



Driving Solutions for UK Logistics

**YOU SAID**

**CLIENT SURVEY 2024**

**WE DID**

# Content

Introduction

Survey Results

Comments





## Introduction

“We are thrilled to announce that this year’s Net Promoter Score (NPS) results are our highest since we began conducting the survey, marking a significant milestone as we celebrate our 20th anniversary.

These exceptional scores reflect our commitment to listening and responding to the valuable feedback from both our clients and drivers. We know that your time is valuable, and we sincerely thank you for taking the time to share your insights.

Each year, we take this survey very seriously, using the feedback to drive meaningful improvements across our services. As we celebrate these achievements, we are also focused on the future, exploring new ways to continue adding value and enhancing the experience for everyone we serve. Please find a detailed overview of this year’s results and the steps we’re taking, based on your feedback.”

Leann Lewis  
Operations Director





## The 2023 results reveal a substantial improvement in our NPS score, reaching 60, the highest we've achieved since we started our survey process seven years ago.

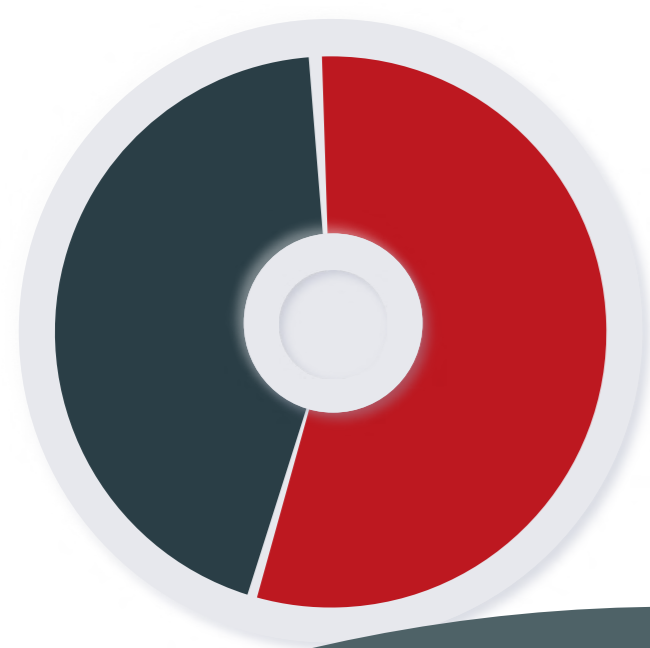
NPS score is calculated by asking clients one question: "On a scale from 0 to 10, how likely are you to recommend this service to a friend or colleague?"

- 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 bench mark our service, year after year to both our clients and candidates to ensure service levels remain high by implementing service strategies.

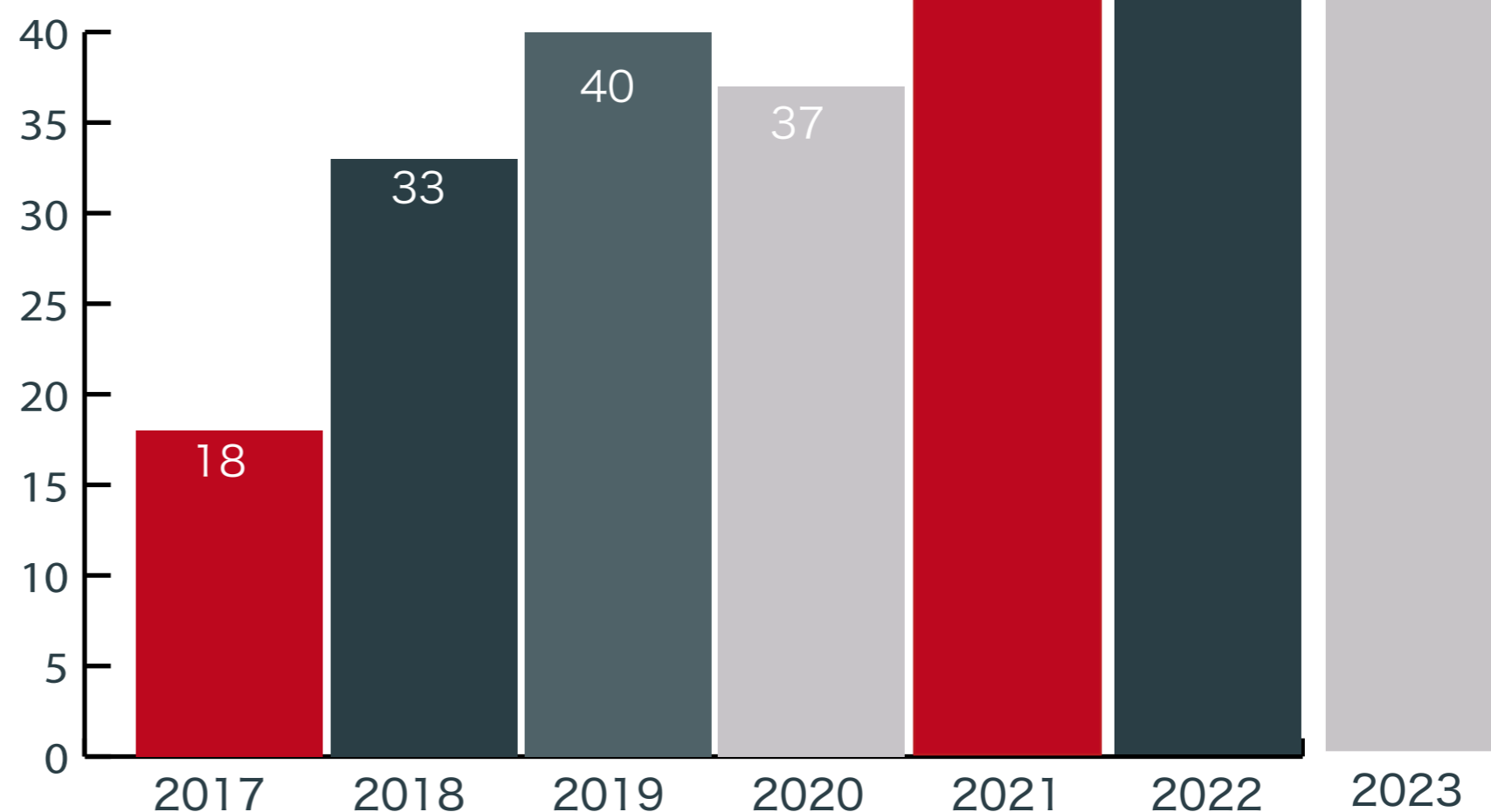


How likely is it that you would recommend Employ to a friend or colleague?



