

Tracking our service performance

Nigel Wright is committed to offering outstanding customer service across all of its markets and part of that is seeking regular feedback from customers so that we can continually improve our service.

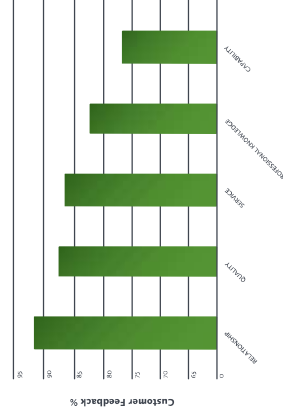
Collecting valuable data helps us to refine our processes as well as develop adequate training programs for our teams. This in turn gives us a strategic advantage in the marketplace by allowing us to review issues and then make immediate improvements across all areas of our business.

The North East Market is an essential part of our UK operations. For 25 years we have worked alongside firms across a wide range of sectors in the region – encompassing consumer, industrial and manufacturing, professional services and IT and digital – supporting them in the selection and development of talent across all disciplines.

In 2017 our North East Business NetPromoter Score, over four quarters, was 93%. That means that 93% of customers would recommend our services to others. This is particularly high for any growing business and we believe it positions us ahead of our competitors.

Each month we survey clients and candidates to find out how they perceive our services. As well as the NetPromoter score we also ask customers to rate different aspects of our service on a scale of one- five (five being excellent and one poor). Below is a table representing data from over 350 client/candidate responses over the last four quarters. An overall percentage has been calculated for each service category.

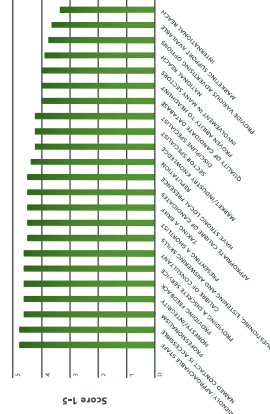
NE Customer Feedback 2012



As you can see our relationship building, professional knowledge, service and quality are all rated between 80-100% (Very good to Excellent).

If we delve into the detail, the chart below outlines 14 of the key factors central to the candidate engagement process. All categories are rated above three (Good) and over half are rated four (Very Good) and above by NE based candidates served in 2012.

NE Client Ratings 2012



In any aspect of performance measurement the objective is to analyse results and look for ways to improve scores. This is what we have endeavoured to do over the last 12 months and the outcome has been very positive. The latest results of 2013, which we published internally in May, show that the NetPromoter score for our North East business has risen to 97%, while at the same time there has been incremental improvement across all areas of both the candidate and client engagement process.

Intern initiative

Last summer Sian Wakefield and Katie Newton, two students from Newcastle Business School at Northumbria University joined Nigel Wright as interns, working in the Newcastle office.

The intern initiative is part of the BA (Hons) Business Leadership and Corporate Management degree at Northumbria University, which they are currently studying towards. This degree programme is the flagship programme of Newcastle Business School and it is specifically designed to develop skills and equip graduates for early career progression. The degree is delivered over three years with the second and third years spent in periods of full time employment alongside study blocks at the University.

For 12 months Sian and Katie have been supporting Nigel Wright's North East

business across the IT, HR, Scientific, Energy, Operations and Commercial teams. Their day to day responsibilities include resourcing candidates, initial telephone interviews, arranging meetings and interviews as well as ad hoc administrative tasks for the wider office: including organising events and reporting on data integrity, candidate activity and the effectiveness of paid-for external resources, to Senior Managers.

According to Sian, 'After only one year at resources, to Senior Managers. Nigel Wright I feel like a completely different

person. The learning curve has been very steep but I can honestly say that it has all been worth it. The exposure to a professional

organisation has taught me many lessons in work ethic, professionalism, time keeping, attitude, office relations and understanding people; which no ordinary graduate could hope to get by just studying at University. I have a better idea of what motivates me, what I want my career to look like and how I need to develop my skills further to get to where I want to be'.

Senior Manager Alistair Moore commented, 'Sian and Katie have had a big impact in the business, as a result we're hoping to continue our relationship with Newcastle Business School and hire more high calibre interns in the future'.

The Nigel Wright Foundation

The Nigel Wright Foundation was formed in 2006 and currently consists of a committee made up of Nigel Wright Employees. Since its inception the Foundation has given over £85,000 to charitable causes.

During the last five years the Foundation has also established partnerships with other community groups, providing donations to local charities. Recent matched employee fund raising efforts have included Great North Runs, Movember and Children in Need.

In 2017 the Foundation decided to focus its efforts on supporting two specific local charities chosen by the committee. They are Keyfund and Over the Wall. Keyfund works predominantly with young people with learning difficulties helping them to build their confidence and develop skills to enable them to play a positive role in their communities. Over the Wall is a children's charity that organises life changing camping trips for children aged between eight and 17, who are affected by serious illness and their families. Both charities have since received £7,900 donations.

Since the last edition of *Imagine* magazine other charities and organisations have also benefited from the foundation. They are:

- **Aquila Way, Gateshead** - £1,500 towards training activities for homeless families
- **Skills for People, Newcastle** - £442 for quilt making materials, cookery ingredients and to hire

the community kitchen facilities for its group for mums with learning disabilities

- Gateway into the Community, Northumberland - £62 rent for a rural youth group for young people with learning disabilities
- Viability Youth Group - £680 for four tents as part of the request for equipment for Duke of Edinburgh Awards expeditions
- Groundwork South Tyneside and Newcastle - Awarded £500 as a contribution towards introductory taster sessions in vocational skills to young people
- Tynemouth Volunteer Life Brigade - Awarded £491 as a contribution towards renewing and upgrading its rescue and personal protection equipment
- SNIPs (Special Needs Integrated Play Scheme) - Awarded £500 for children's meals and a disco as part of the group's Christmas celebrations
- British Wireless for the Blind Fund - Awarded £400 for five Duet 2 radios

he Nigel Wright Foundation is currently planning fundraising events to take place over the summer for its chosen charities, one of which is an employee Coast to Coast bike ride.



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