



CLIENT SURVEY
2022

YOU SAID

WE DID

Driving Solutions for UK Logistics



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Survey Results

Driving Solutions for UK Logistics





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.

Thank you to all our clients who took the time to complete the survey, we appreciate time is at a premium.

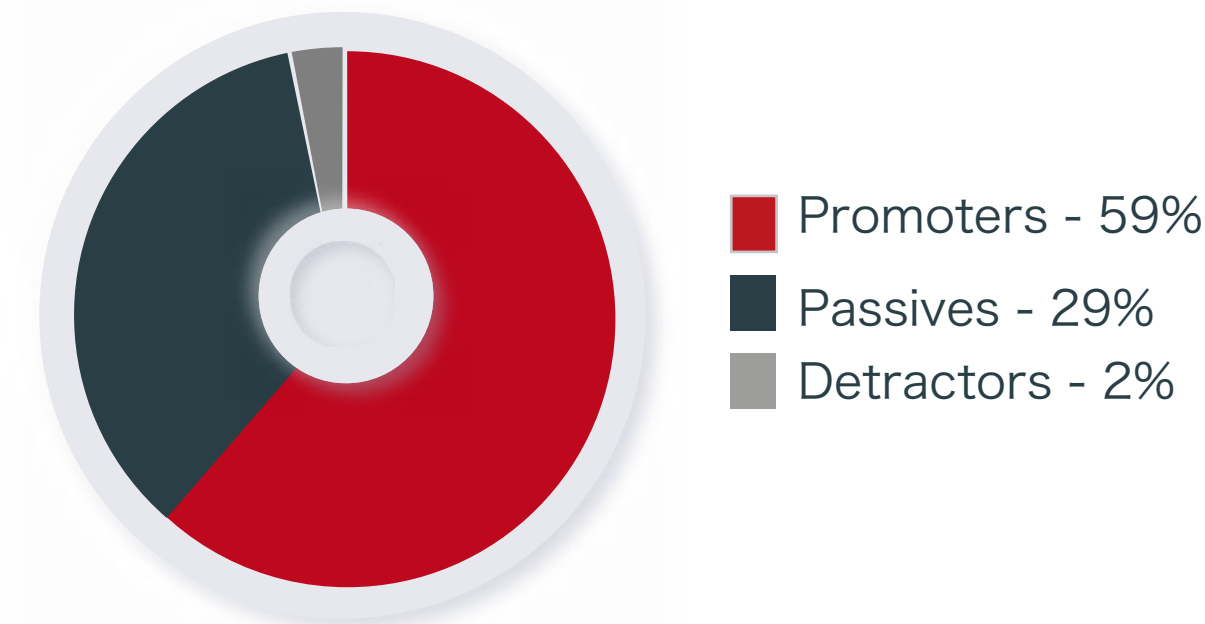
We are extremely proud of our results and look forward to improving our service further.



Overall Rating

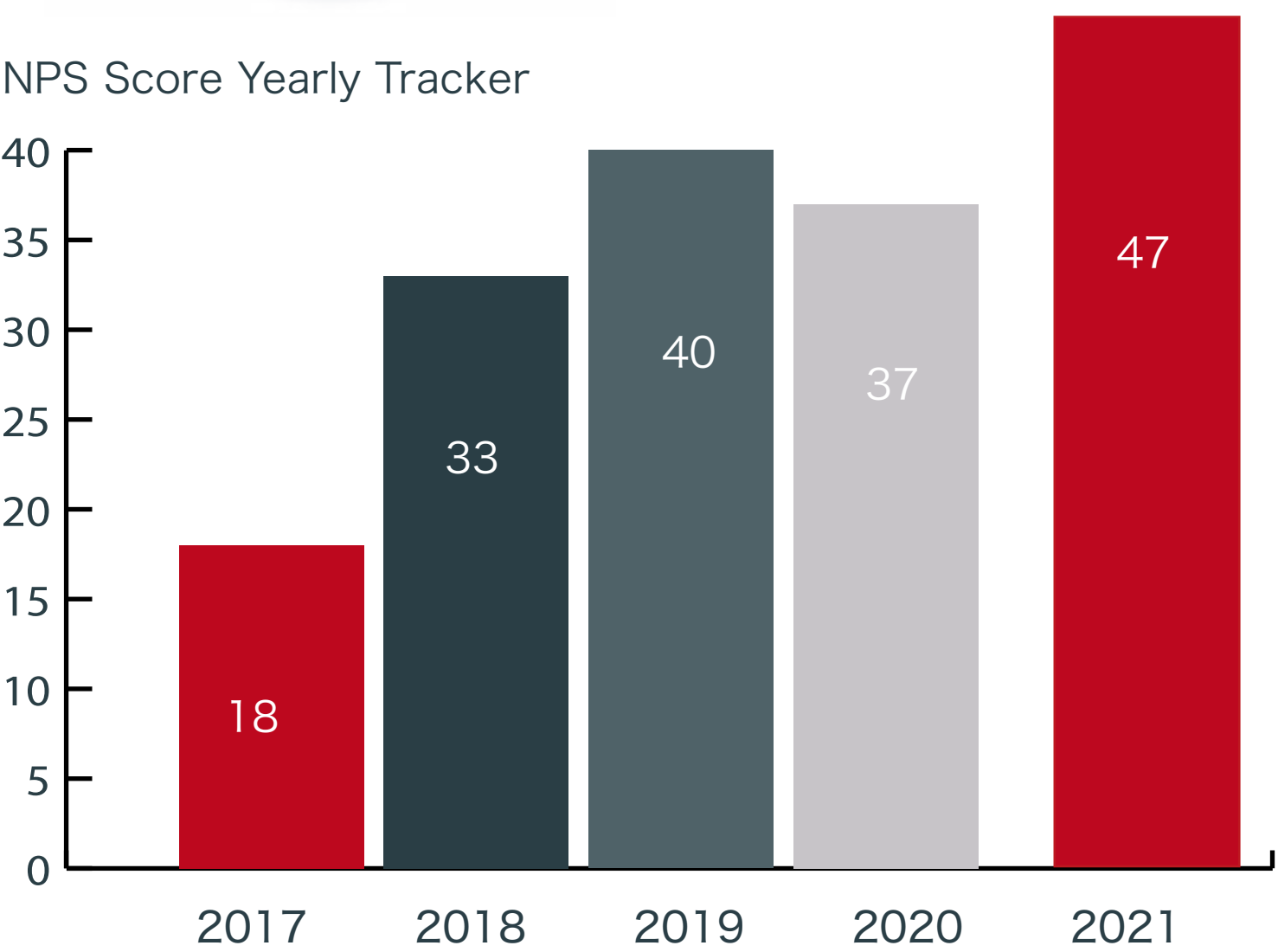


How likely is it that you would recommend Employ to a friend or colleague?



Results for 2021 show a significant improvement in our NPS score totalling 47, which is the highest since we began our survey exercise process 5 years ago.