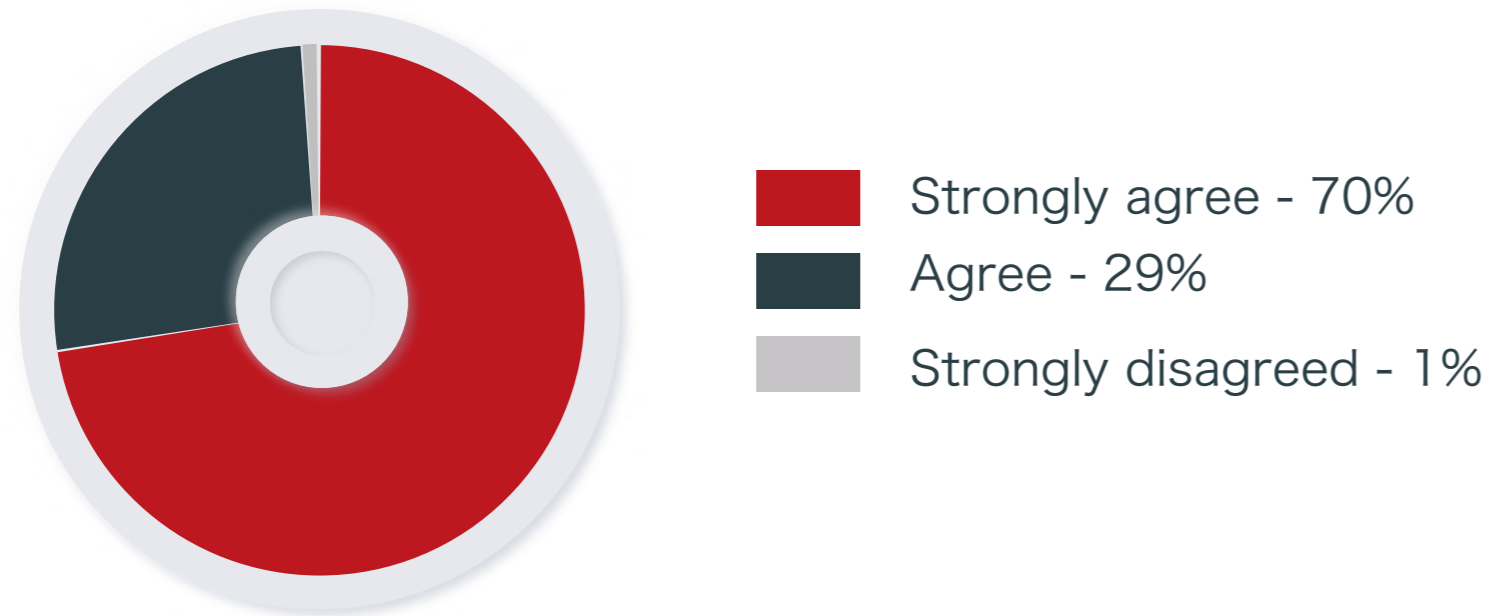
- High Promoters - 55%
- Promoter - 45%

NPS Score Yearly Tracker

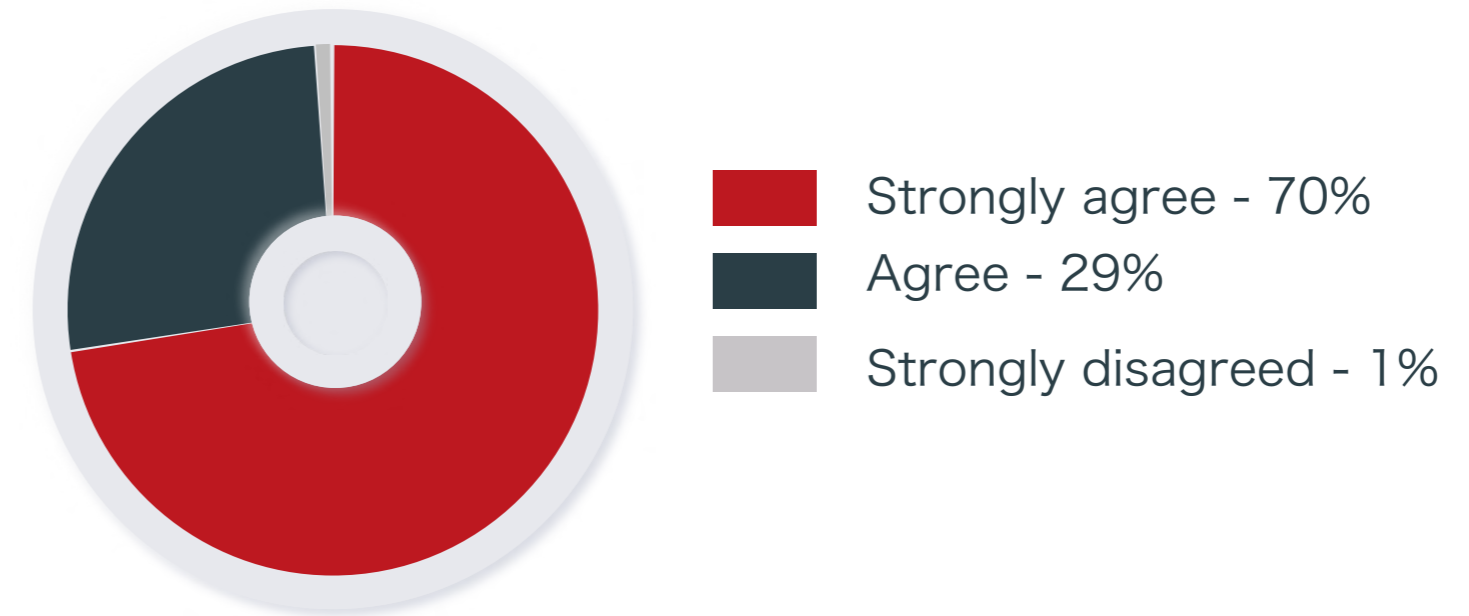


# Your views about Employ staff

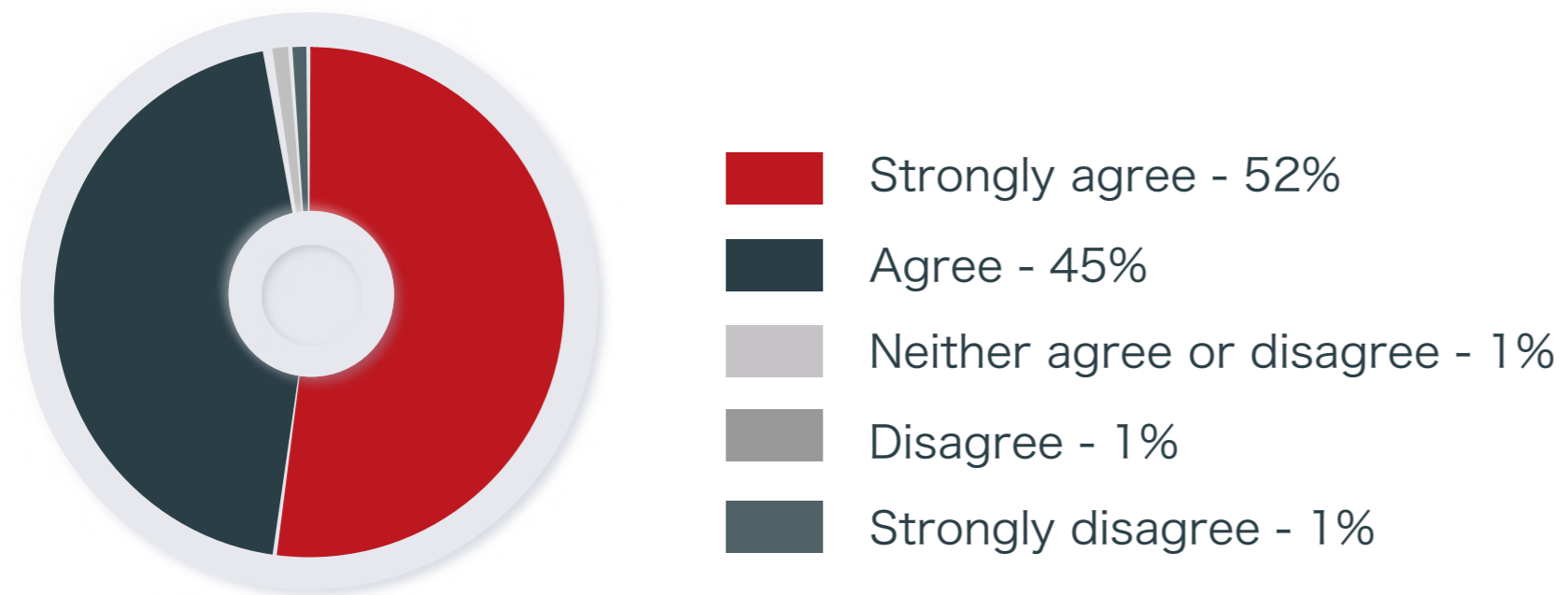
Employ staff are friendly and professional.



