



YOU SAID

WE DID

NPS Client Survey Results 2025

Understanding your feedback.
Improving how we deliver.

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We are pleased to present the results of our 2025 Client Survey, which reflect the strength of the relationships we have built with our clients and the consistent standards we maintain across our service.

Maintaining our Net Promoter Score of 60 highlights the trust our clients place in Employ and reinforces the reliability of the service we deliver within a demanding and fast-moving logistics environment.

Thank you to everyone who took the time to complete this year's survey. Your feedback plays a vital role in how we continue to develop our services, invest in our people and improve the support we provide.

We carefully review every response, recognising where we perform strongly while identifying opportunities to improve further. The following pages outline your feedback and the actions we are taking in response.



Leann Lewis
Operations Director

NPS SCORE

Measuring What Matters

Our Net Promoter Score remains at 60, reflecting strong client advocacy and consistent service delivery.

We have now been running our client survey for nine years, giving us a clear and consistent benchmark of performance over time.

This long-term approach allows us to track improvements year on year, respond to feedback and continually refine how we support our clients.

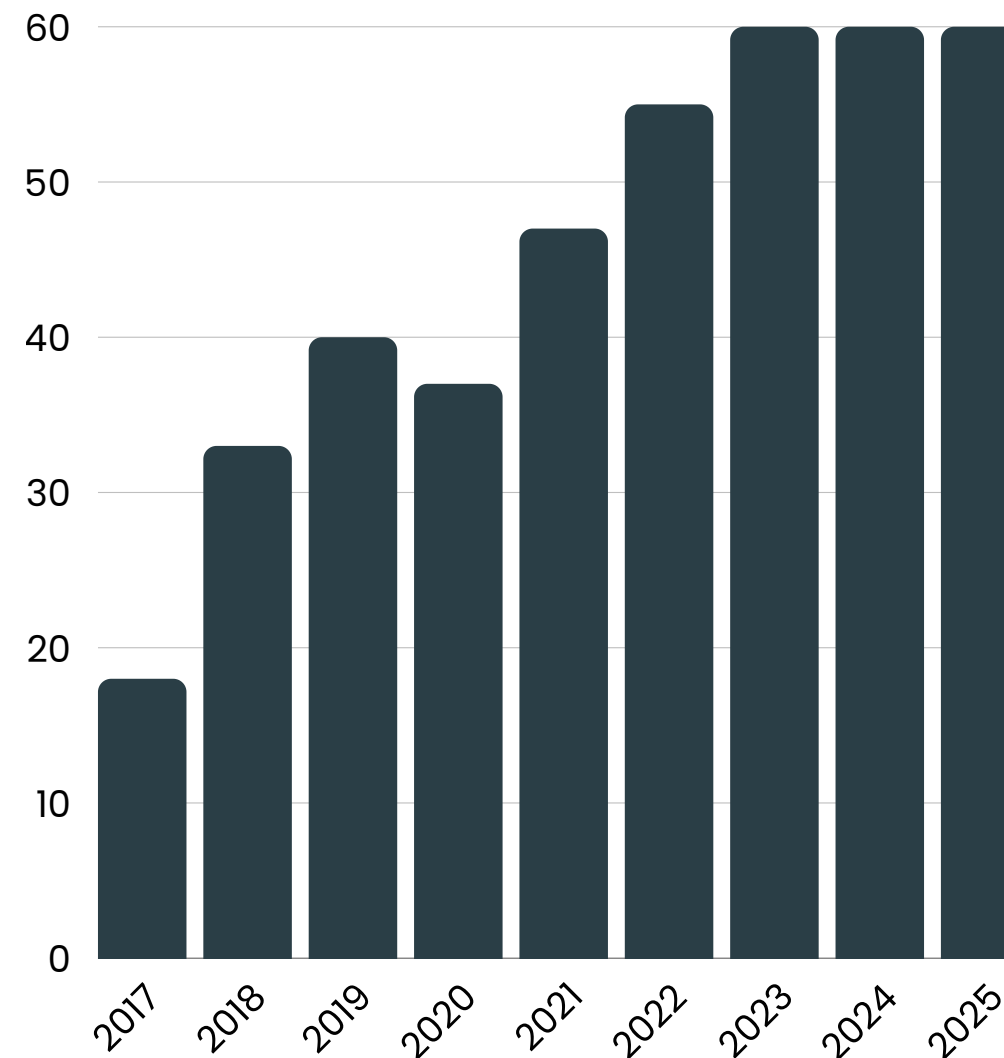
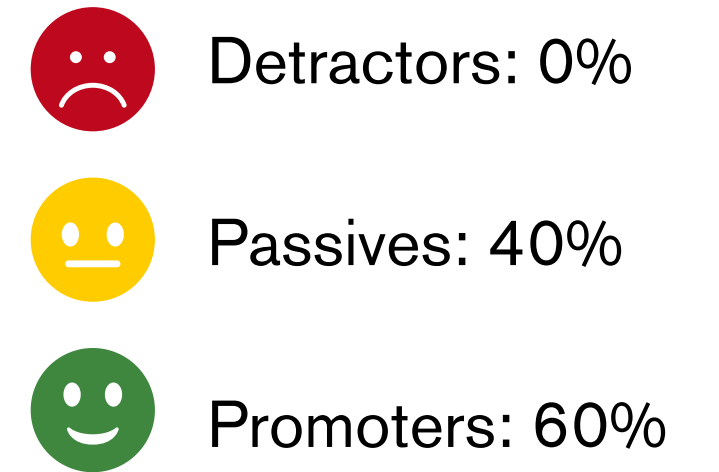
Maintaining a score of 60 reinforces the strength of our service and the trust our clients place in us.

EMPLOY NPS SCORE

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



Breakdown



NPS is measured by asking clients how likely they are to recommend our service.

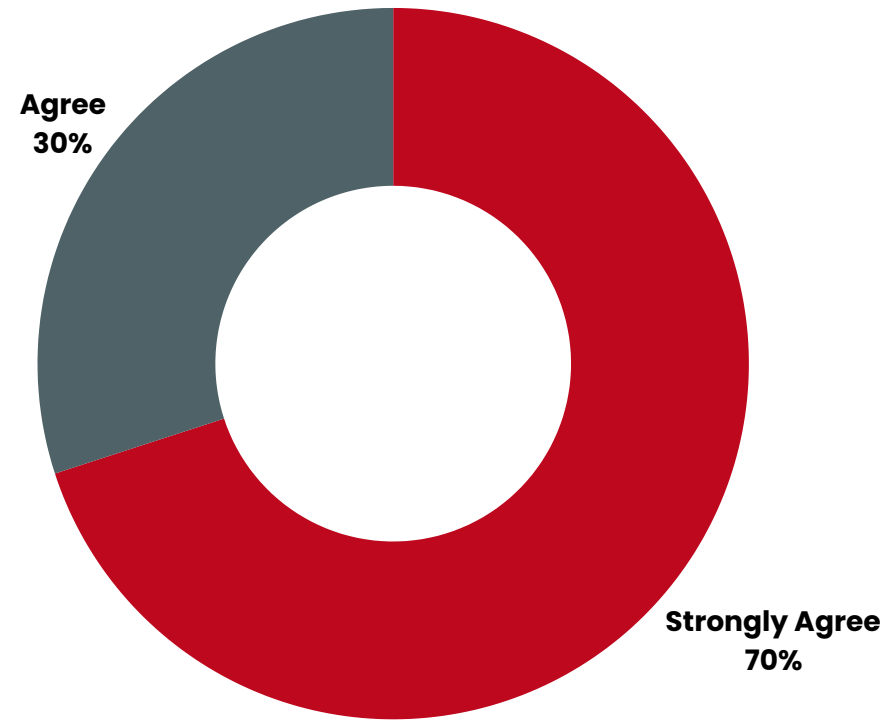
Scores of 9–10 are promoters, 7–8 are passive, and 0–6 are detractors.

The overall score is calculated by subtracting detractors from promoters. A score above 50 is considered outstanding.