NPS Score Yearly Tracker

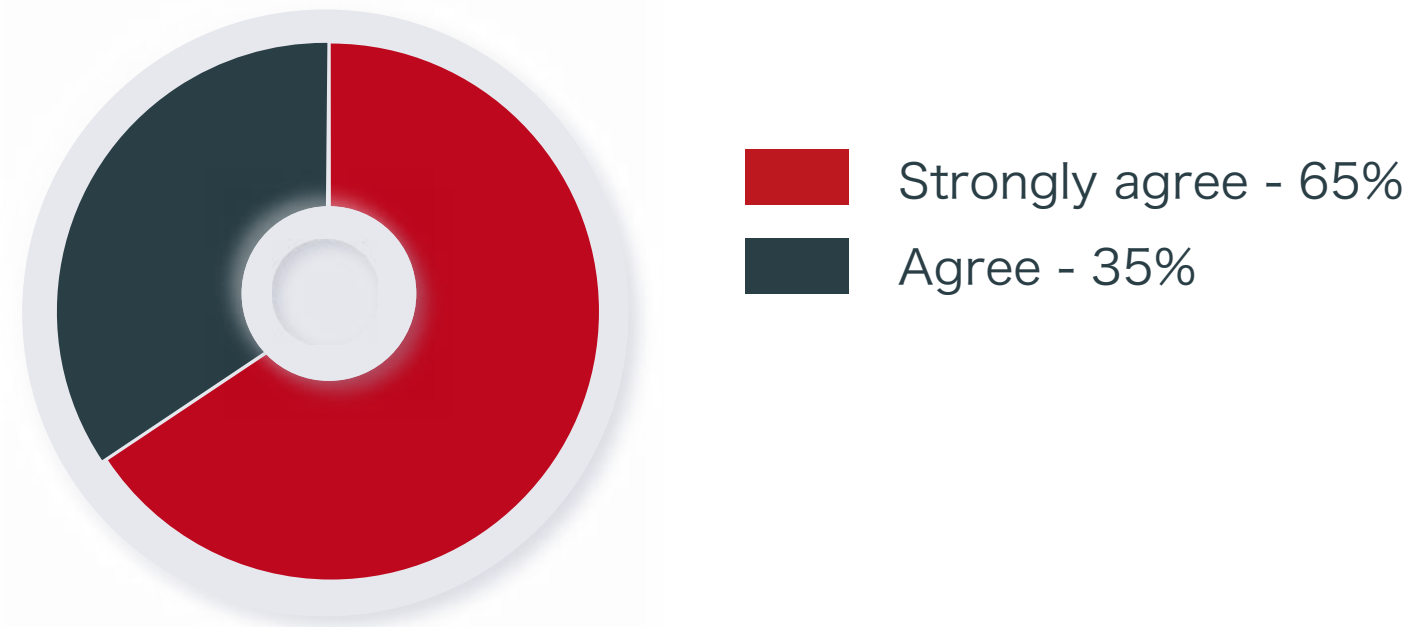


NPS score is calculated by asking customers one question: “On a scale from 0 to 10, how likely are you to recommend this service to a friend or colleague?”

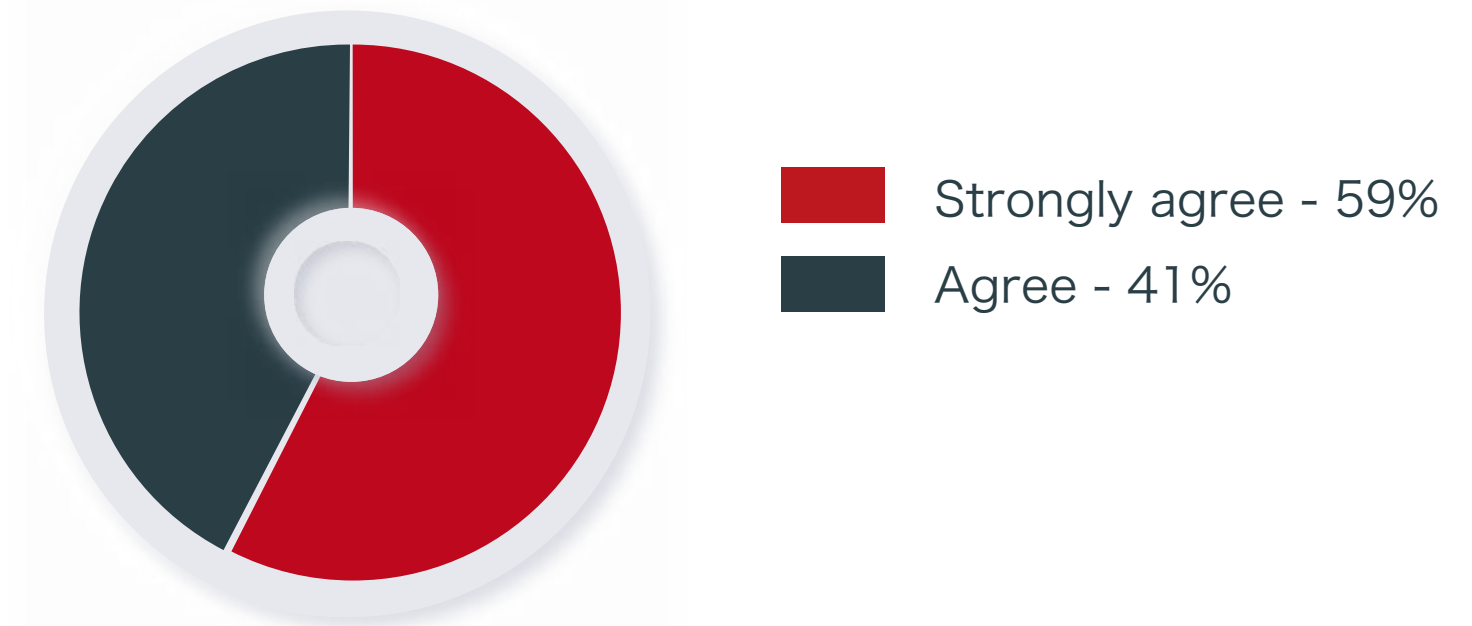
- Those that score between 0 - 6 are detractors – spreading negative news,
- Those that score 7 & 8 are passive – these people are not talking to anyone about service levels.
- And those that score 9 & 10 are promoters - those people making recommendations and sharing positive experiences with their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

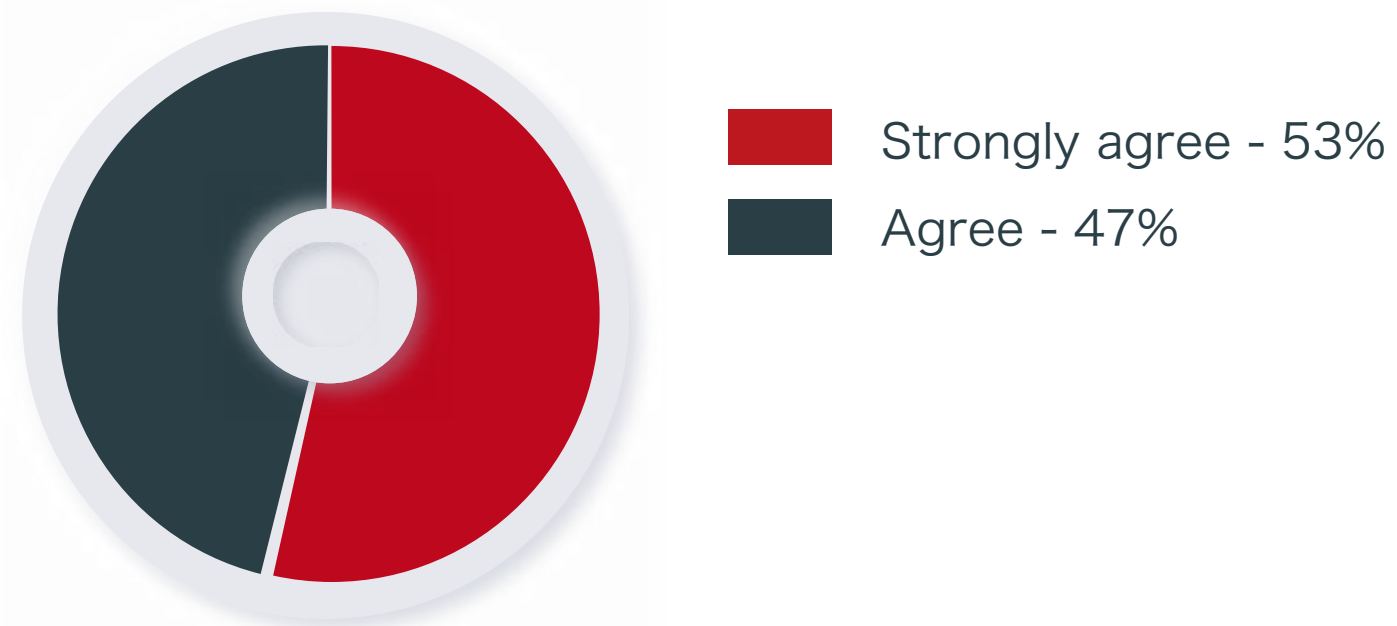
Employ staff are friendly and professional.