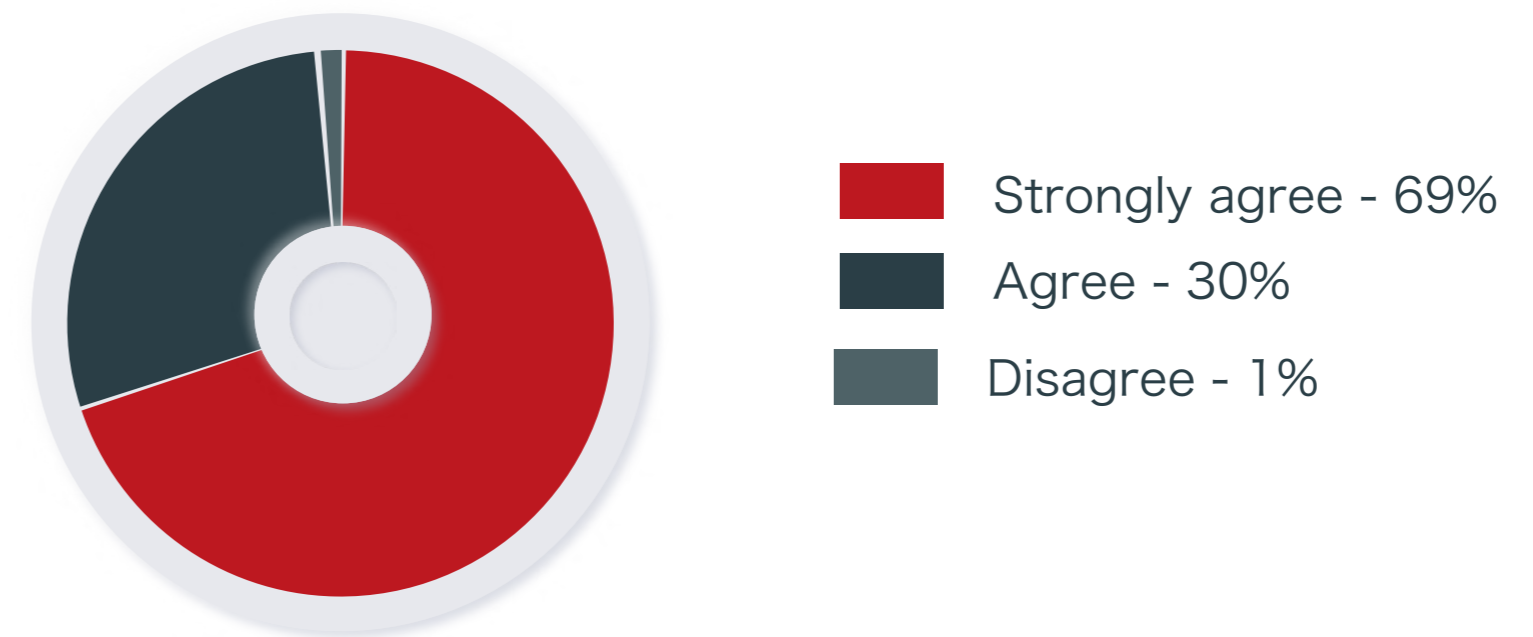
Employ staff have an excellent understanding of the logistics and road haulage industry.



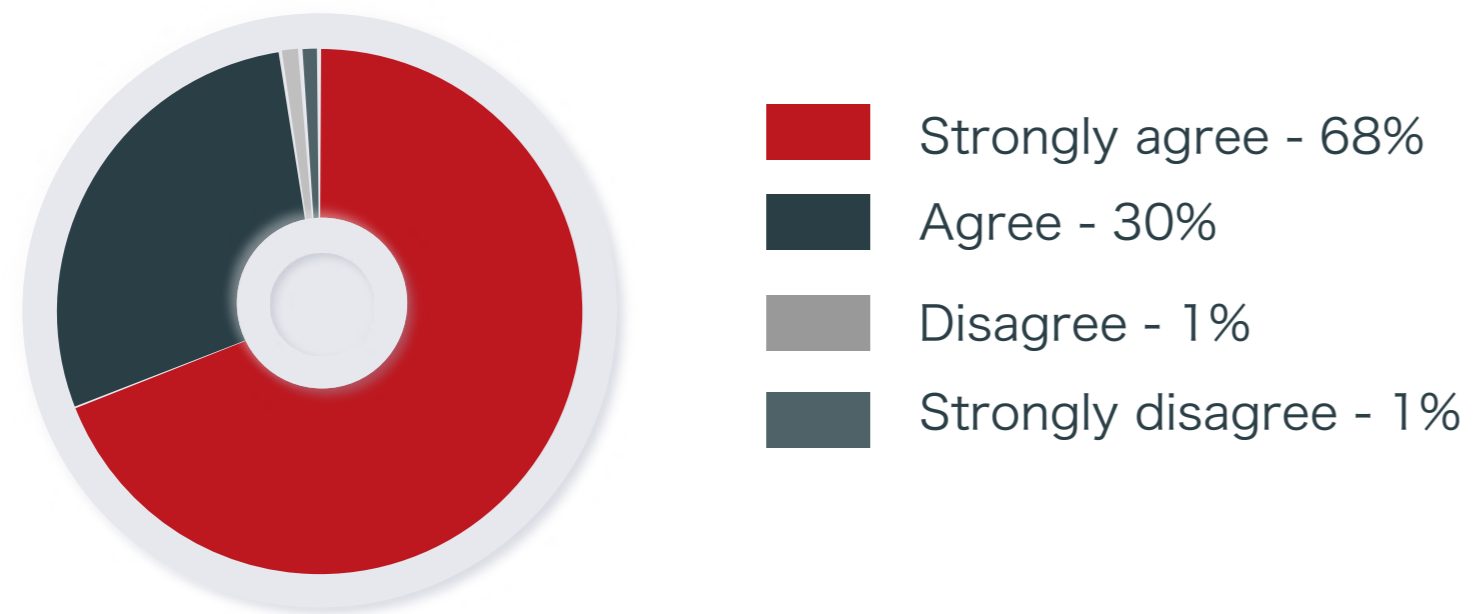
Employ staff have an excellent understanding of our company and our needs.