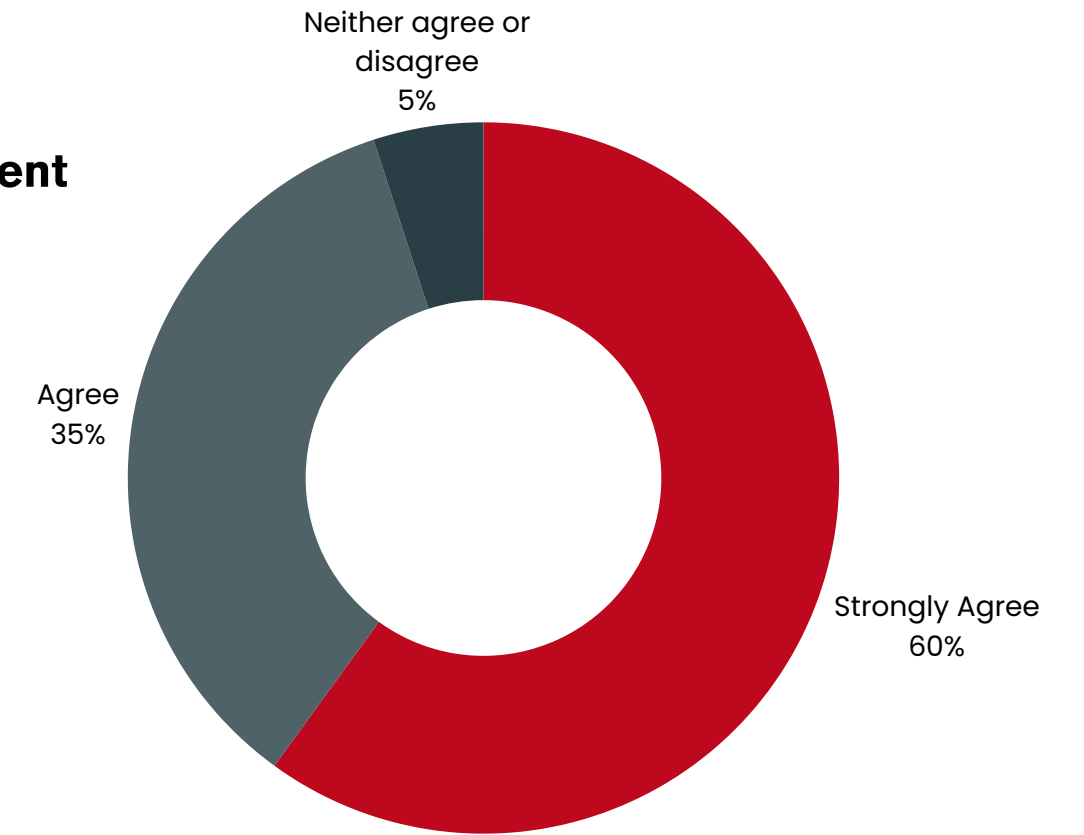
Your Views On Employ Staff

Strong feedback highlights the knowledge, professionalism and capability of our team.

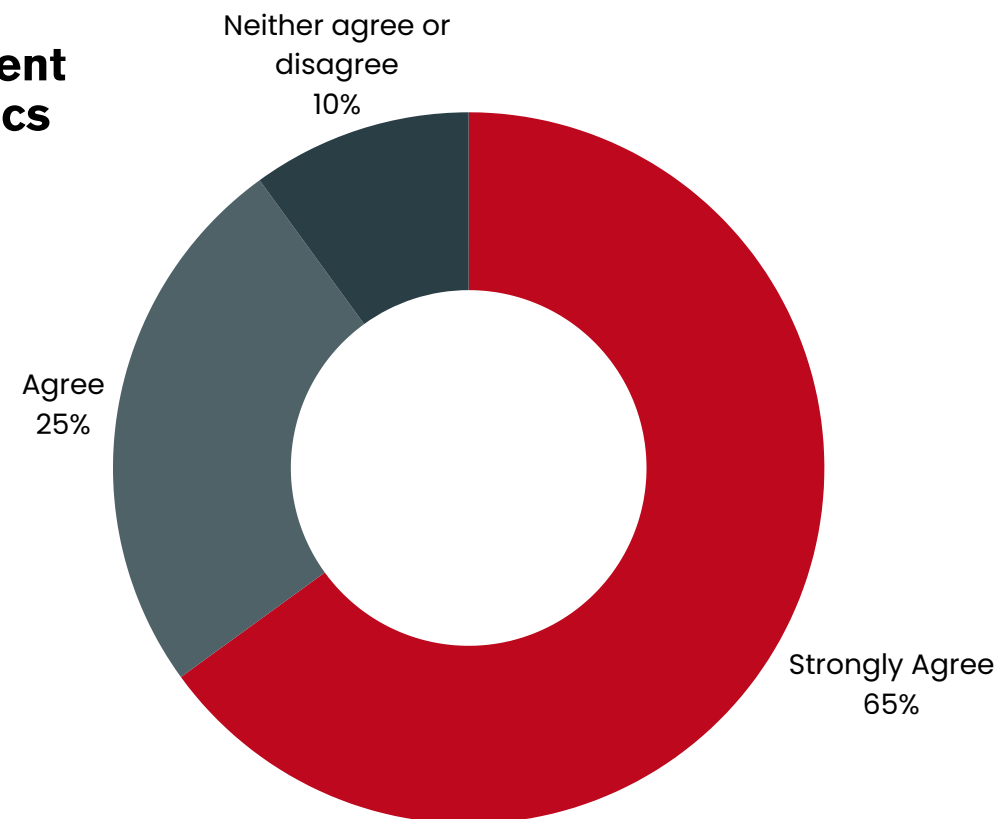
Employ staff are friendly and professional



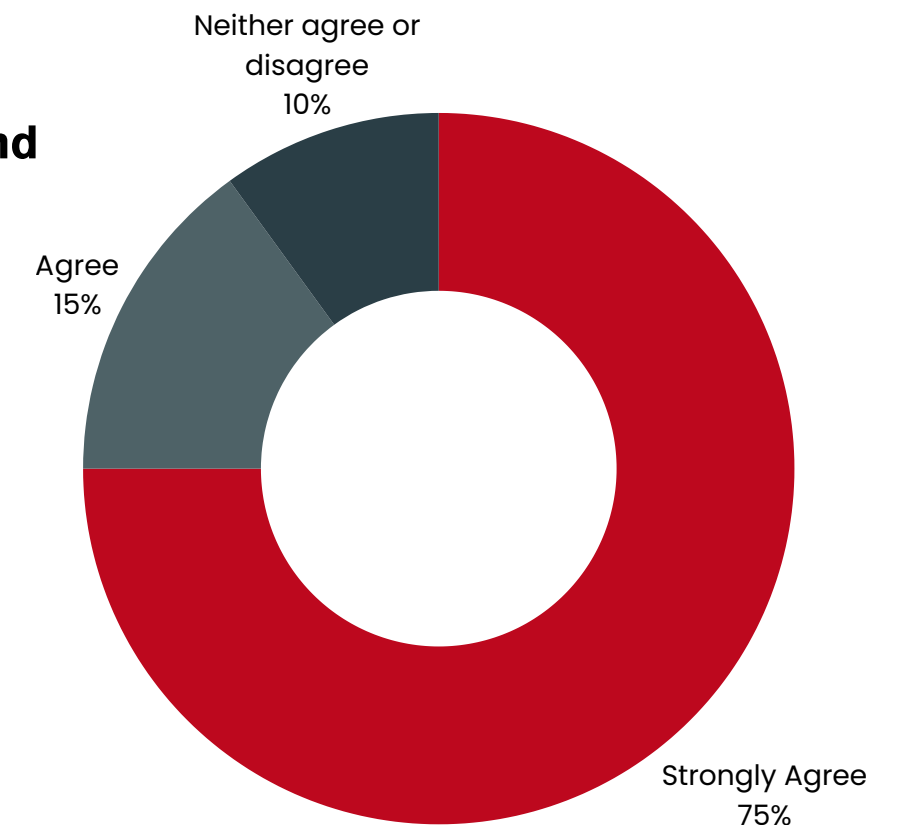
Employ staff have an excellent understanding of your company and your needs