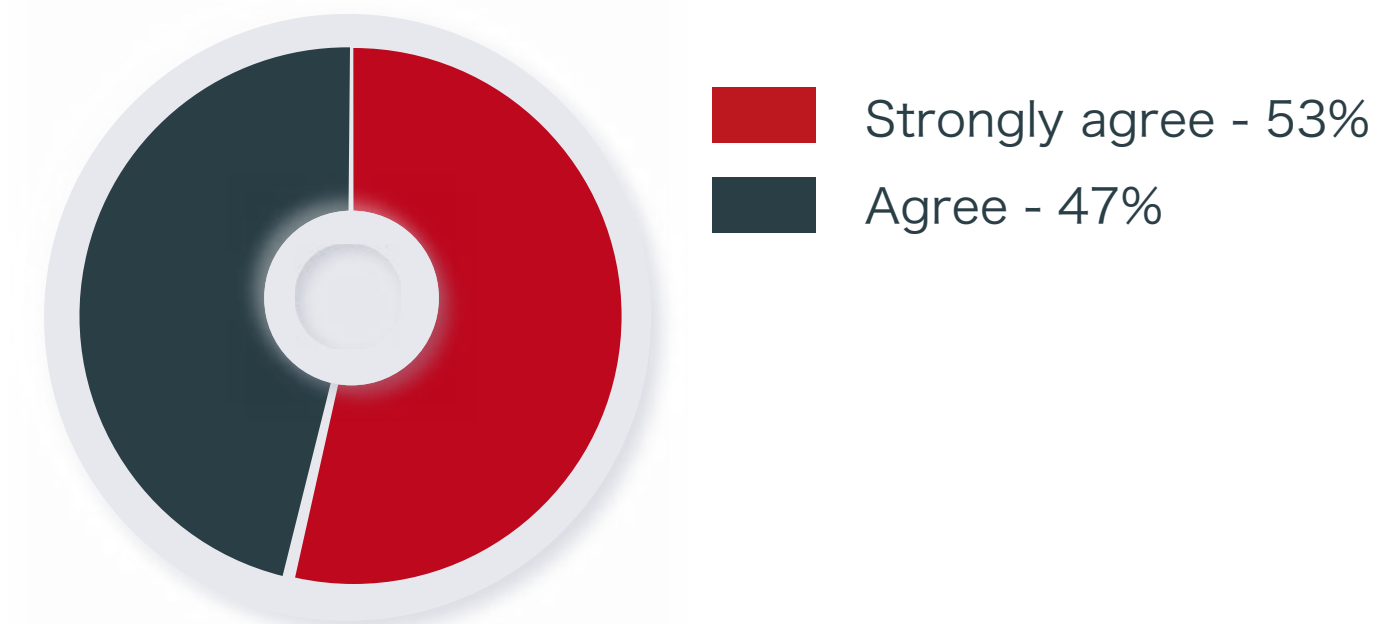
Employ staff have an excellent understanding of the logistics and road haulage industry.



Employ staff have an excellent understanding of our Company and our needs.

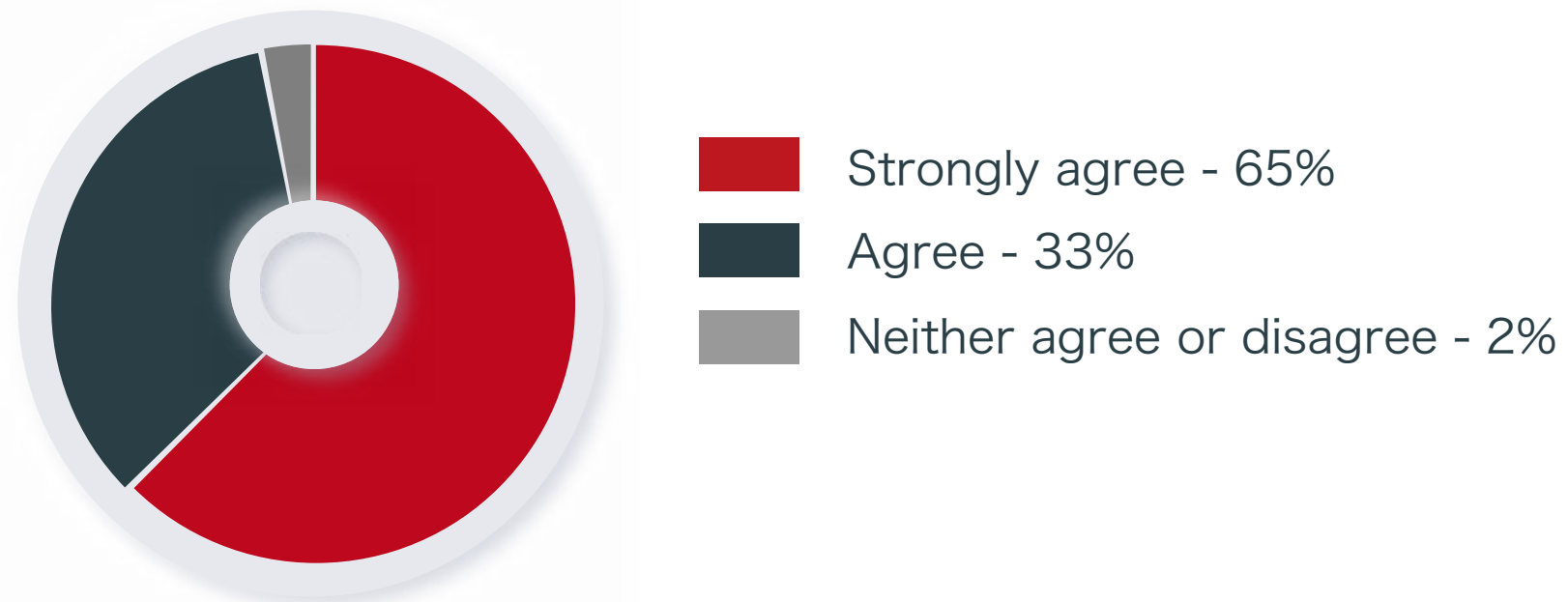


Employ staff have an excellent understanding of compliance and industry legislation.