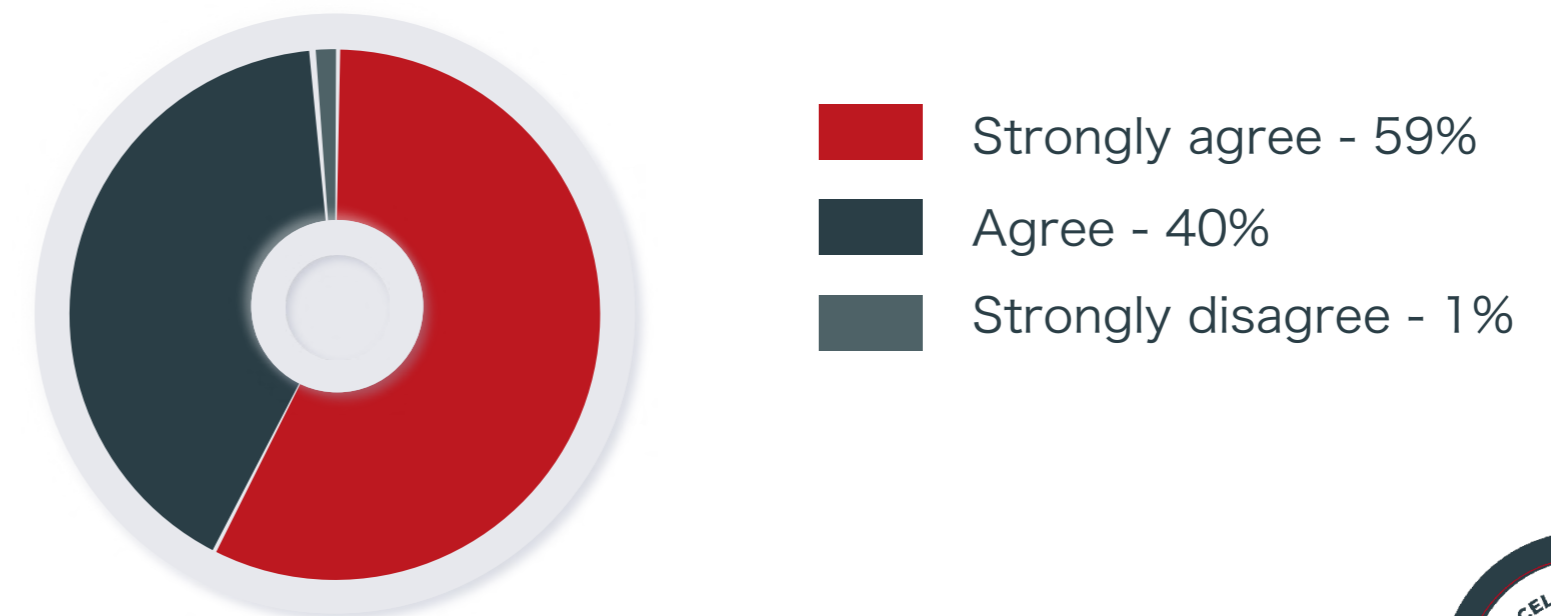
Employ staff have an excellent understanding of compliance and industry legislation.



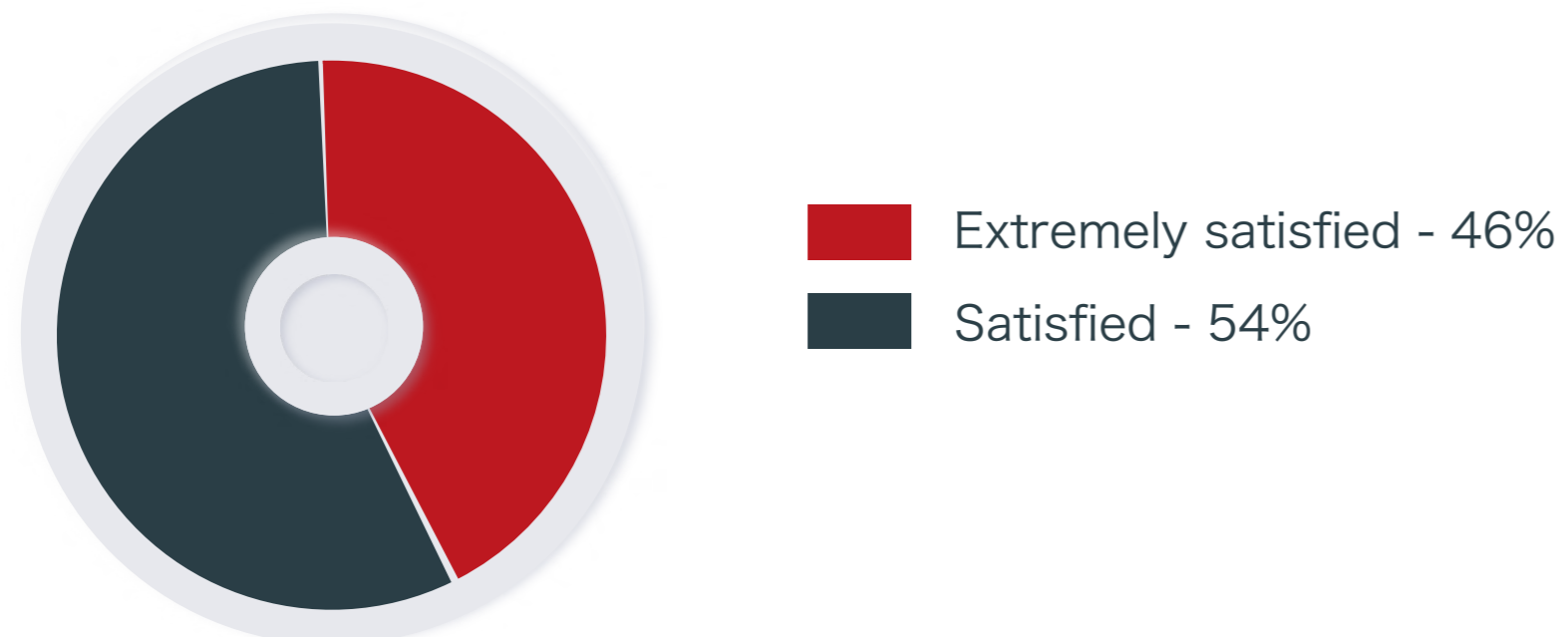
Employ staff are insightful about our needs.



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?



## Our Action

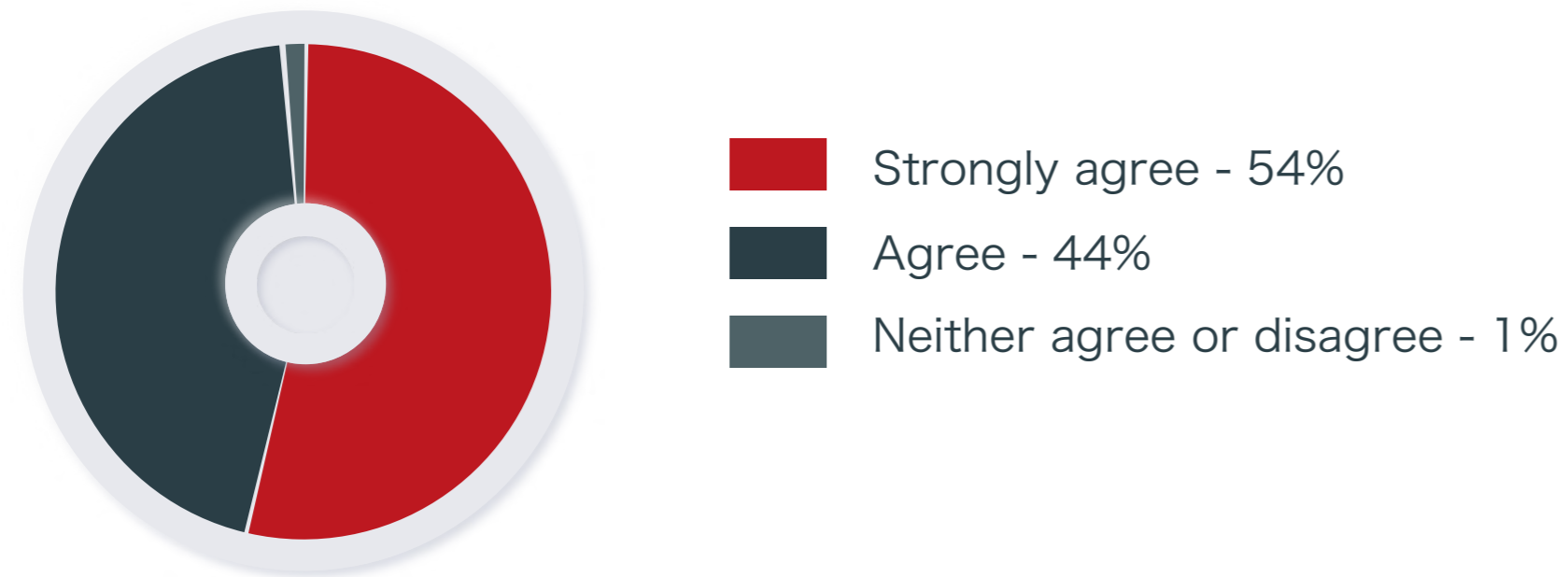


In addition to our Compliance Manager and other senior managers holding their Transport CPC qualifications, we are continually seeking ways to enhance our team's logistics and compliance knowledge while staying up to date with current legislation.