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



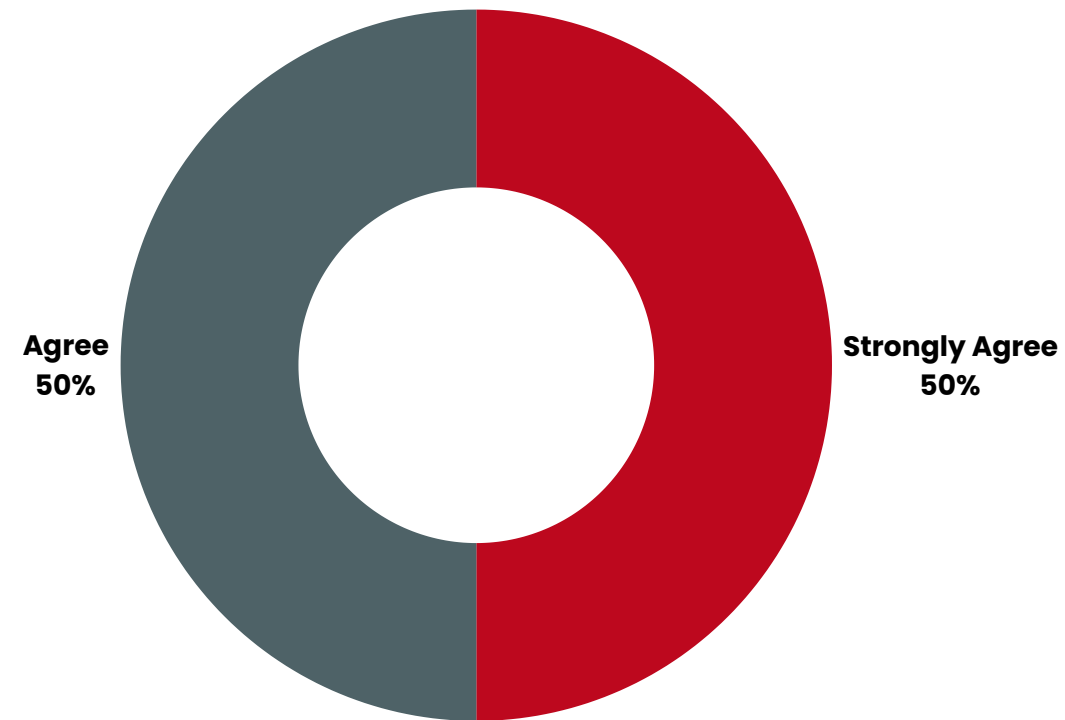
Employ staff have an excellent understanding of compliance and industry legislation



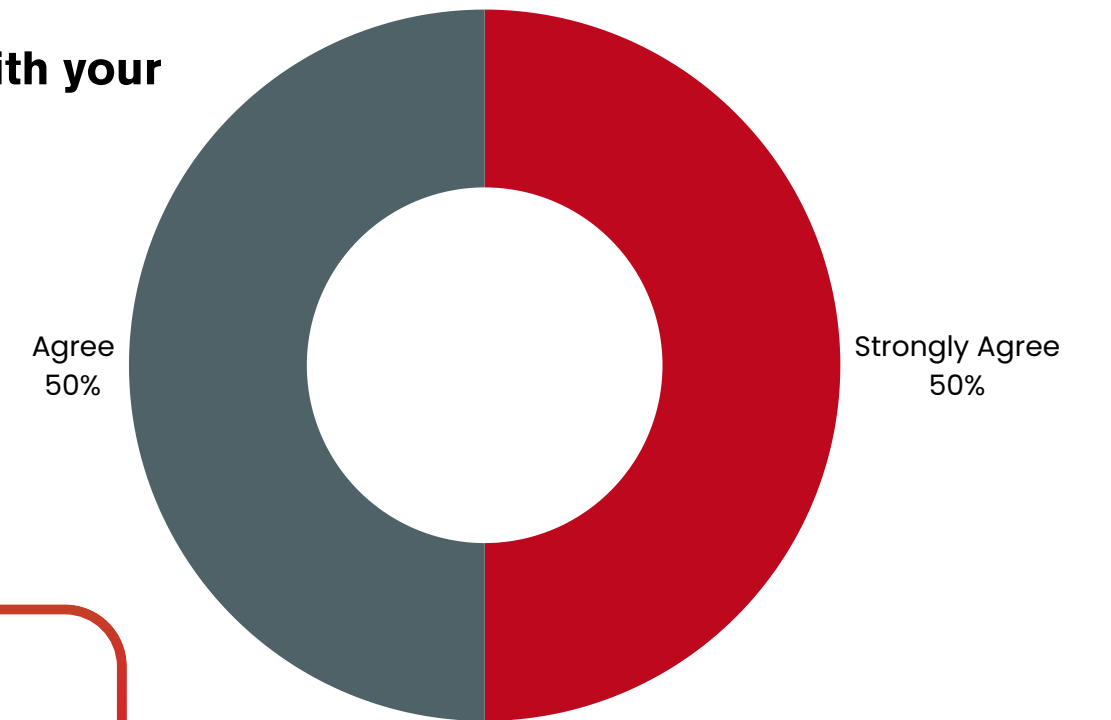
Your Views On Employ Staff

Feedback highlights strong levels of trust, accountability and overall satisfaction in how our team supports client operations.

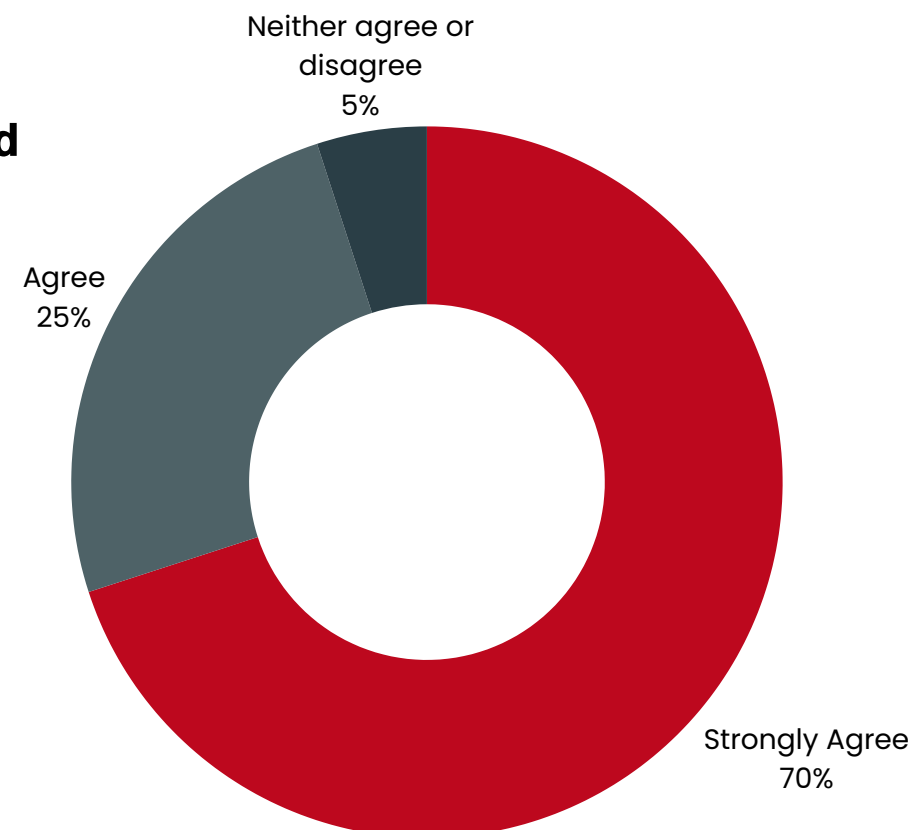
Employ staff are insightful about your needs



How satisfied are you with your dealings with Employ?



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



Our Action

We remain committed to investing in our people and ensuring our team continues to deliver knowledgeable, responsive and accountable support across all areas of logistics and compliance.

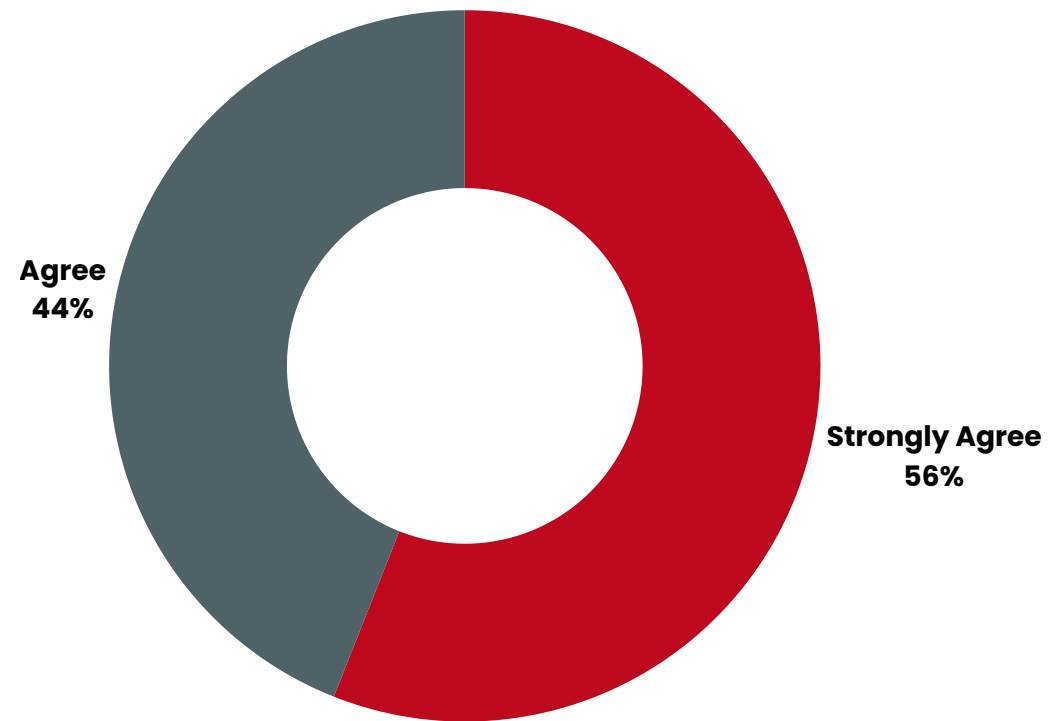
Our focus is on maintaining high standards through ongoing training, industry awareness and practical experience, ensuring we consistently meet the expectations of our clients.

