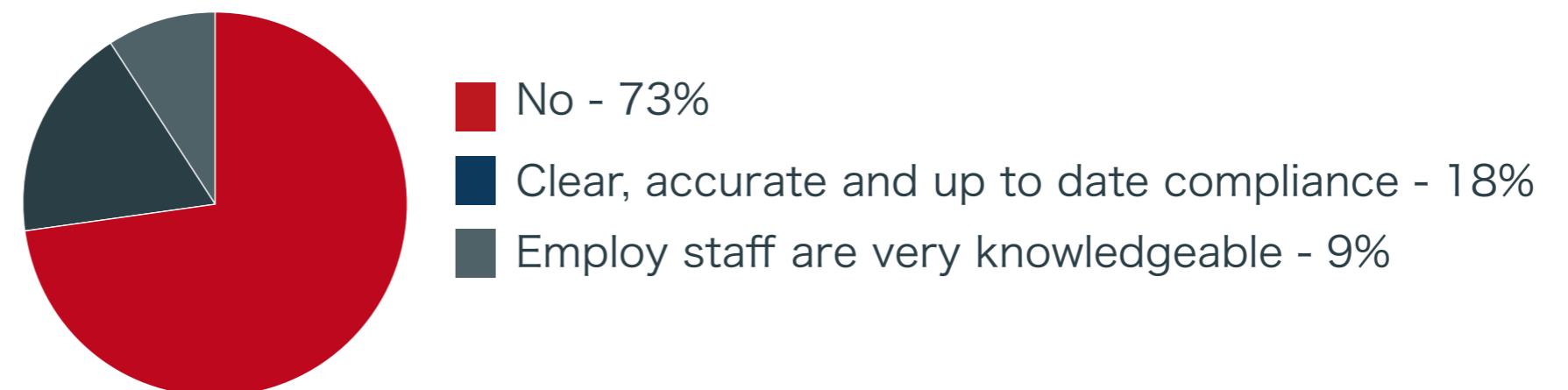
Employ have an excellent understanding of our company and our needs.



Employ have an excellent understanding of compliance to industry legislation.



Do you have anything to comment about Employ's industry knowledge and compliance?



Comments:

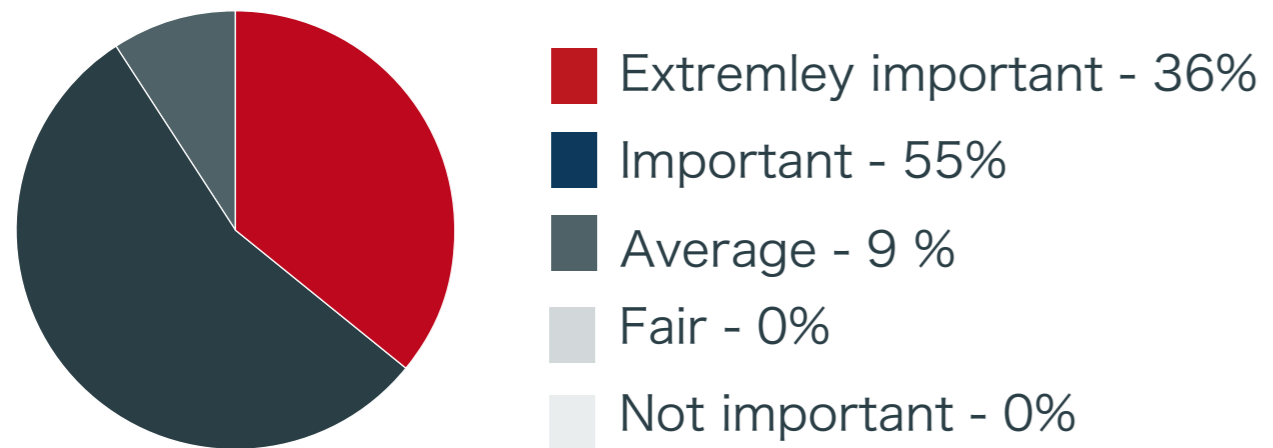
- Staff very knowledgeable.
- Up to date on all policies and on occasions feed the info to us to raise our awareness.
- Employ's compliance information is clear, accurate and provides all that is required to meet our Licence requirements.

Action

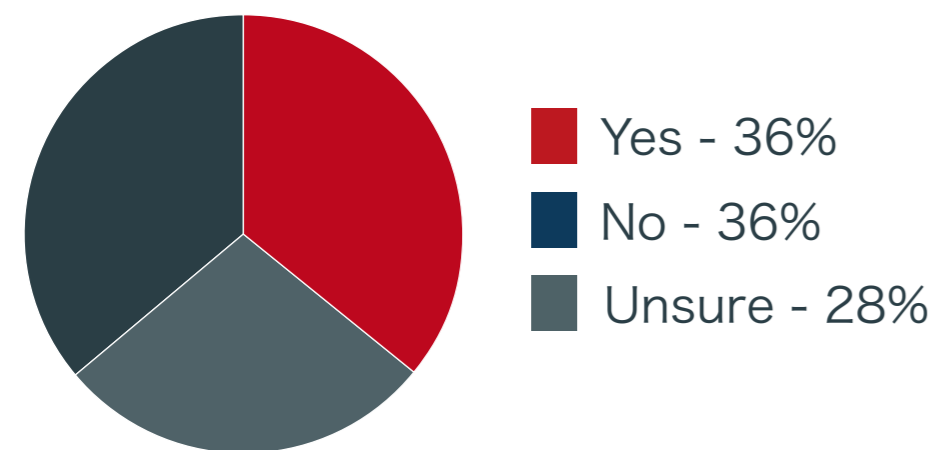
We will continue to invest in compliance to deliver the same excellent service.