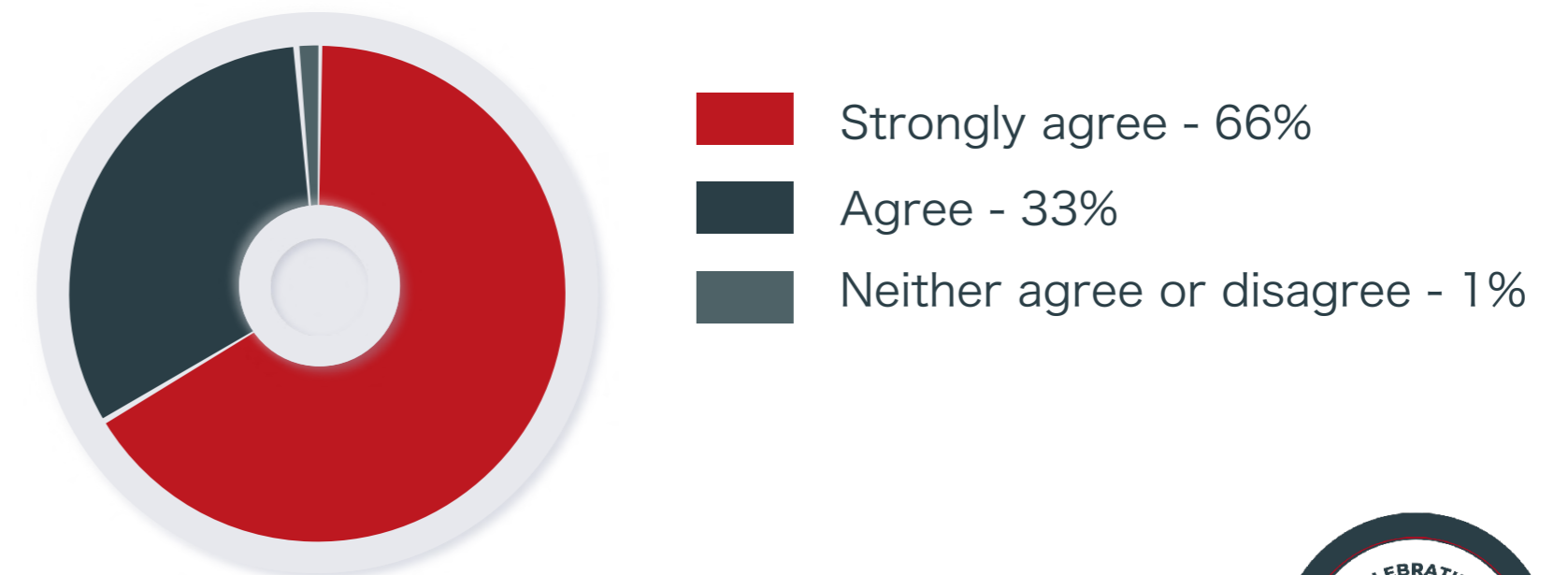
This year, we have taken a significant step forward by investing in advanced training with the UK's leading compliance consultant, Pip Bains. This training covers a range of advanced topics, and we believe it will further elevate our service to clients, ensuring that we continue to meet and exceed industry standards.



Employ are accessible when I need them.



Communication from Employ is timely, within an appropriate timescale.



Communication from Employ is accurate.

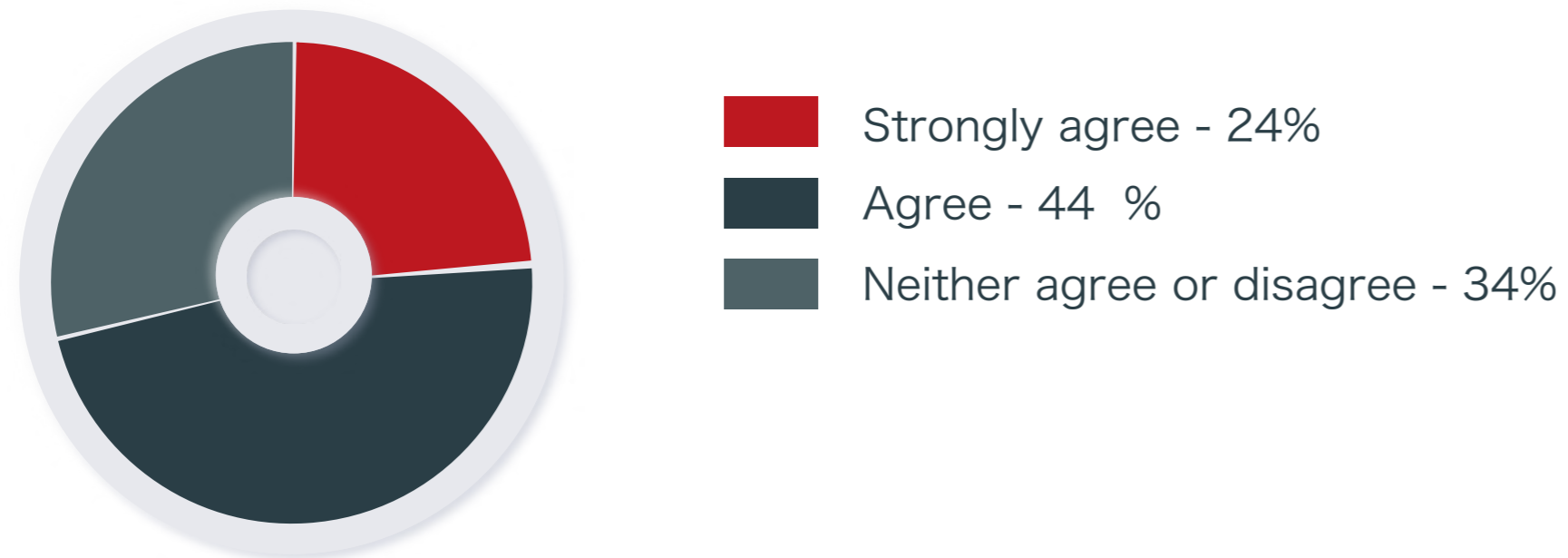


## Our Action

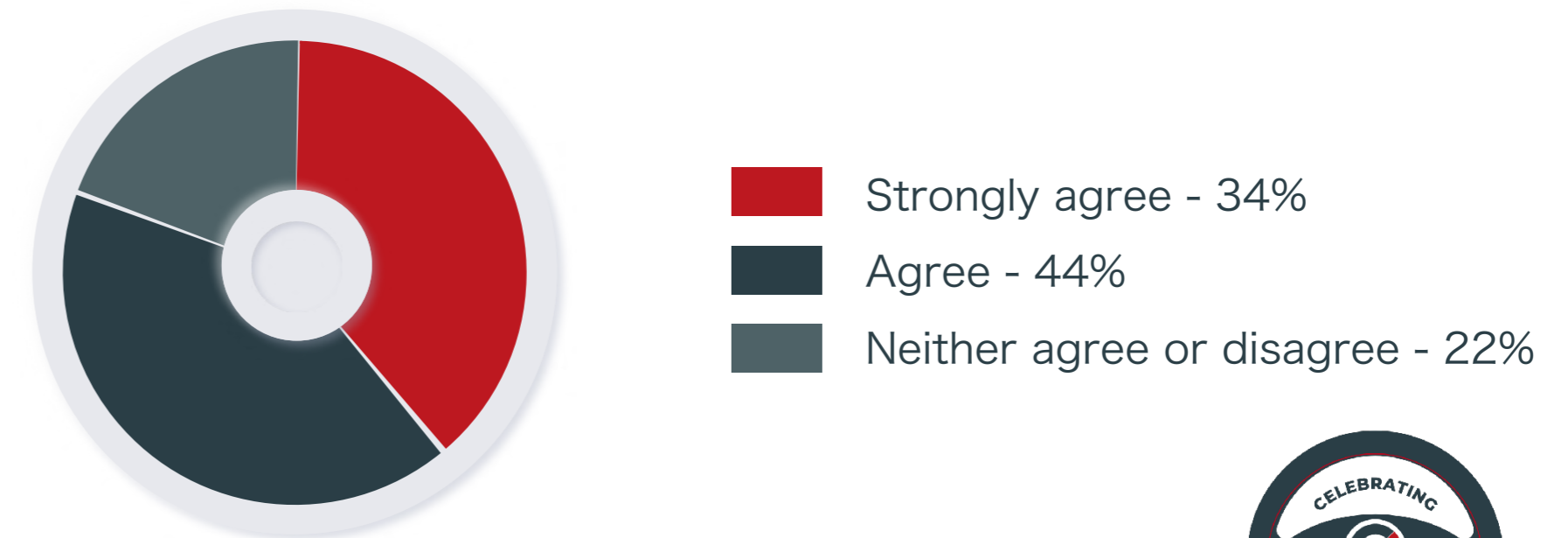
We are committed to maintaining transparency and honesty in all our communications. We understand the importance of timely responses and have made it a priority to provide clear timescales for when you can expect to hear back from us.