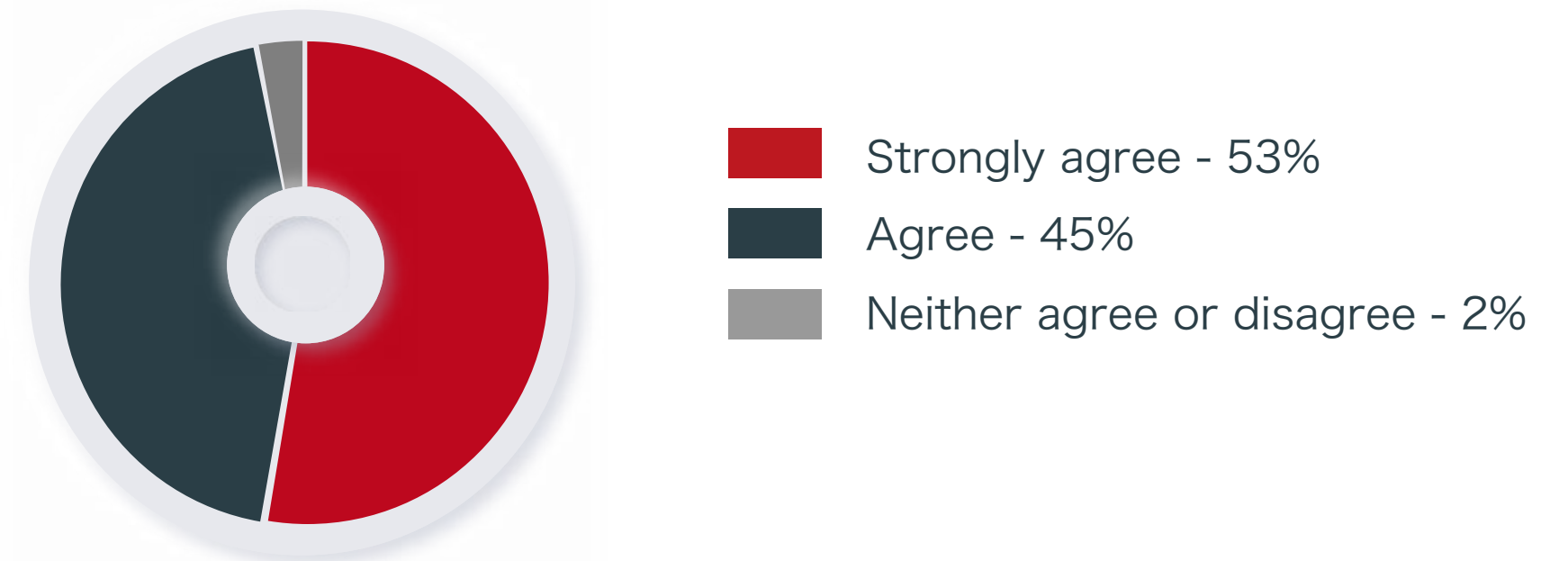


Your views about Employ staff

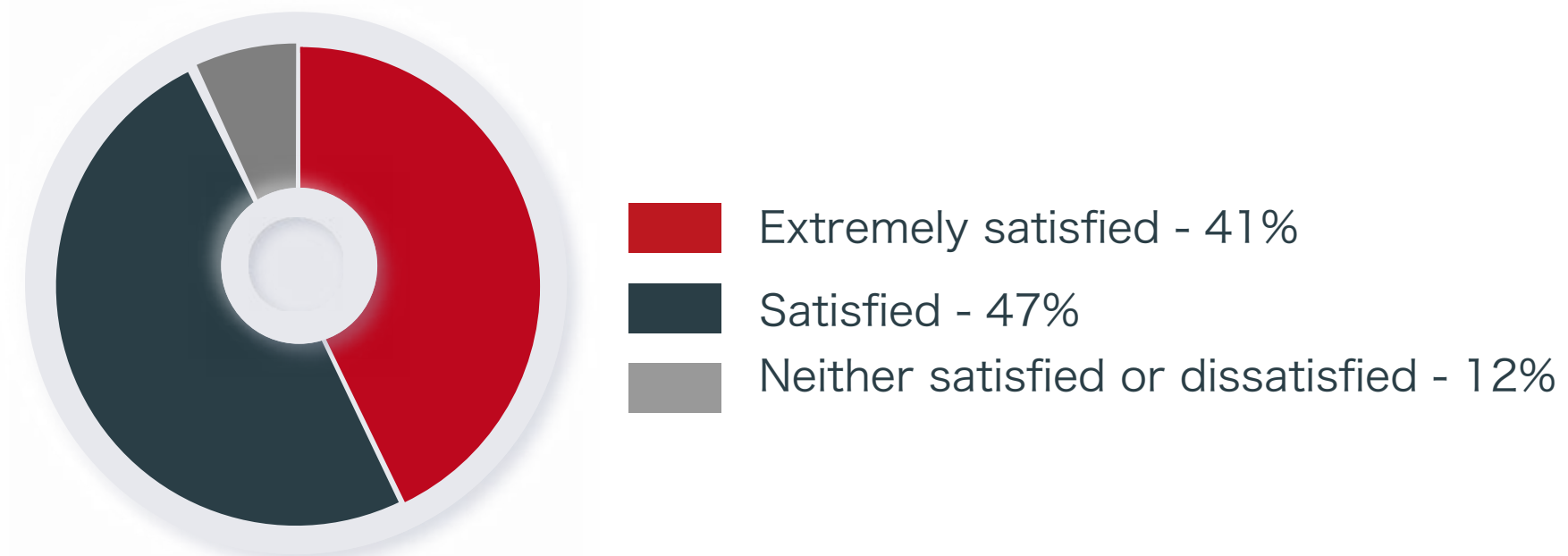
Employ staff are insightful about our needs.



Employ staff take responsibility and are transparent in their actions, making them accountable in what they do.



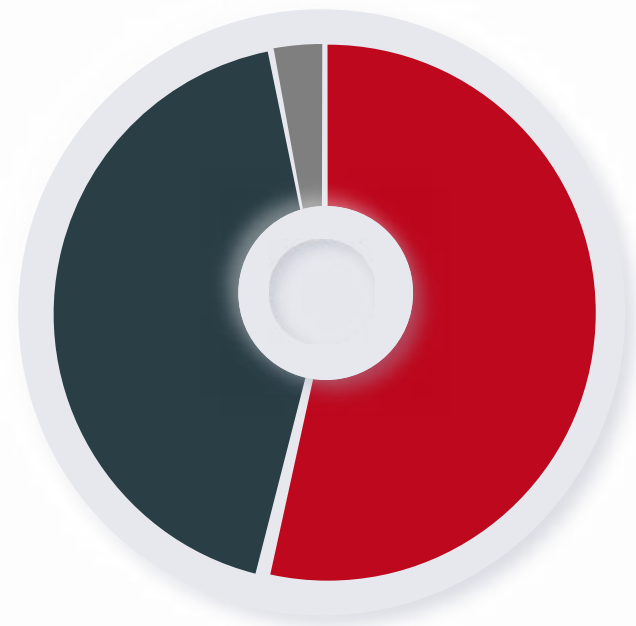
How satisfied are you with your dealings with Employ?



Action

We have invested further in our team to support their industry knowledge. Our Compliance Manager holds their Transport CPC and CPD, our Managing Director holds their Transport CPC with further team members completing their Transport Manager CPC this year.

Employ are accessible when I need them.

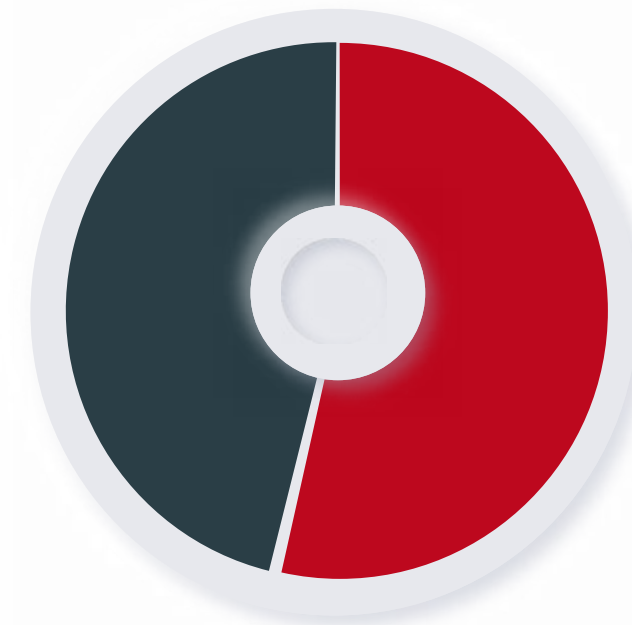


Strongly agree - 54%

Agree - 44%

Neither agree or disagree - 2%

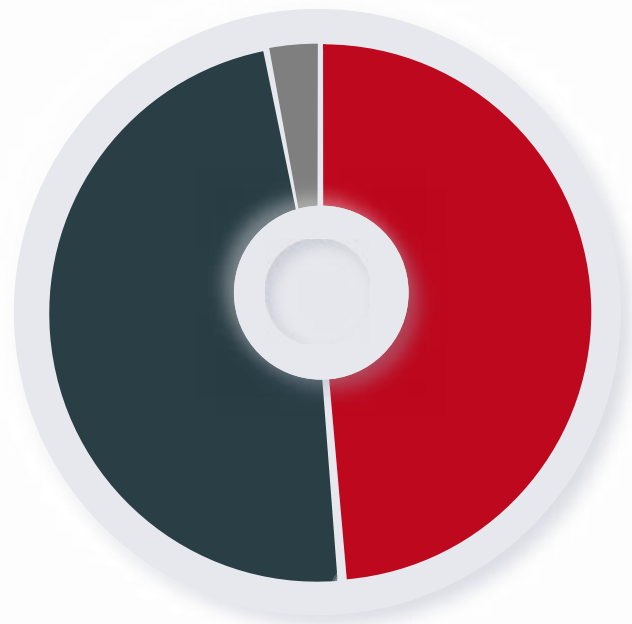
Communication from Employ is timely, within an appropriate timescale.