How highly would you rate Driver Telematics as a priority to your business?



Do you believe Employ add value to your Driver Telematics scores?



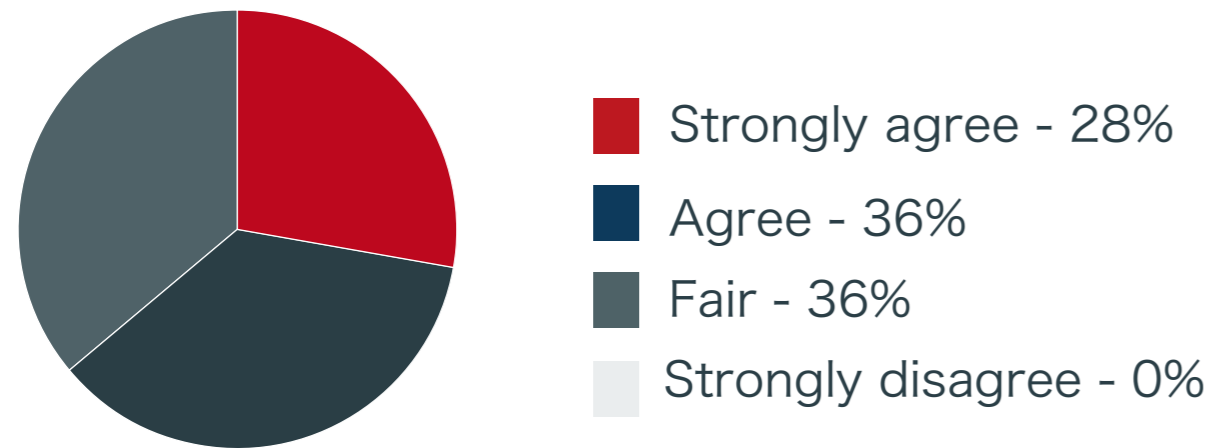
Comments:

- No current evidence of discussions with drivers that has led to an improvement.
- Yes I do.

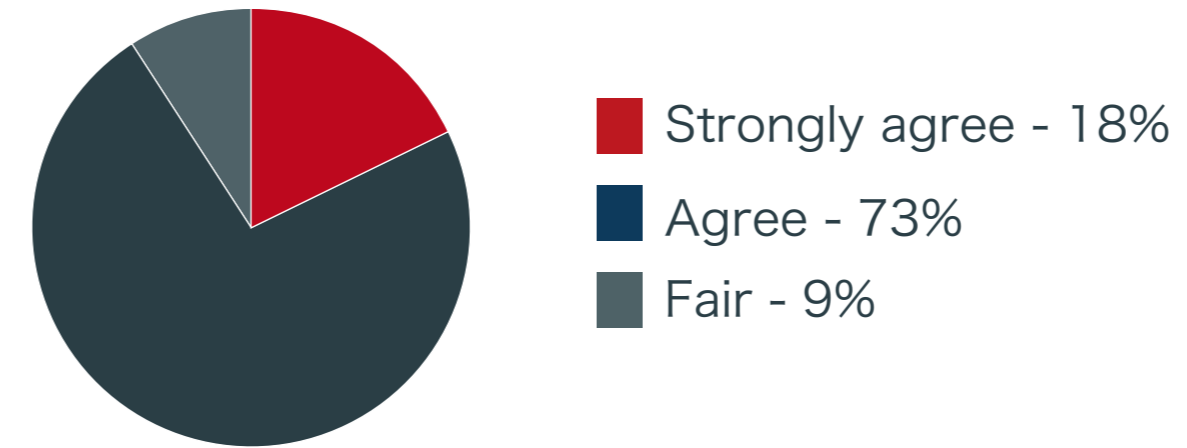
Action

Employ Recruitment have a telematics strategy and will look to implement this in 2022.