Additionally, we keep our communications updated regularly. However, we will be reviewing our processes to identify ways to further improve our communication with you.

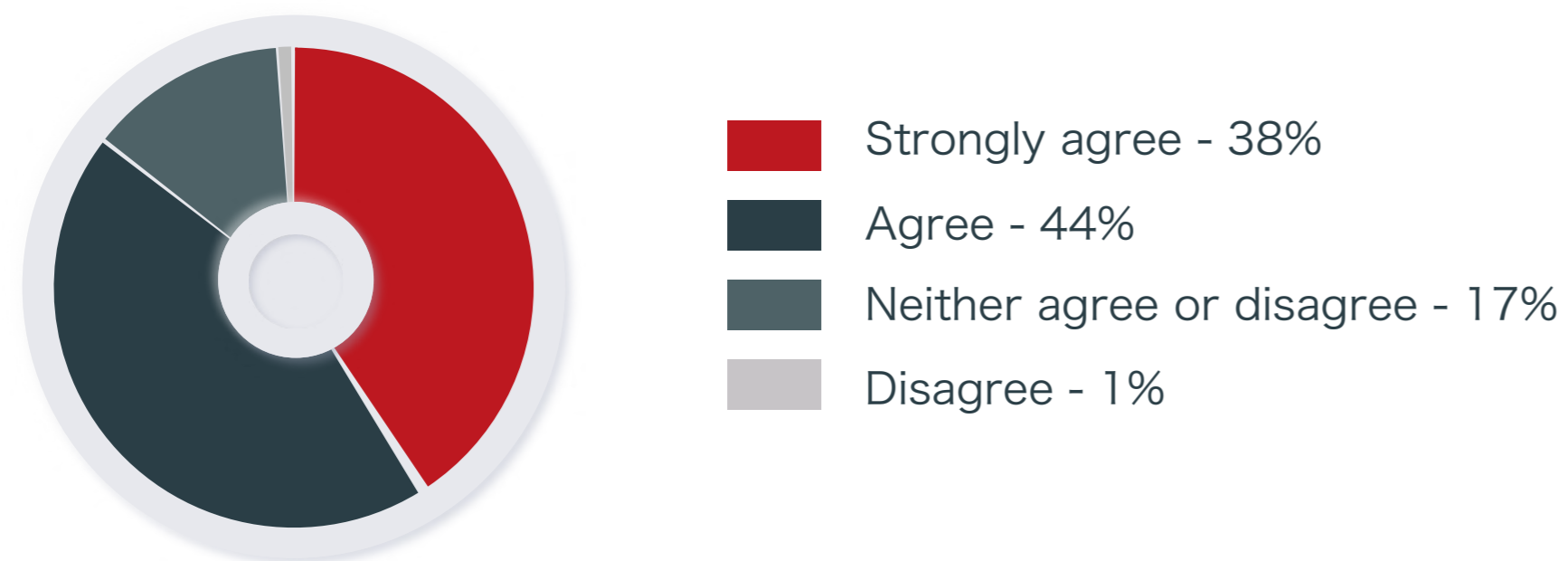
Employ drivers are well presented and smart.



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.



## Our Action

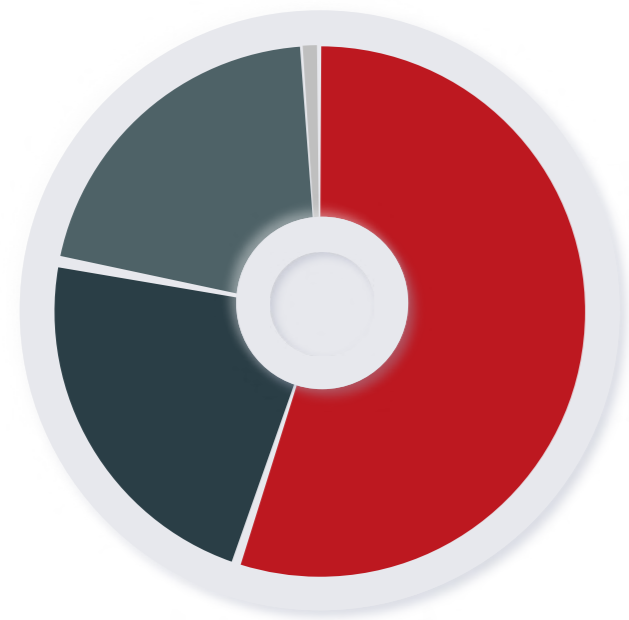
We are committed to providing high-caliber drivers, which is reflected in our registration process that includes thorough competency testing.

To maintain professional standards, we enforce a strict dress code policy, ensuring that all drivers are appropriately dressed and equipped with the necessary PPE. This policy is regularly reinforced, and we will also be introducing social media prompts to remind drivers of these standards.

Last year, we further demonstrated our commitment to driver excellence by investing in Driver Toolbox Talks for our current pool of drivers. Additionally, we monitor CPD training on a monthly basis to ensure continuous professional development.



