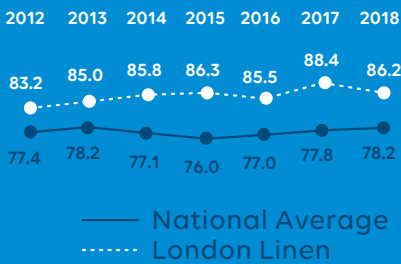


ANNUAL CUSTOMER SATISFACTION SURVEY

We aim to deliver first class service and excellent product quality. To ensure we are performing well and discover any areas requiring improvement, every year we employ The Leadership Factor to survey our customers. Analysing the subsequent results helps us to achieve and consistently maintain outstanding customer service.



We scored **86.2%** for customer satisfaction



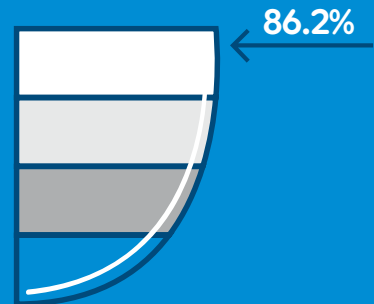
We pride ourselves on a level of customer service support that is second to none



Delivery call times and frequency



Range of products available



In our most recent customer satisfaction survey, we achieved a TLF rating of 86.2 out of 100. This places us in the top 12% of business service delivery companies. The feedback we receive is used to target the areas that really make a difference to our clients and enables us to tailor the service we provide.



Staff professionalism/courteousness



Clarity of paperwork



95% are satisfied with our performance

"The deliveries come on time and we get everything that we want."

"When I call they respond quickly and send the linen so I receive it the next day."

"The stock is delivered and collected when it says it will be and I have not got shortage issues."

"They have been helpful and easy to deal with."