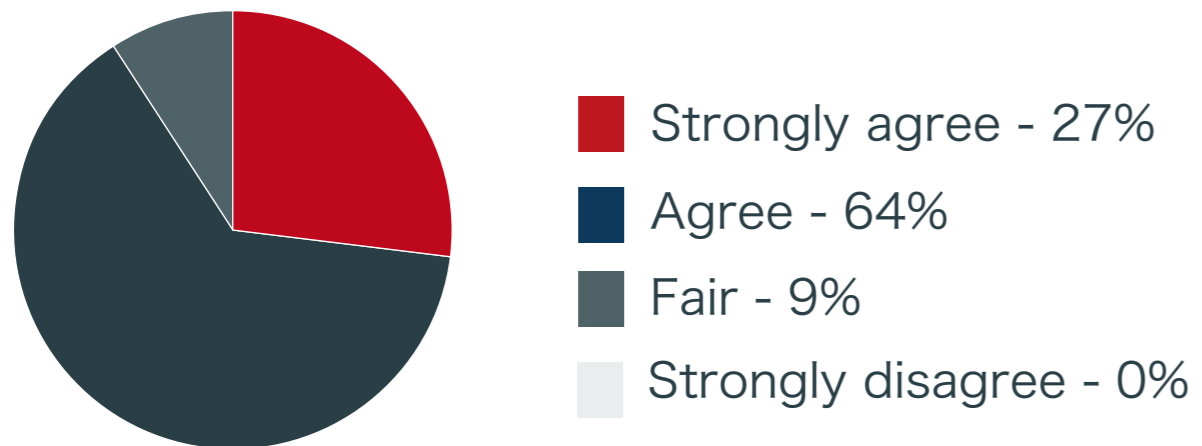
I feel that the client portal is easy to use and saves time.



I feel that the client portal increases accuracy and efficiency



I feel that introducing the client portal has improved the service from Employ.



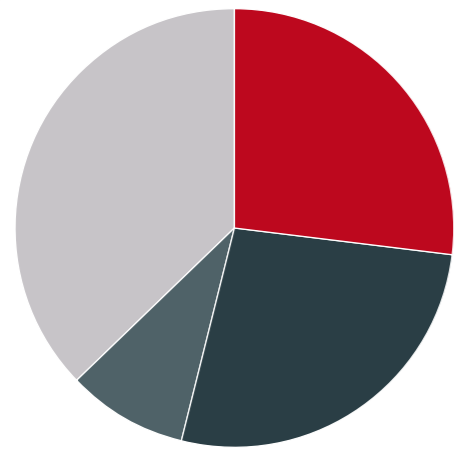
Comments:

- No current evidence of discussions with drivers that has led to an improvement.
- Yes I do.

Action

Employ Recruitment will analyse the user experience of the client portal and aim to deliver version two in December 2021.



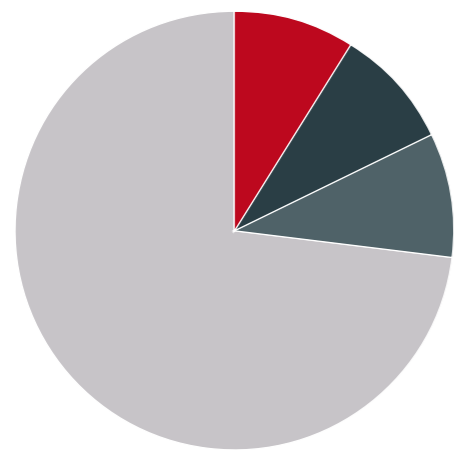


- Meet short notice requirements - 27%
- Meet client specific requirements - 27%
- Supplying the right person for the job - 9%
- No comment - 37%

Comments:

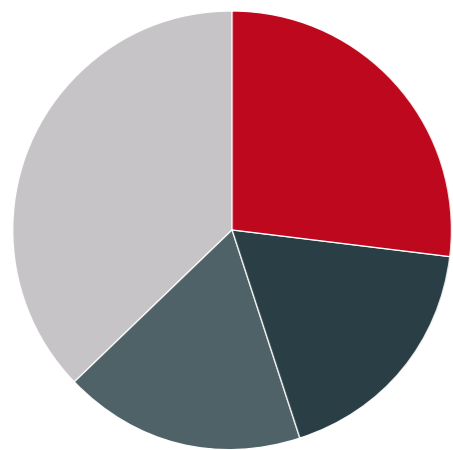
- By supplying the right person for the right job.
- We can get contracts covered at short notice.
- Sending drivers that know what they have to do.
- By supplying drivers at short notice when needed.
- Fully integrated, aware of the business needs and requirements.
- Provides a quick solution to ad hoc driver requirements.
- I believe Employ meets the needs of our business by working within our company values.

Do you have any other comments, positive or negative that you wish to add?



- Strong working relationship and always work together to achieve the end goal and shift coverage. - 9%
- Very good all-round service, it is the best agency I have worked with during my career. - 9%
- Keep up the good work and thank for your support.- 9%
- None - 73%





- Meet short notice client requirements - 27%
- Supplying the right person for the job - 18%
- Meet client specific requirements - 18%
- No comment - 37%

Comments:

- Maintaining the high standard already achieved.
- When our work gets busy, we can rely on yourselves for extra resource.
- Have a set group of drivers that we will add value for the business.
- Multi-skill more drivers throughout the business
- One of our main priorities in the next 12 months is to obtain 'Earned Recognition' I hope that Employ will play a big part in helping us reach our aim.



Action

Employ Recruitment will start a focused recruitment and marketing campaign for specifically trained roles as required by our clients. In addition, we will audit and deliver improvements to stream line our registration process in order to optimise candidate conversion.



Driving Solutions for UK Logistics

