

Customer Survey Results



Smith, Alice

NCEC – Part of Ricardo

2017

Dear Reader,

First a thank you to those who completed our survey this year. Feedback from our customers is vital in helping us understand how we are delivering our service as well as helping us to build the business to meet your needs.

This year, we were delighted to read that you continue to be satisfied by our services, and we are pleased with your view that our service continues to represent good value to your organisation. However, we know that we must always continue to improve. Therefore, having carefully analysed your responses we are taking actions across our services to implement improvements and changes to make our services even better for you.

We hope you find this summary of our results informative. If you have any further questions, or would like to offer feedback, please do not hesitate to contact us.

Many Thanks

A handwritten signature in blue ink, appearing to read 'D Haggarty', written in a cursive style.

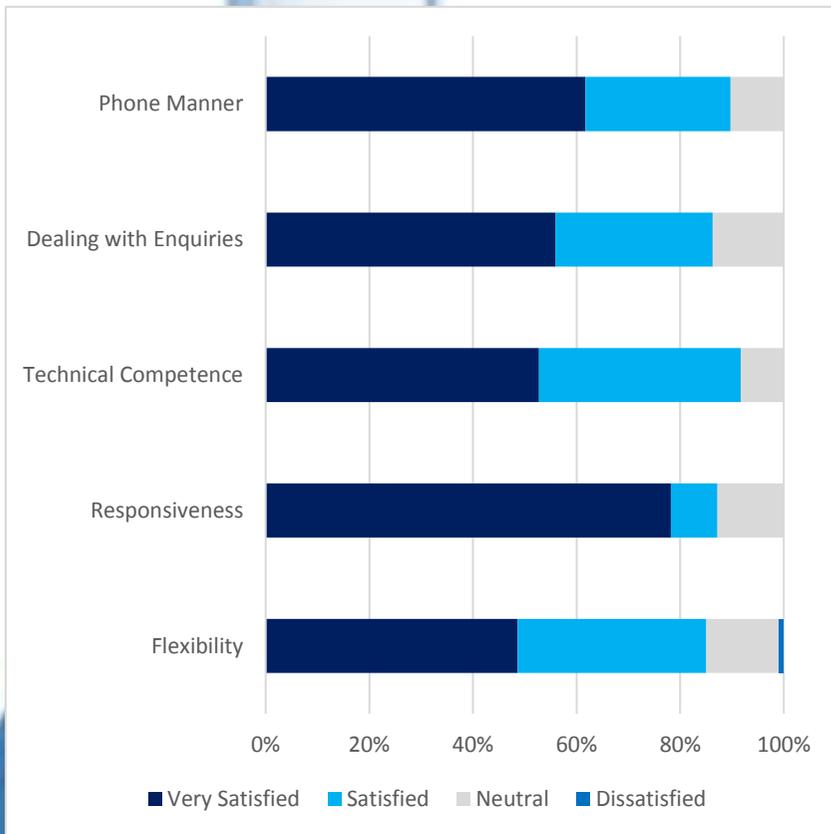
Dan Haggarty
Associate Director
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Overall Satisfaction

89%

...of respondents advised that they were either satisfied or extremely satisfied with the service we currently provide.

This is a fantastic result and we recognise that not only maintaining but improving this level of service delivery is key. When considering how to best ascertain overall satisfaction with our professionalism and service we broke the question down to cover our key delivery areas. Phone manner; responsiveness; dealing with enquiries; flexibility; and technical competence.



So what are we doing to improve our key delivery areas further?

We are reviewing the infrastructure and systems that we use to support the emergency response service, with the aim of improving the features available to customers.

We're further developing Chemdata by simplifying the management of mobile device licences and enabling users to manage their own devices.

We've recruited an additional ER training manager to further improve the technical and commercial competence and communication skills of our ER team

We are reviewing our connection process for multilingual calls to ensure that we are using the best techniques and technology available in order to provide a simple, resilient process for non-English speaking callers.

Quality and Value

85%

..of respondents rate our quality compared to other providers as Excellent or Above Average

92%

..of Respondents indicate we are either a Valued or Highly Valued partner to their business

93%

..of Respondents agree that we provide a solution for all requirements

So how are we developing to not only maintain but improve the levels of Quality and Value we bring?

We've continued to recruit additional full-time emergency responders (ERs) with plans to recruit further, increasing our capacity to deal with a record 8,300 calls per year

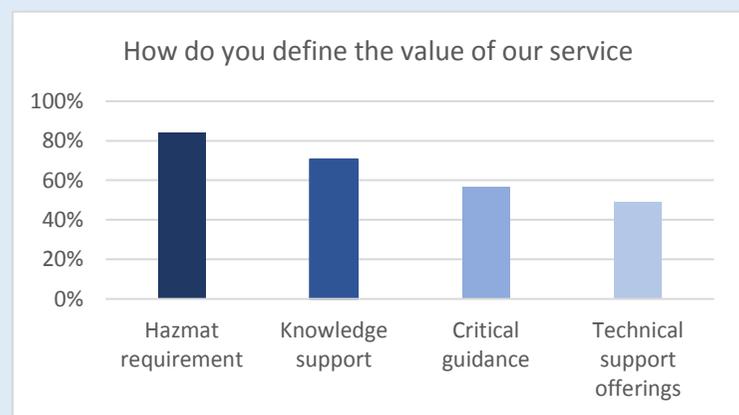
We have developed a new product area for Poison Centres to aid customers and help with complex notification requirements across member states. This has positioned us as knowledge experts in this fast changing landscape.

We've expanded our Customer Service team incorporating two new Customer Service Managers to further advance and deliver service quality and value to our clients. We've also employed an additional Account Manager to maintain and develop our customer relationships.

We're now providing a complimentary training allocation for Chemdata to further provide knowledge support and help with training needs.

Key roles of NCEC and the definition of value

To understand where we can make specific developments to better meet customer need we asked two key questions;



What are we doing to support our customers in managing the complexity of not only compliance and chemical risk but wider business risk and reputational protection?

We've developed a four step process to support clients with understanding and handling a crisis situation. This includes managing and running exercises which provides demonstrable evidence in improving process and preparedness in this area.

We're expanding the regulatory team to wider support SDS Authoring, Poison Centres and REACH.

We've created valuable resources to help our customers comply with regulation and manage risk through downloadable website resources, newsletters and webinar series. As well as investing in development of our online training.

We're focusing resources into the expansion of our Crisis Management services, helping our customers to understand and manage risk through better preparedness of procedures and competency of staff.

We're supporting customers with economic analysis to help understand and communicate the Value of emergency response



For more information on how we can support you in managing risk and compliance issues please visit our website.

Emergency response

<https://the-ncec.com/emergency-response>

Crisis Management

<https://the-ncec.com/crisis-management>

Regulatory Compliance

<https://the-ncec.com/regulatory-compliance>