We recognise that strong relationships are built on trust, transparency and delivery, and we will continue to strengthen these areas as part of our ongoing development.

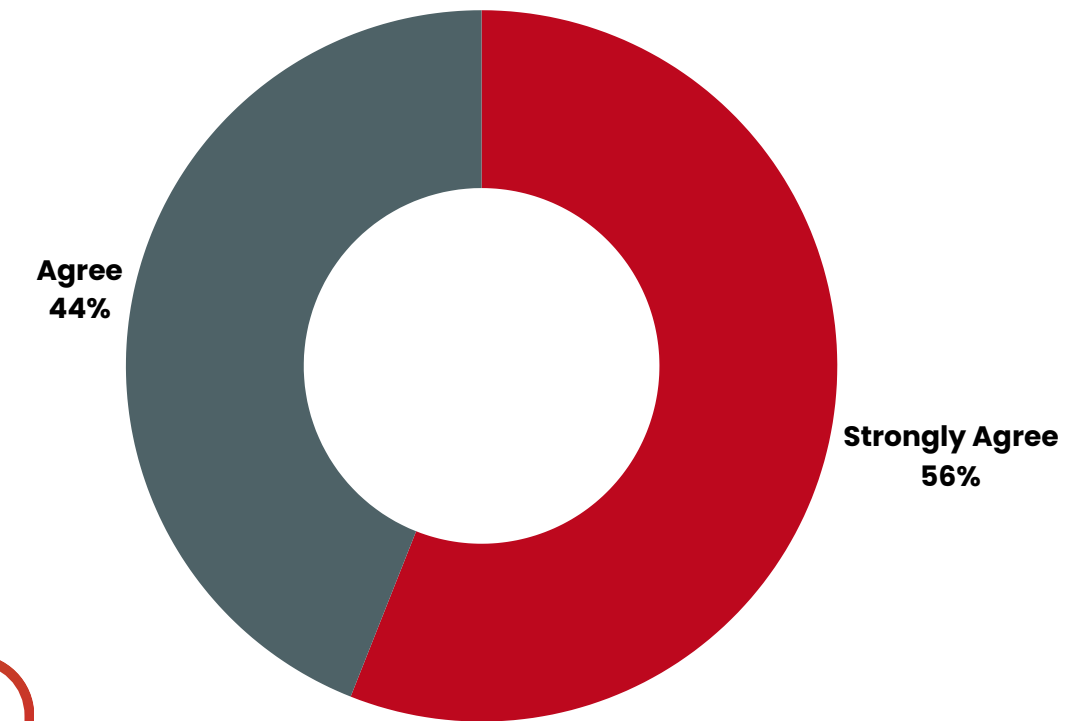
Your Views On Communication

Feedback highlights clear, timely and reliable communication as a consistent strength.

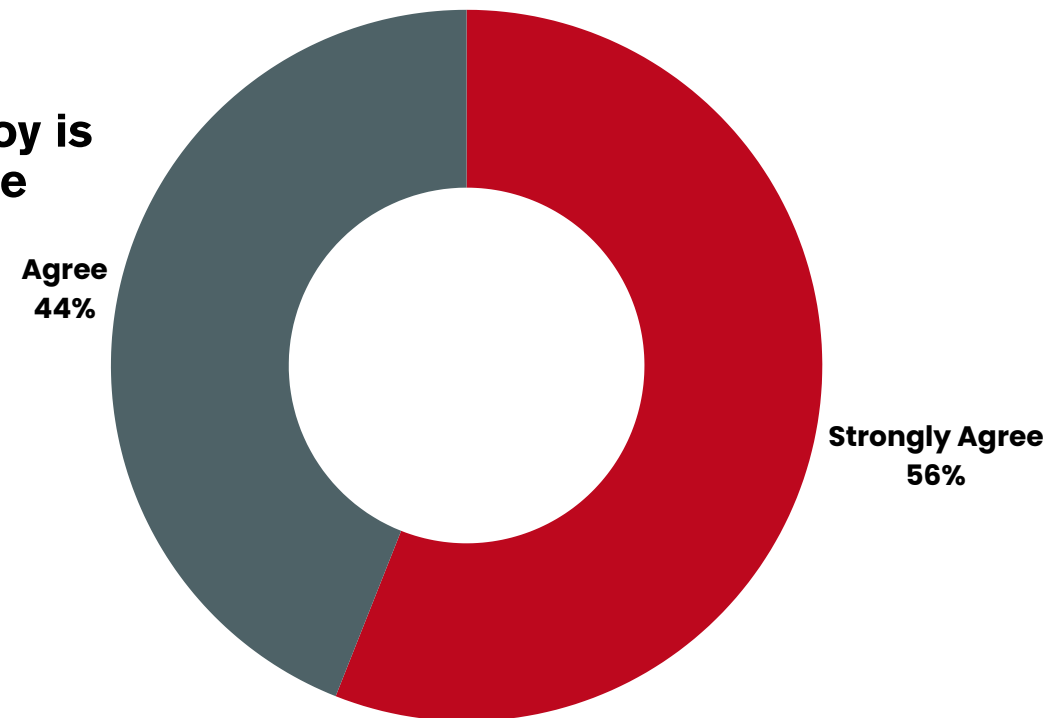
Employ are accessible when I need them



Communication from Employ is accurate



Communication from Employ is timely, within an appropriate timescale



Our Action

Clear, honest and timely communication remains one of our highest priorities.

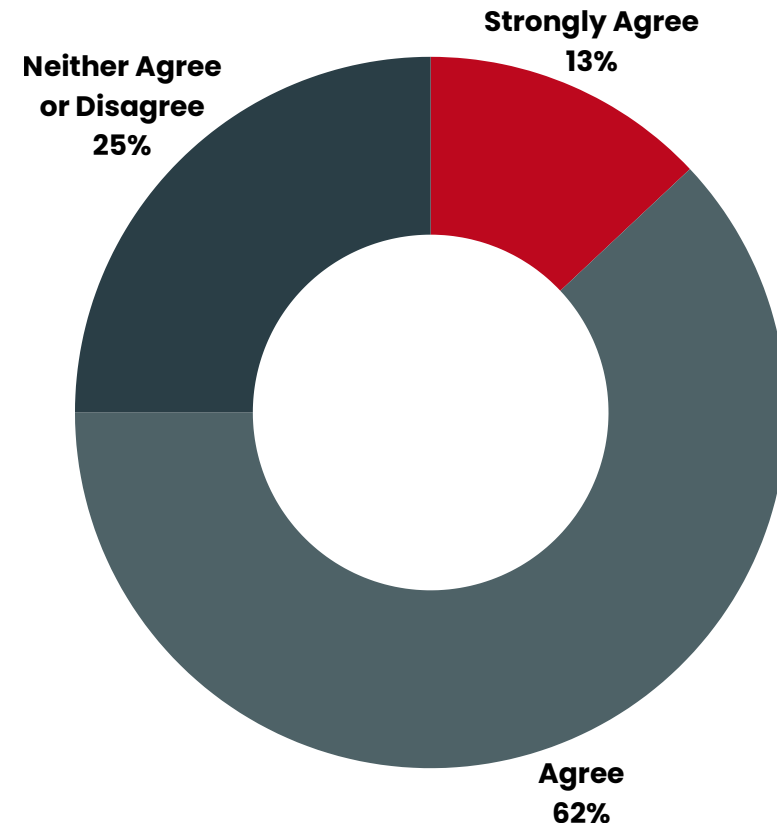
We understand the importance of being accessible when our clients need us and ensuring updates are delivered promptly and accurately. While this year's results remain strong, we continue reviewing internal communication processes to identify areas for further improvement.