Strongly agree - 53%

Agree - 47%

Communication from Employ is accurate.



Strongly agree - 47%

Agree - 51%

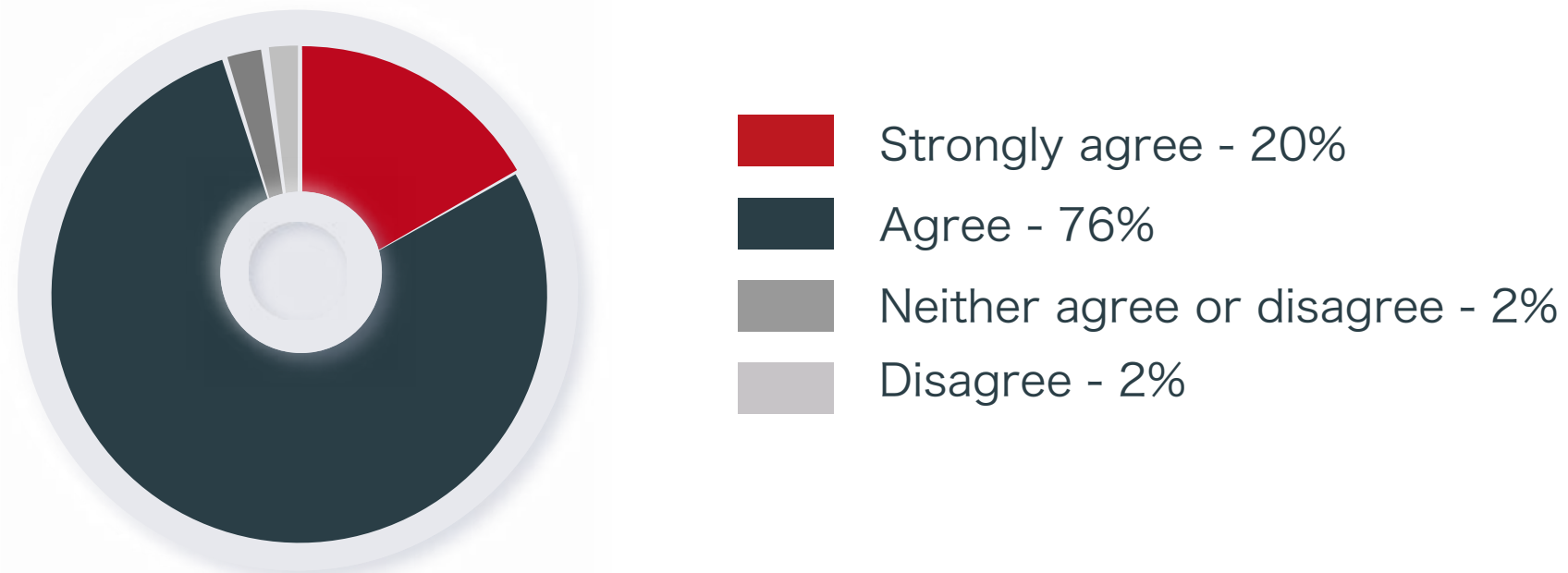
Neither agree or disagree - 2%

Action

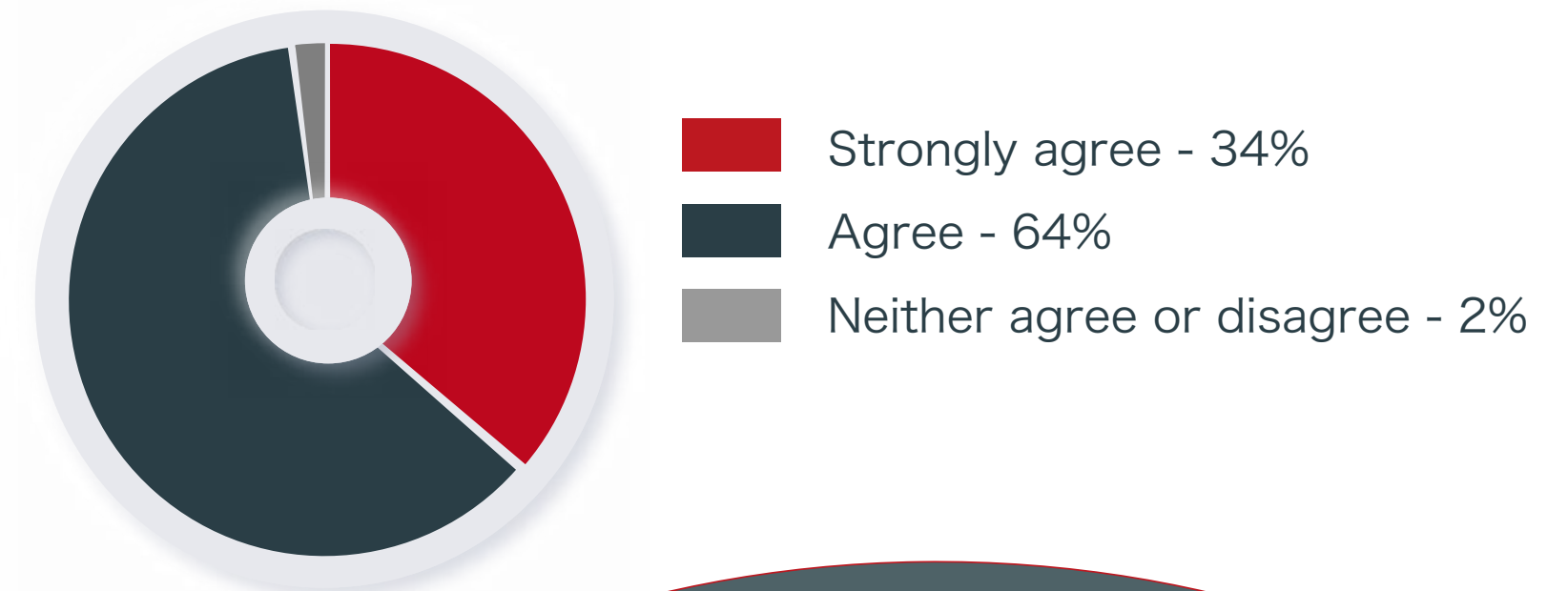
We are committed to being transparent and honest with our communication.

We understand requirements are timely, we will provide you with a timescale of when we will get back to you and we will keep you well informed and updated.