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

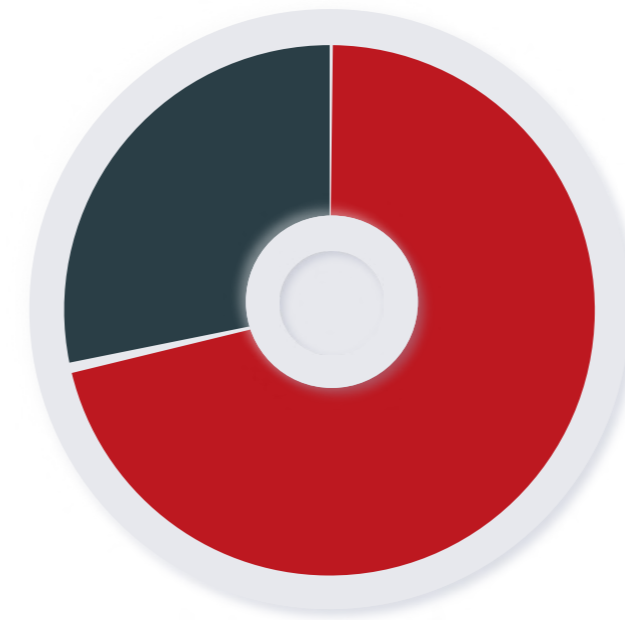


Strongly agree - 56%

Agree - 22%

Neither agree or disagree - 22%

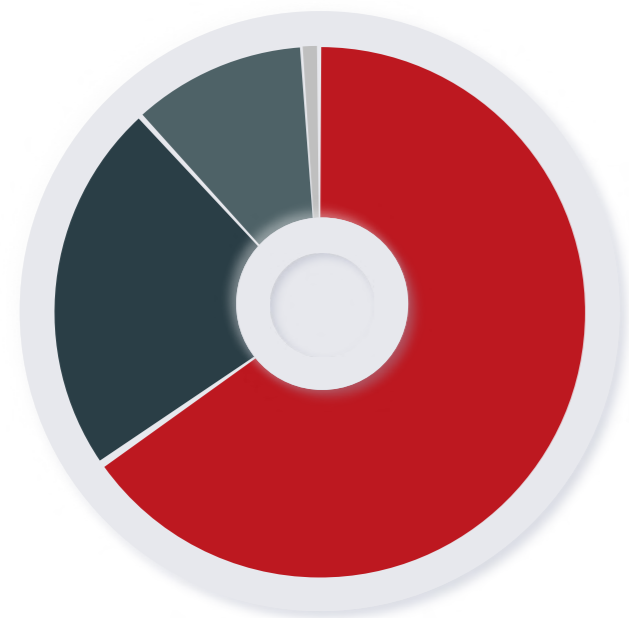
Employ work with us to support and find a solution in difficult periods.



Strongly agree - 72%

Agree - 28%

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



Strongly agree - 67%

Agree - 22%

Neither agree or disagree - 11%

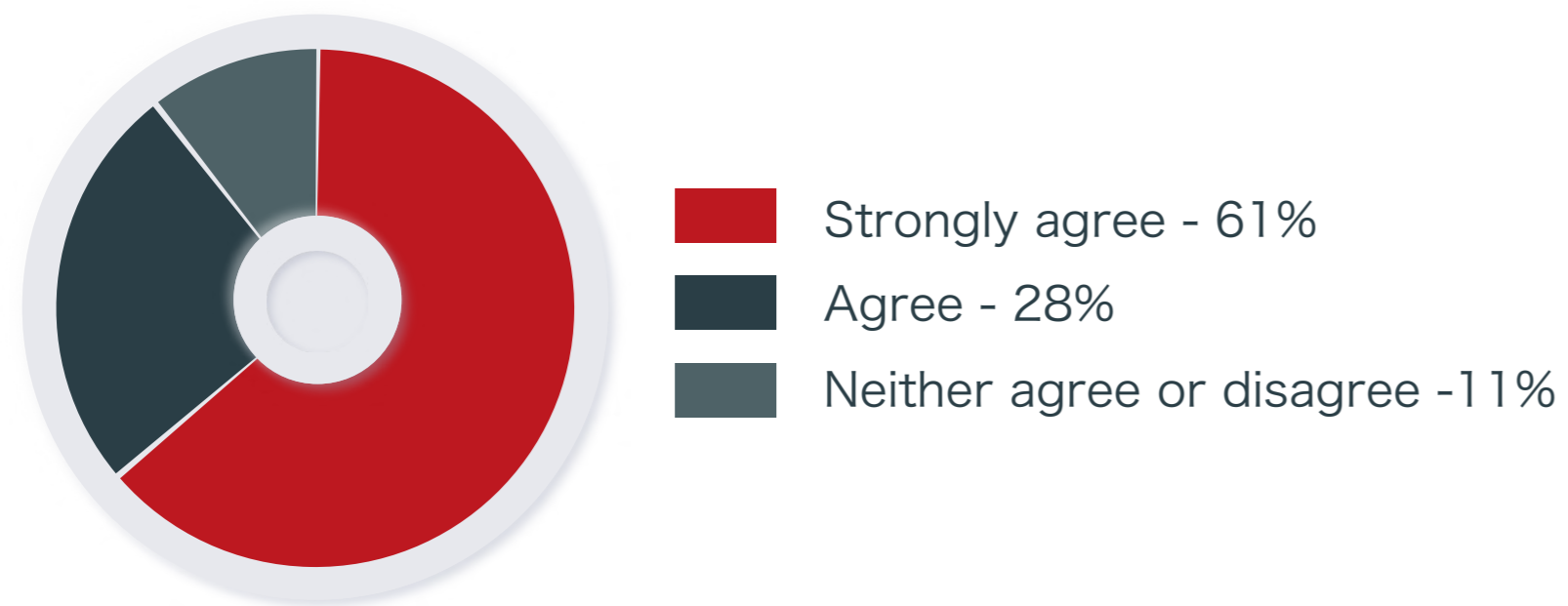
## Our Action

We understand that our performance is directly tied to our ability to supply experienced and skilled drivers. To ensure we consistently meet this standard, we work diligently to maintain and grow our driver network through ongoing registration campaigns and effective driver retention strategies.

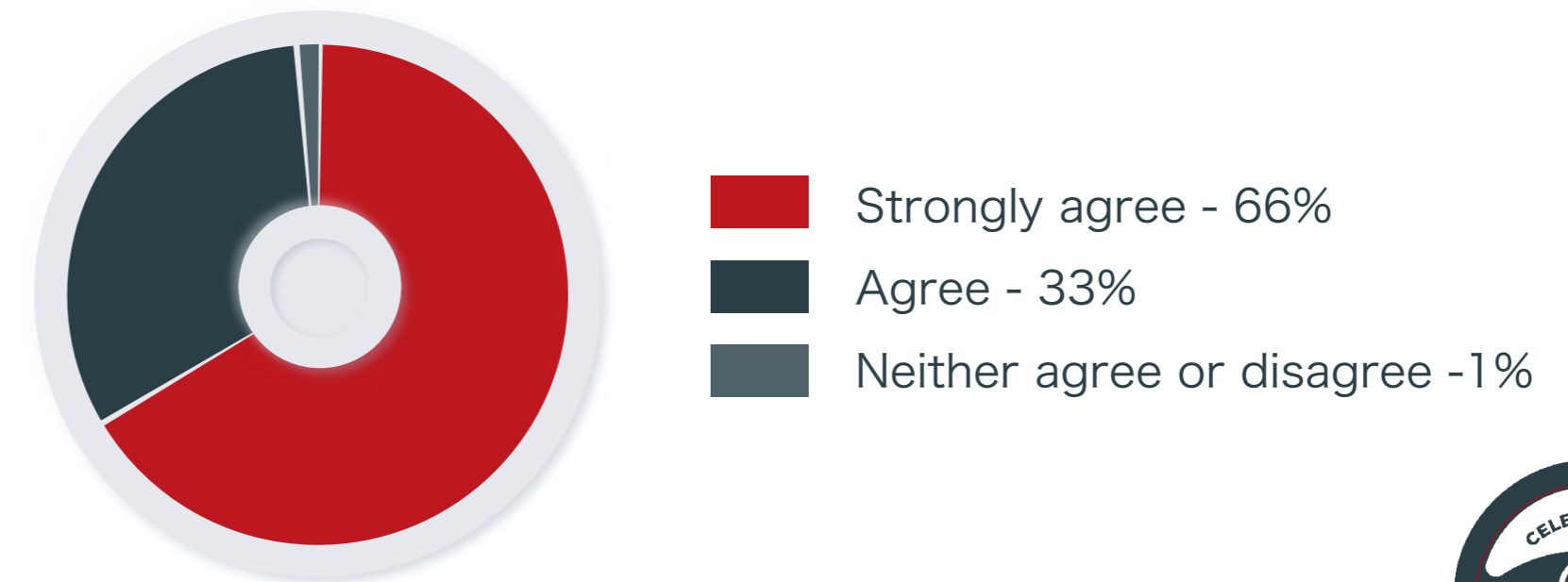
Each year, we conduct a driver NPS survey to gather feedback, which we actively listen to and act upon. In addition, we focus on providing added value services not only to our clients but also to our drivers, recognising that their satisfaction and professional development are key to delivering exceptional service.