Maintaining transparency and responsiveness will remain a core focus for the year ahead.

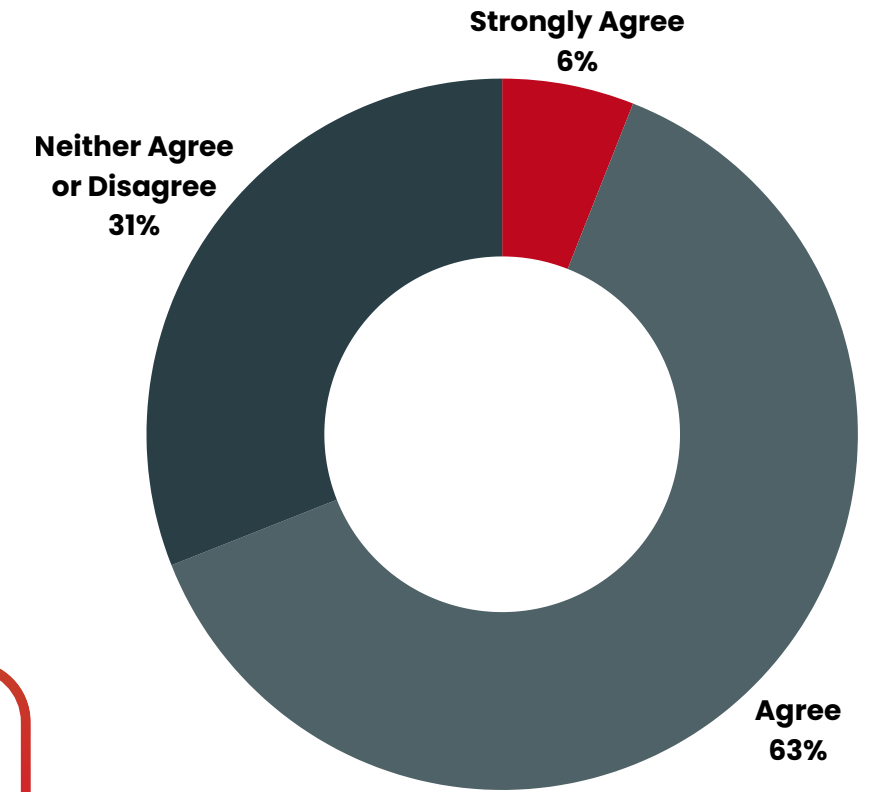
Your Views On Drivers

Feedback highlights driver quality as a key focus area, with clear expectations around standards, experience and presentation.

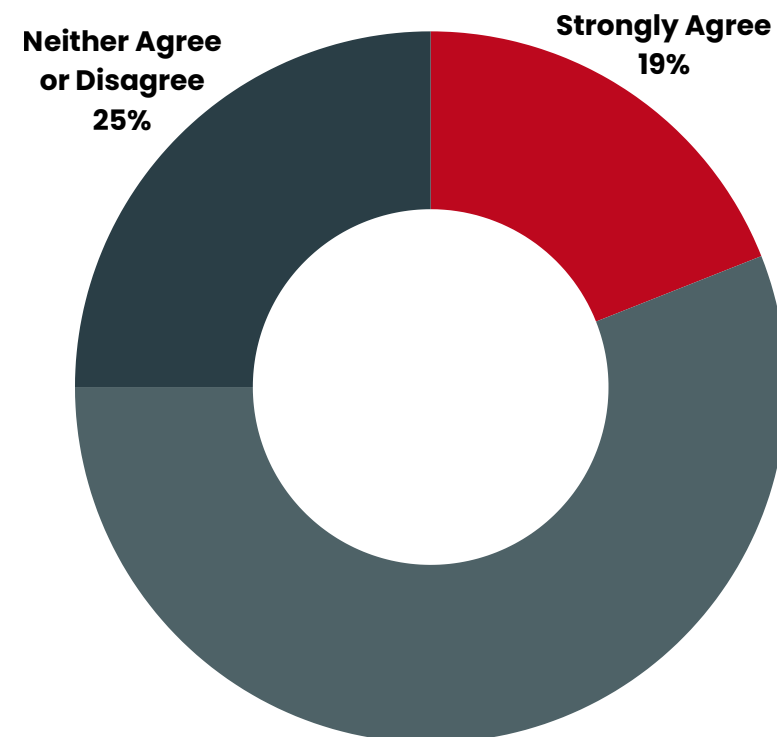
Employ drivers are well presented and smart.



Employ supply a high calibre of driver.



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



Our Action

Driver quality remains one of the most important areas of focus for our business. We continue to invest heavily in our driver registration, screening and assessment processes to ensure only competent, compliant and professional drivers enter our network.

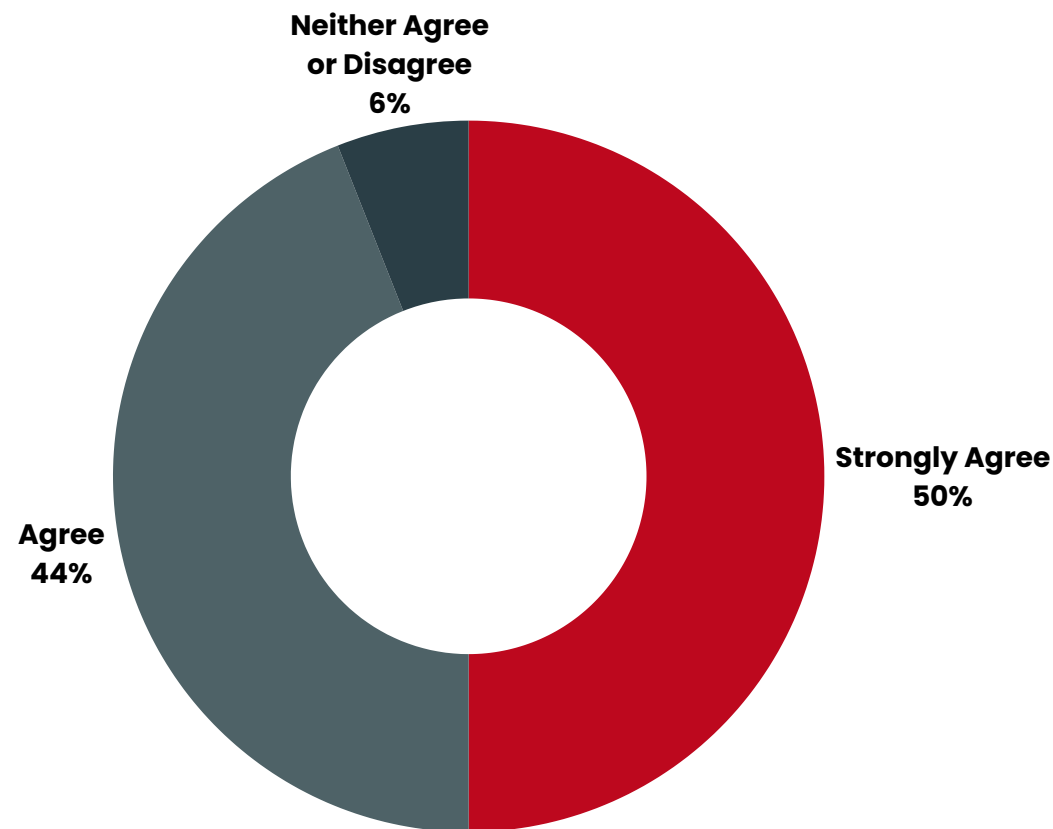
Alongside this, we reinforce presentation standards, PPE expectations and professional conduct requirements across our driver workforce, whilst continuing to develop driver training initiatives to improve standards further.

Given client feedback this year, driver quality will remain a major focus area moving into 2026.