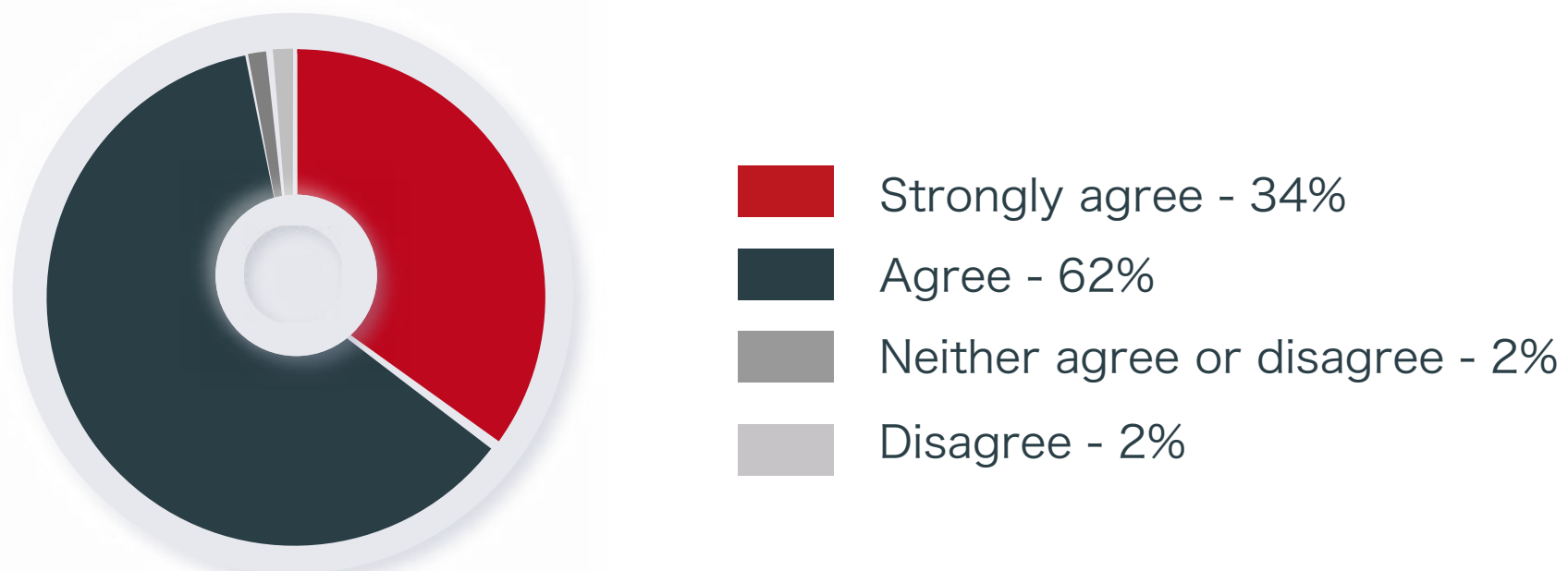
Employ drivers are well presented and smart.



Employ drivers are of good quality with adequate experience and skillset for the role.



Employ have continued to supply a high calibre of driver throughout the driver shortage.



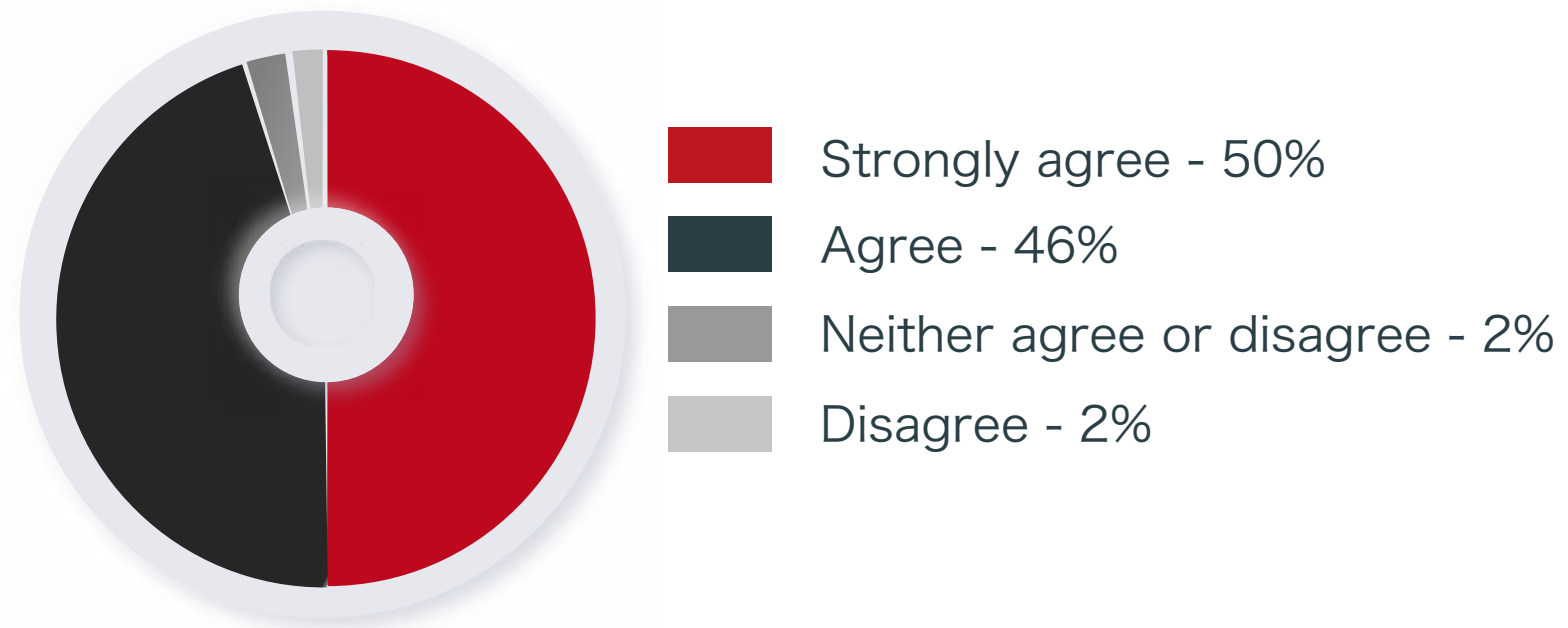
Action

We are committed to supplying high calibre drivers which is reflected in our strict registration process, which includes competency testing.

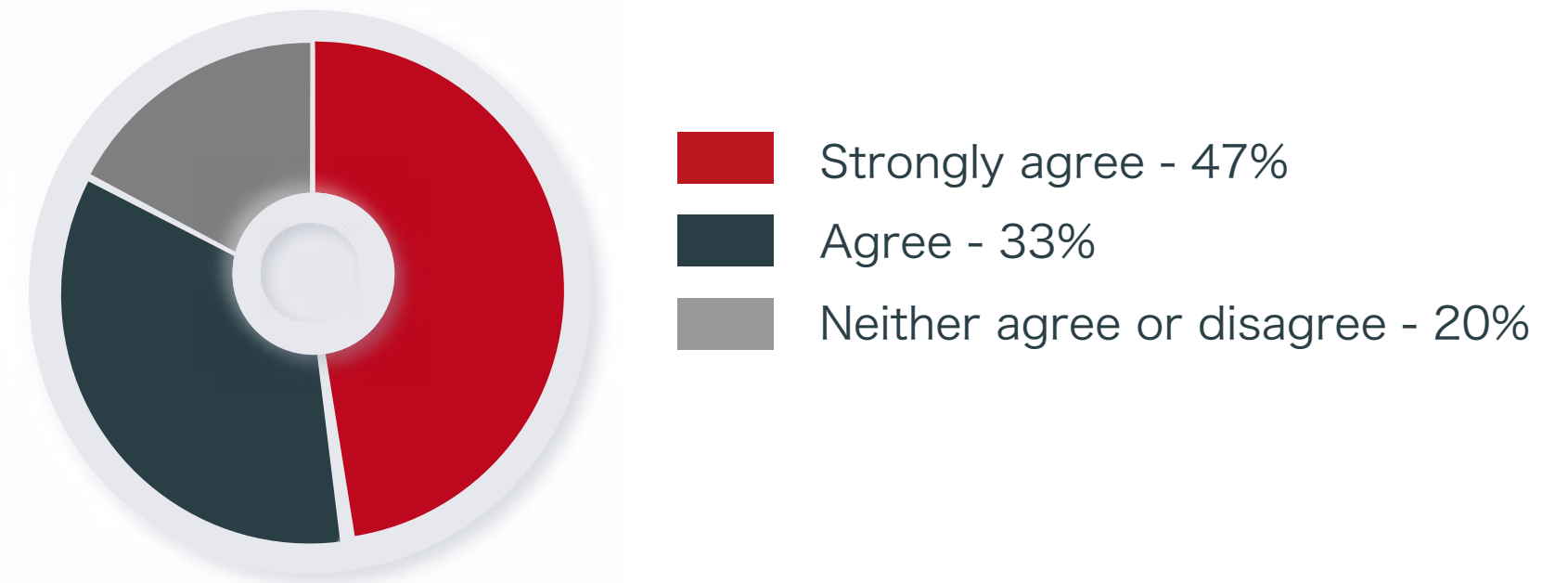
We operate with a strict dress code policy to ensure drivers are always dressed appropriately and have the correct PPE, this will be reinforced to all our drivers on a regular basis.