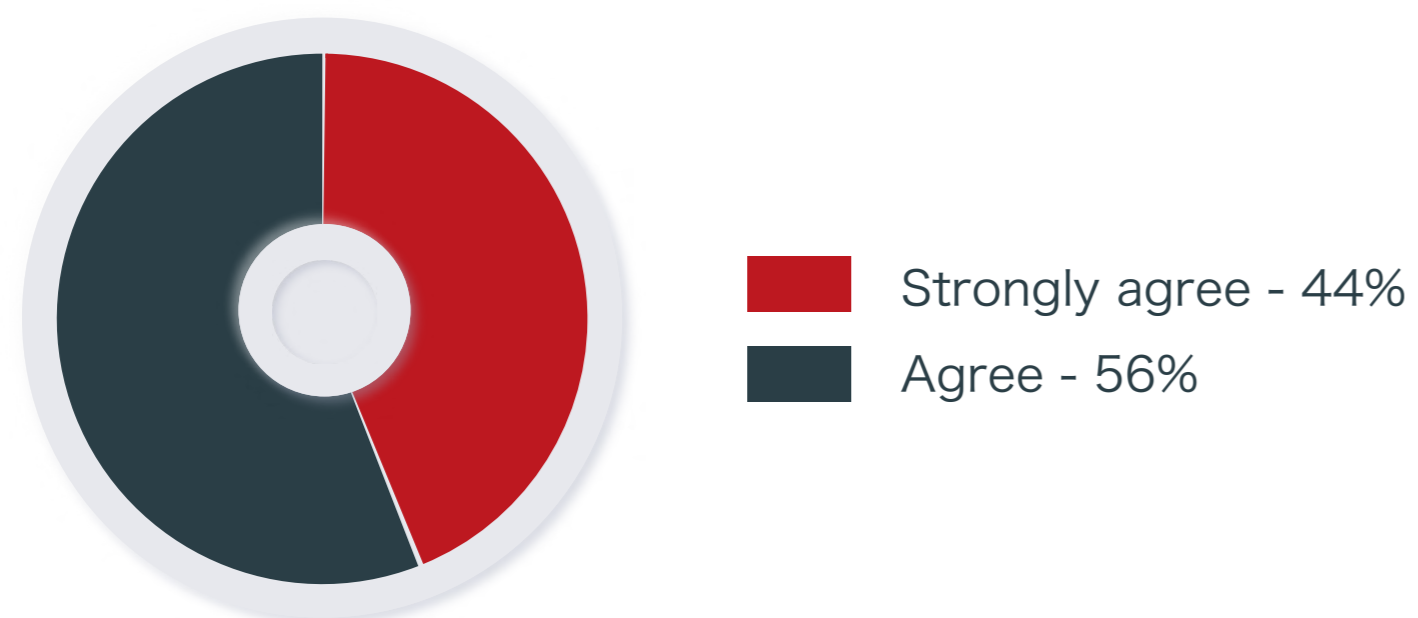
Employ meet increased resource requirements in a timely manner.



Employ face problems head on and look to implement corrective action.



Employ add value to our operation.

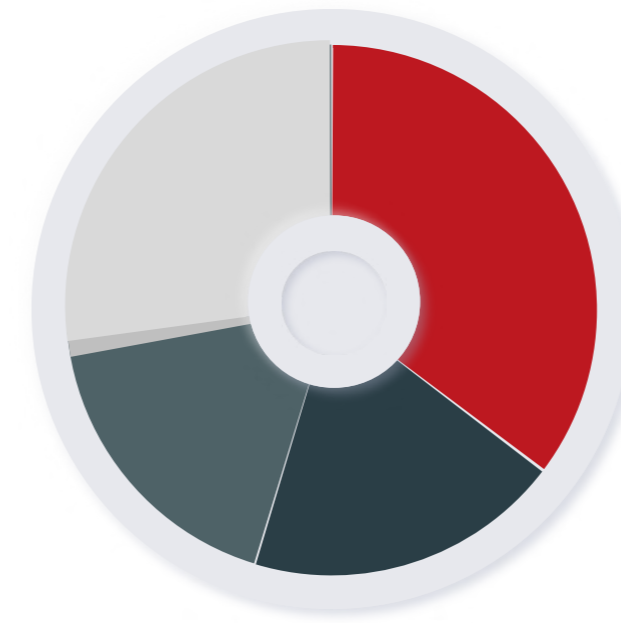


## Our Action

We believe our role extends beyond simply providing drivers; it's about supporting your operations to run effectively. We closely monitor driver performance and track any infringements to ensure the highest standards are maintained. We understand that the logistics industry can present unexpected challenges, especially during peak seasons, and we take pride in our ability to consistently deliver a reliable service during these demanding times.

Although our survey results reveal high client satisfaction, we remain committed to continuous improvement and will keep seeking ways to enhance our services further.

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



- Strongly agree - 33%
- Agree - 19%
- Neither agree or disagree - 17%
- Disagree - 1%
- Do not use - 30%

## Our Action

As you know we operate with DRS which has become the UK's leading driver recruitment software, we will continue to work closely with Sadie Weston to identify further software developments to improve efficiencies further.



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

- The agreement to review damage done by ER drivers is a significant maker to ensure drivers on supply are good enough for both companies.
- Always have a consistent headcount available for us to utilize as needed. This helps us to fulfil our goal of on-time in full deliveries to our retail outlets.
- Sourced drivers for new 4 on 4 off night shift.
- Additional resource found at the last minute due operational issues.
- Trained relief shunters in Ashbourne preventing me from having to commute drivers.
- Last minute response to an urgent short notice night shift request without any issue or delays, ensuring a movement could be completed as required.
- Short term cover (i.e. booking on Friday at 3pm for Saturday at 6am start) and remain fully compliant to our requirements.
- Client portal with driver availability.
- Addition of new labour for the Bardney project.
- Problem solving.
- Introduced the portal to our transport operation, which has saved time and proved very helpful to the team.
- Employ have been a source of many temp to perm recruits in recent months.
- Extremely affect in Office based Staff Recruitment ..saving me valuable time in head hunting correct staff for the operation.
- Always fill our requirements.
- Covering late notice sick notes in a fashion that did not effect timed deliveries despite very late notice.
- Supported the driving fleet when another agency went into administration by working late and ensuring the drivers were transferred over to Employ with very little disruption.

## What do you think is the best thing about Employ?

Prompt and flexible service to meet client requirements

50%

Employ staff

55%

Employ drivers

11%

Employ's industry knowledge

28%

### Other

- Adaptable
- The overall professionalism of the team is very good from Sadie and Leann down through the team to the drivers. In just over 12 months they have done what they said they would, and have added a very knowledgeable edge to our transport operation.
- The Team at Employ understand our operational needs and know our business from our long standing relationship this could lead to them taking us for granted but that does not happen ...could not ask for a better supplier and working partnership.



Our clients recognise that our people are our most valuable asset, a testament to the strong culture and values that guide us in our daily operations.

The high-quality service we provide to meet their needs is a direct result of our unwavering commitment to our mission and vision. Through continuous training and development, we ensure our team is always equipped to deliver exceptional service.

We never allow ourselves to become complacent; instead, we are constantly looking for ways to improve and enhance the value we bring to our clients.

## What do you think Employ could improve on?

Communication – phone calls and updates

16%

Client specific reporting

11%

Driver quality

30%

Shift coverage

22%

### Other

- Early morning drivers
- Nothing I think they do a top job.
- At this point nothing, just continue to grow with us.
- Just keep doing what your doing ...also i will highlight the coverage at short term notice which I class as outstanding.
- I only select Driver quality due to 3 specific incidents of damage. Overall the drivers are good and we have no issues with them.





Driving Solutions for UK Logistics