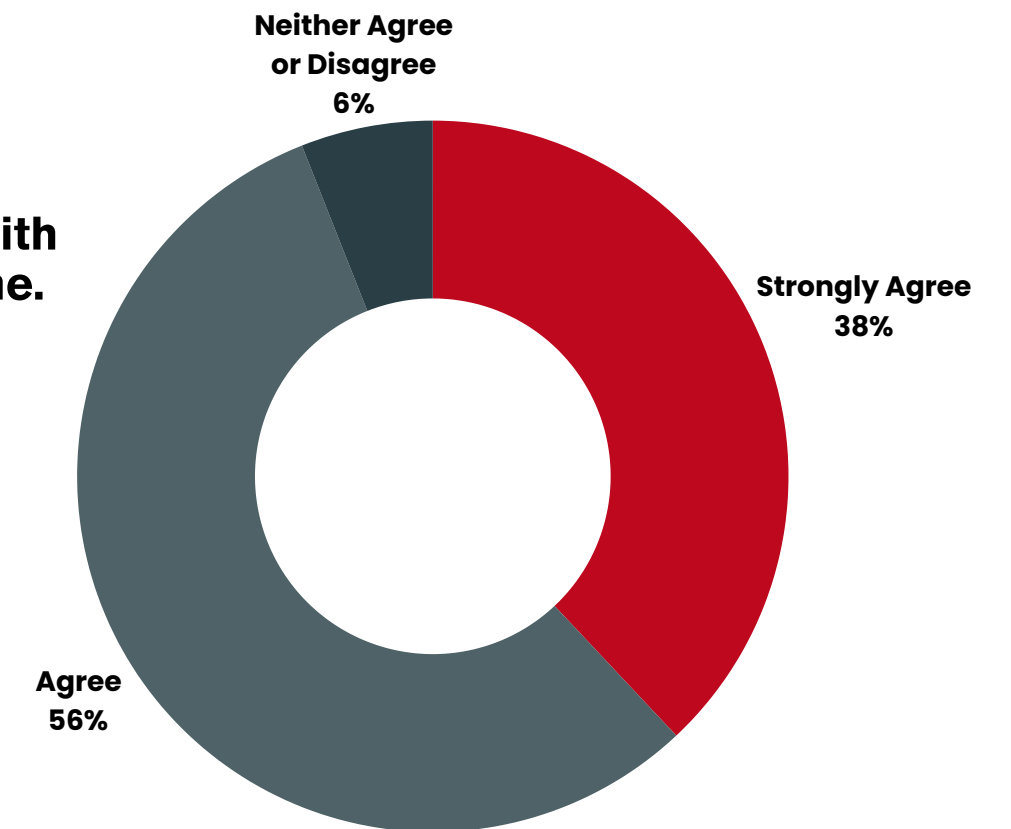
Your Views On Service

Feedback highlights strong performance across compliance, support and problem solving within core service delivery.

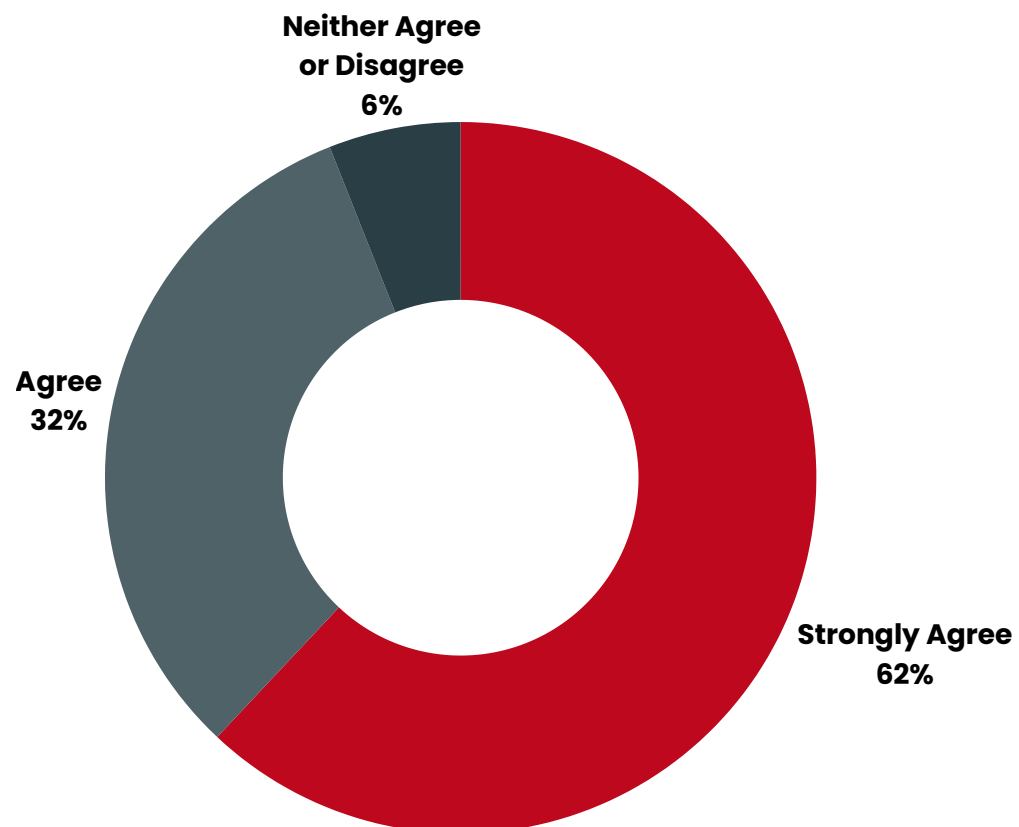
Employ provides a good service for compliance including infringement and performance management.



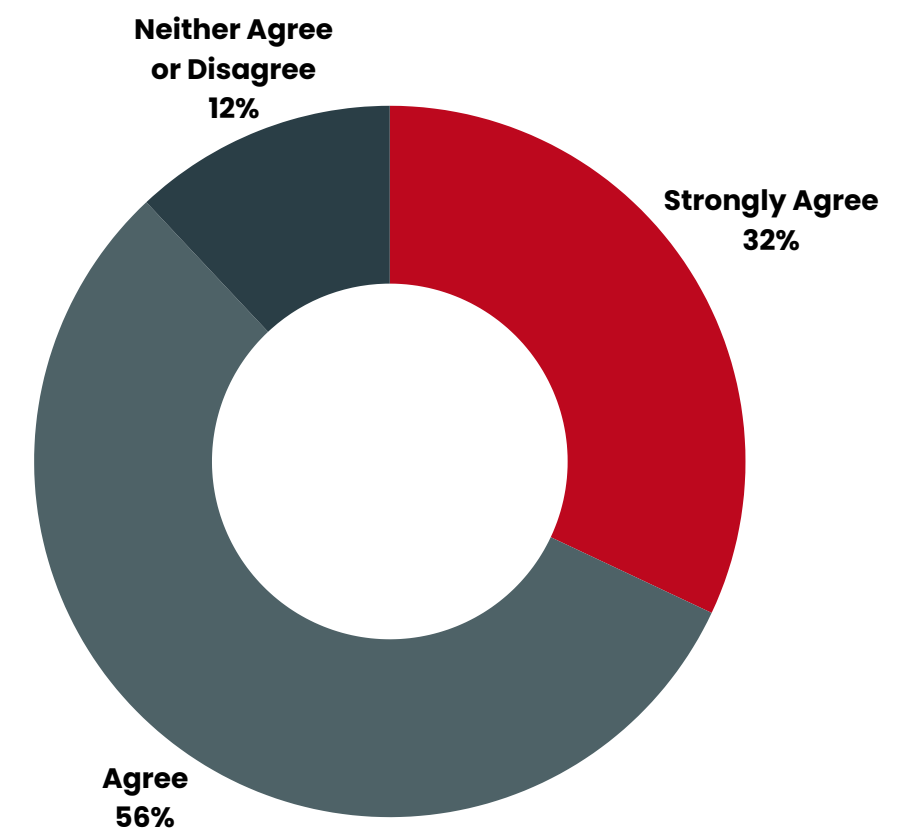
Employ meet my expectations with regards to covering shifts on time.