We are committed to continually investing in driver CPD and have recently introduced Driver Toolbox Talks to our current pool of drivers.

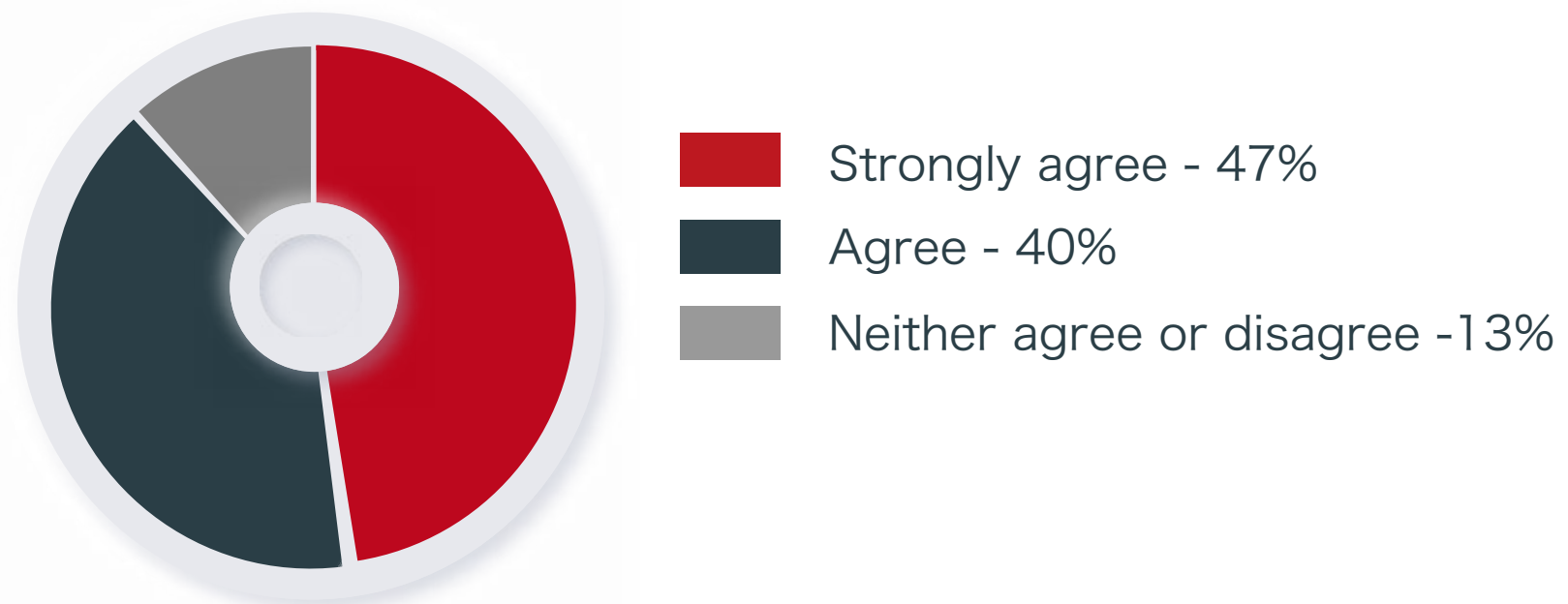
Employ provide a good service for compliance including infringement and performance management.



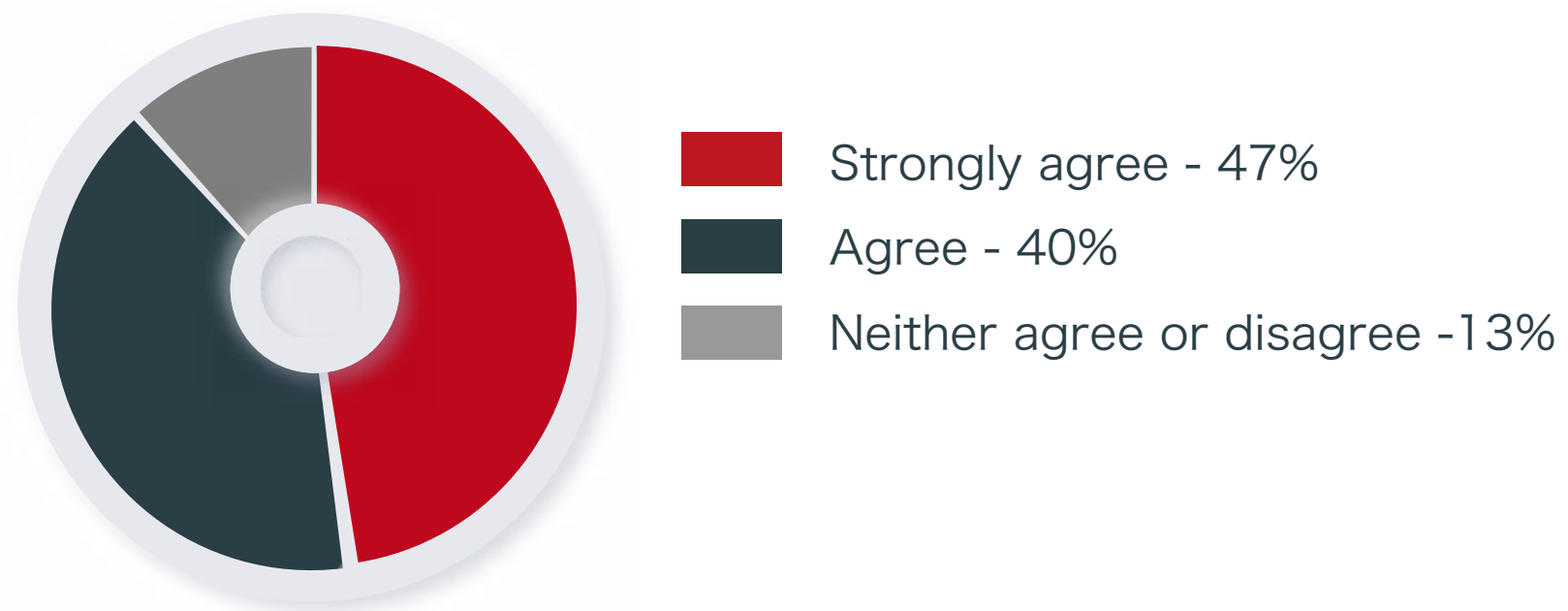
Employ work with us to support and find a solution in difficult periods.