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



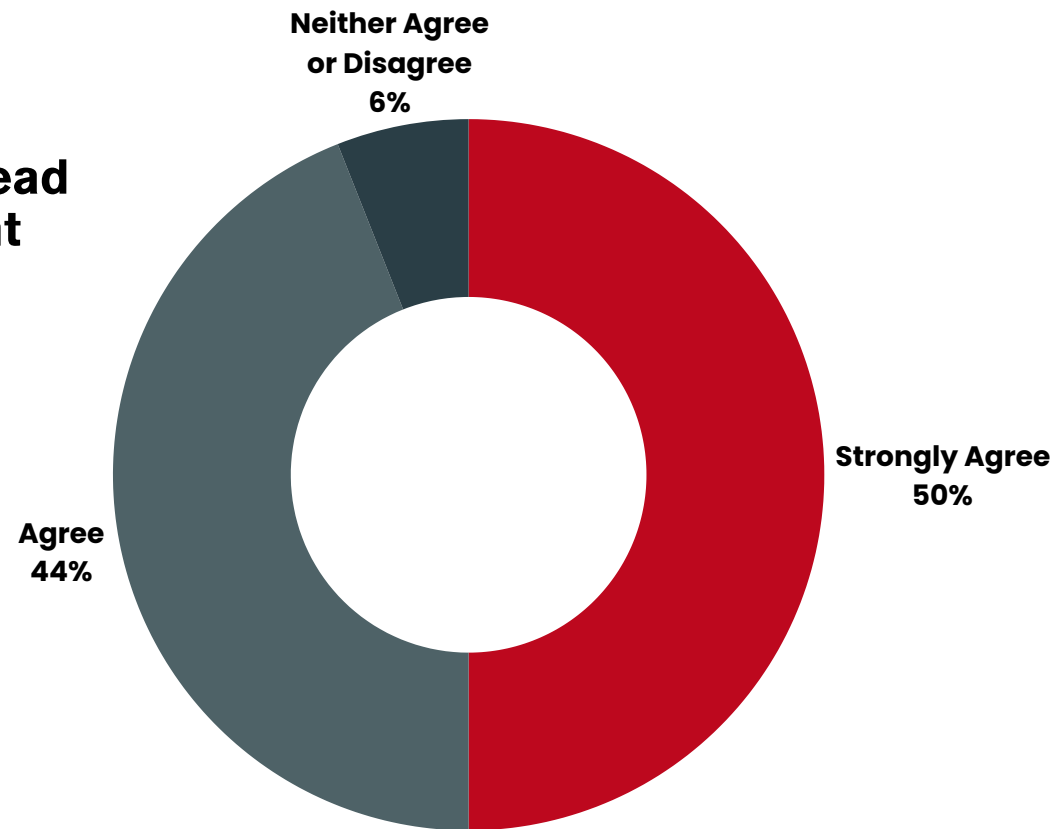
Employ meet increased resource requirements in a timely manner.



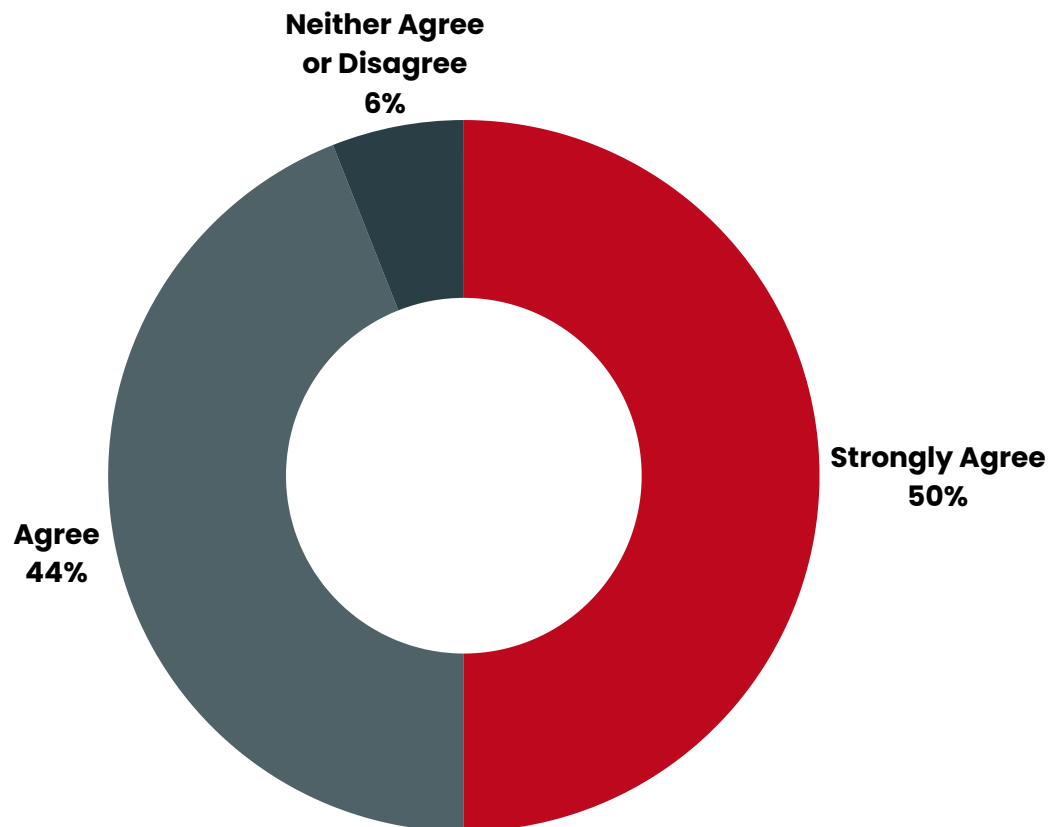
Your Views On Service

Strong client support and responsiveness are evident, with resource availability remaining a key focus during peak demand.

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 supplying drivers. Our focus is on supporting our clients operationally by providing a dependable, proactive and solutions-led service that helps their businesses perform efficiently, particularly during demanding and time-sensitive periods.

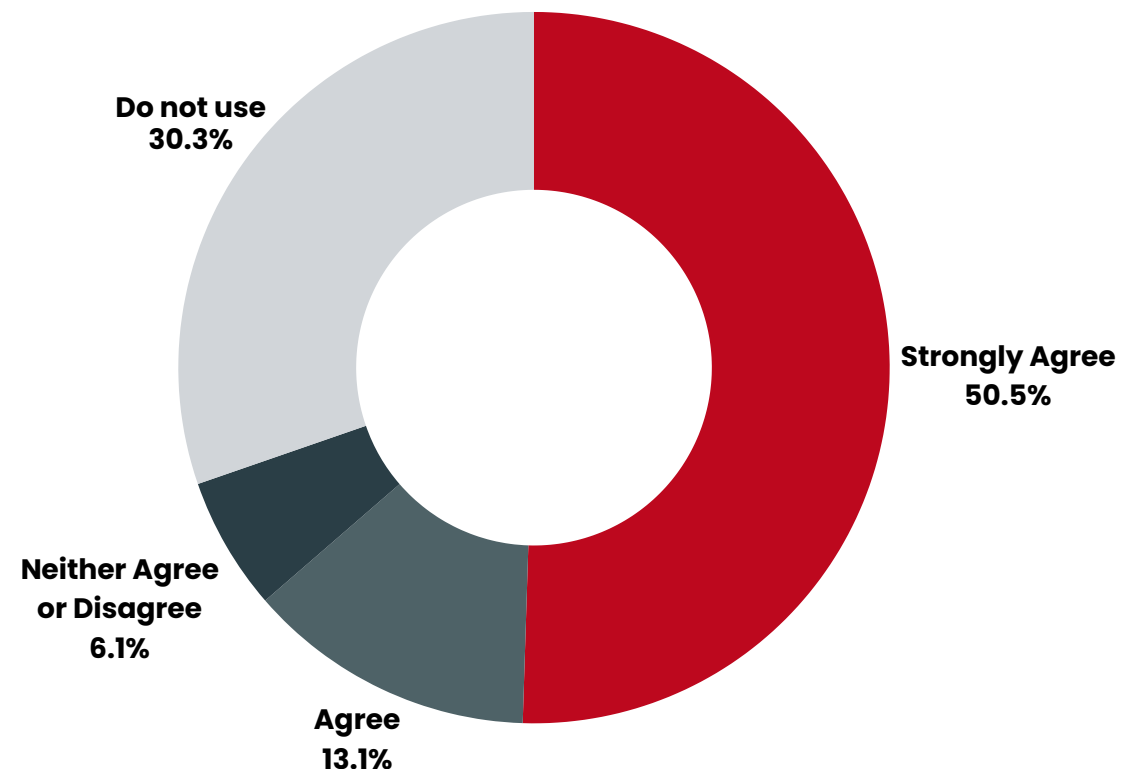
This year's feedback highlights strong performance in problem solving and client support, alongside opportunities to further strengthen resource availability during peak demand.

We will continue to build on our driver network, planning capability and responsiveness to ensure we consistently meet operational requirements.

Your Views On Software

Feedback highlights the value of the client portal in improving efficiency, while increasing adoption remains an opportunity.

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



Our Action

Technology continues to play an important role in improving efficiency for both our clients and internal teams.

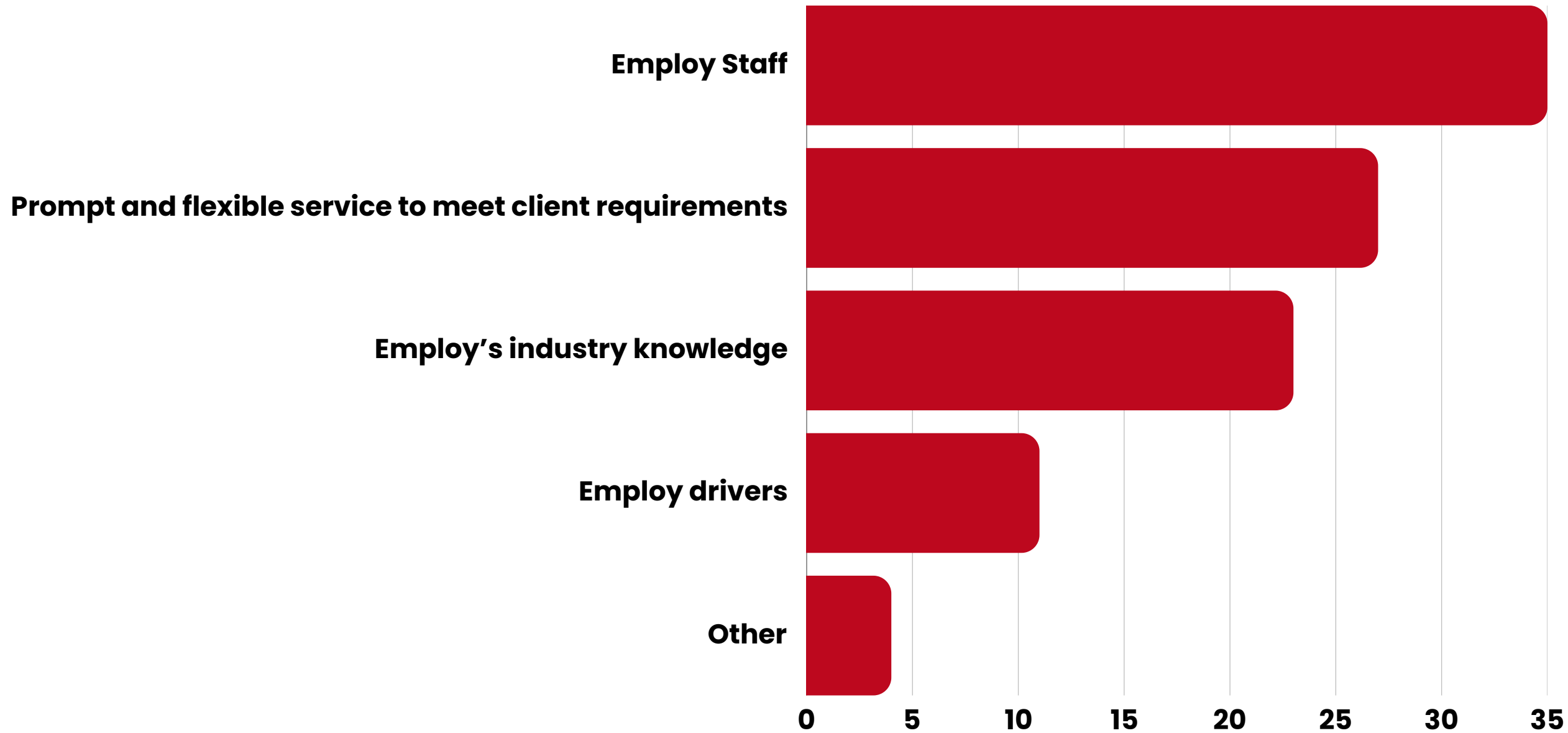
We remain committed to developing and enhancing our client portal and wider software systems to ensure they continue delivering practical value, time savings and operational visibility.

As adoption of the portal grows, we will continue gathering feedback and identifying opportunities for further enhancements.

What You Value Most About Employ

Feedback highlights our people as the standout strength, supported by flexibility, industry knowledge and service delivery.

What do you think is the best thing about Employ?



Our Action

Our survey results once again highlight that our people remain one of Employ's greatest strengths.

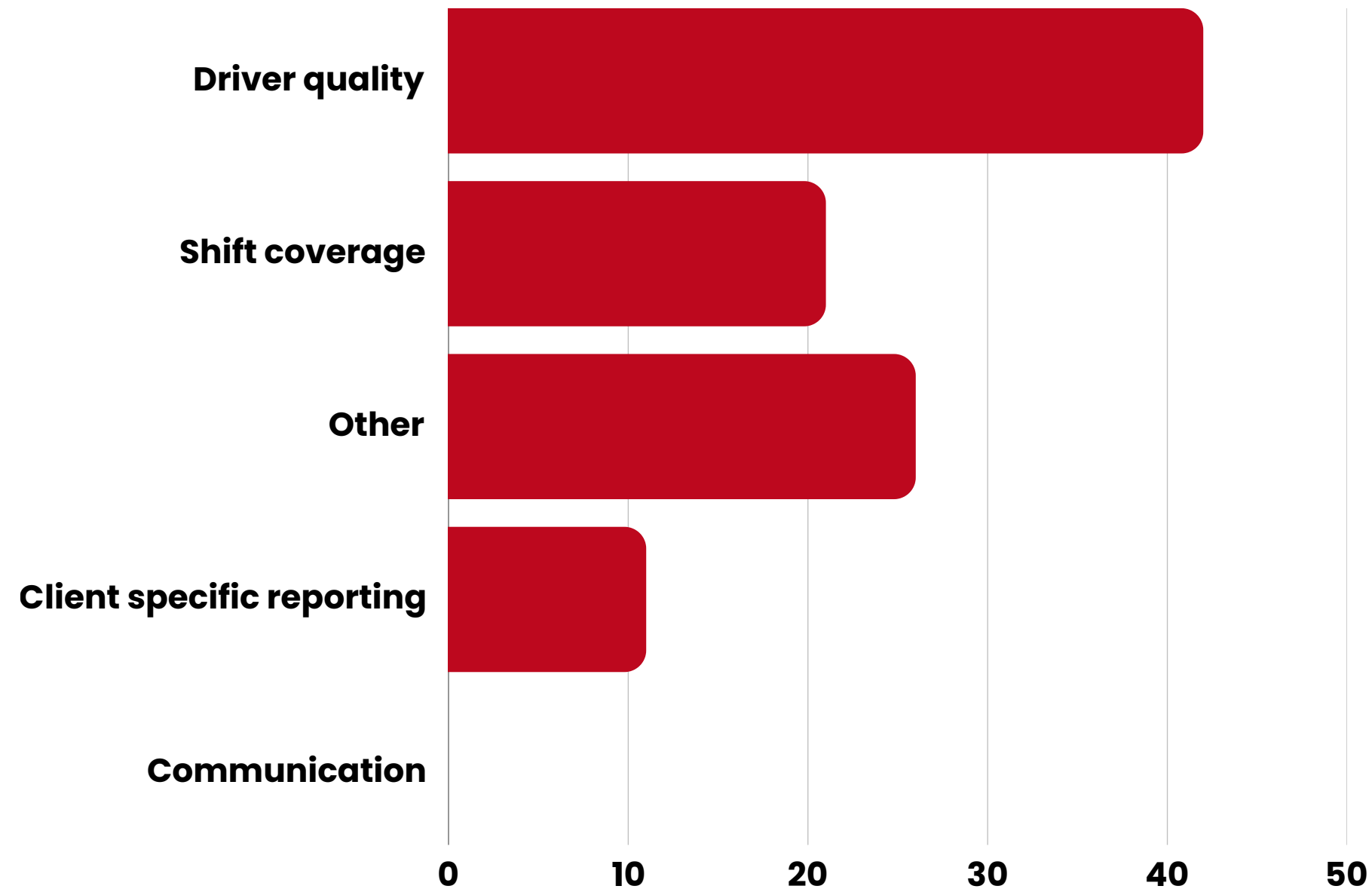
Clients continue to value the professionalism, knowledge and flexibility of our team, recognising the important role both our staff and service play in supporting their operations.

The combination of strong industry knowledge and a responsive, flexible approach continues to differentiate Employ and strengthen long-term client relationships.

Where we can improve

Driver quality and shift coverage have been identified as the key areas for improvement.

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



Our Action

Whilst overall satisfaction levels remain exceptionally strong, this year's feedback highlights driver quality and shift coverage as the primary areas where clients would like to see further improvement.

Encouragingly, there were no concerns raised around communication, reflecting the consistent focus placed on transparency and responsiveness across the business.

We take this feedback seriously and will continue to strengthen driver quality controls, expand our driver network and improve workforce availability to ensure we consistently meet client expectations.

We will continue to listen, respond and improve as part of our ongoing commitment to our clients.



Thank you for taking the time to share your feedback. Your insight plays an important role in how we continue to improve our service, support our clients and strengthen our delivery.

We look forward to continuing to work in partnership with you.

Leann Lewis
Operations Director