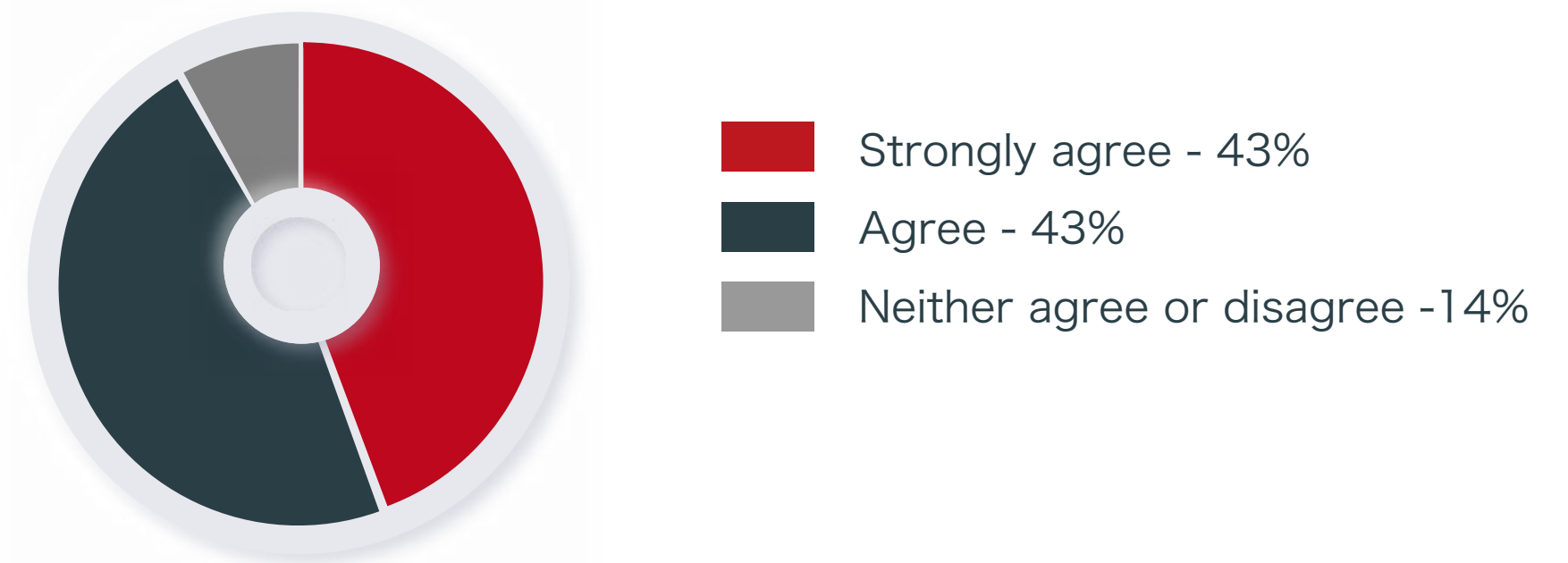
Employ meet my expectations with regards to covering shifts on time.



Employ meet increased resource requirements in a timely manner.



Employ staff hold regular meetings that are convenient and meet our needs.

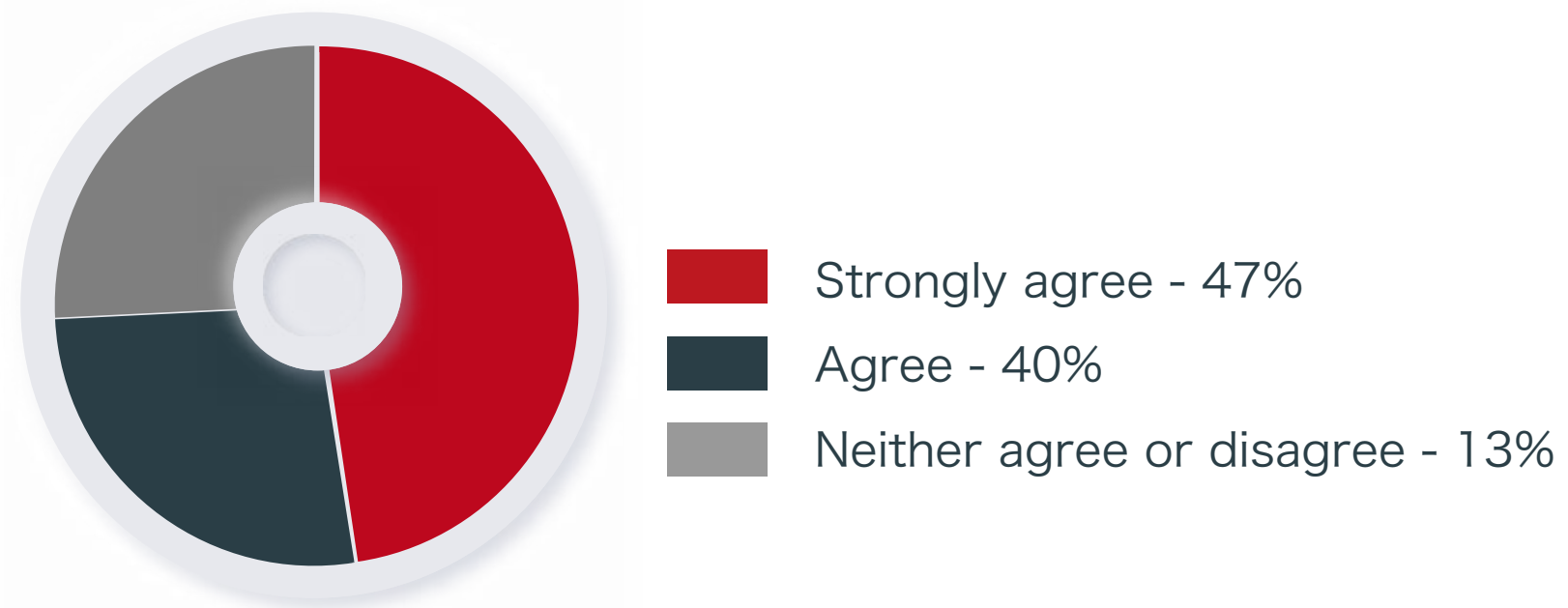


Action

We strive to provide the highest level of service to our clients which is reflected in our 2021 service performance, the results being 99% shift fulfilment rate and 99% infringement free shifts, we will continue to deliver the highest level of service.

We will continue to hold weekly forecasting meetings with our lead vendors and quarterly KPI meetings to discuss and analyse our performance. We will maintain weekly calls with all clients to review their requirements.

Employ's Website/ client portal is easy to use and saves time.



- Strongly agree - 47%
- Agree - 40%
- Neither agree or disagree - 13%



Name one thing that Employ Recruitment have done in recent months to add value to your operation.

YOUR

COMMENTS

- Helping us with sending the right drivers.
- Employ have just helped us launch our depot in the NW with huge success.
- Always provides us with a driver.
- Provided us with cover at very late notice.
- Never been let down when we have requested a driver at short notice.
- Supply drivers that can pass an assessment.
- Supply us with drivers over the Christmas period, this made our operation run very smoothly and hassle free.
- Found a driver within minutes.
- Employ service always adds value; they understand our business and its needs, as well as understand and model our needs through peaks and troughs.
- Weekly meetings to gain our requirements to find the best drivers that fit the requirements.
- Provided good quality drivers at short notice.



What do you think is the best thing about Employ?

YOUR

COMMENTS

- Accessible and friendly staff.
- The staff are very friendly and are approachable at any moment, they are always on hand to help.
- Knowledgeable and friendly staff.
- Positive and friendly staff.
- Excellent compliance.
- Employ have been able to provide us with a driver at every request.
- The positive approach of the staff.
- Always get drivers you need, also nothing is too much trouble.
- Always have plenty of time for us, and very friendly staff.
- Good communication.
- Staff knowledge and overall customer service is excellent.
- Communication; always available to support with our needs.
- Communication, always keeping us up to date.
- Their communication, always efficient and keeps up to speed with things.

What do you think is the one thing Employ could improve on?

YOUR

COMMENTS

- Nothing to improve, could not ask for more support in our transition into the North West.
- Some PM drivers.
- Driver appearance, presentation and relevant experience.
- Shift coverage in key areas.
- Nothing, good service and good quality drivers.
- Already excellent service, given the current driver shortage; they manage to send experienced, and good quality drivers, which has been key to our operation this year.
- Unsure as the service is already excellent.
- Quality of the drivers on assessment and research on the drivers experience.
- Nothing really, they are good in all aspects.
- Although this is a difficult one for all agencies, but building a pool of drivers who want ad hoc work. The work we currently do has ad hoc start times so it can be difficult to find drivers for this.
- So far our dealings have been good, so nothing at the moment.
- Nothing in my case.
- Their choice in food at meetings!

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

YOUR

COMMENTS

- Brilliant team and a pleasure to work alongside.
- All I need to say is thanks for working with us, we have some difficult times.
- Very good service.
- Exceptional Service in what was very tricky year. But again didn't expect anything else.
- I have been really impressed with Employ since working with you; nothing is too much for any member of staff. All staff are very polite and professional.
- Good and helpful.
- Employ are a well established recruitment agency who always deliver what they say they will. Driver checks are always done thoroughly and frequently. A genuine friendly team.
- Keep up the excellent service, send us good drivers - thank you team.





Driving Solutions for UK Logistics