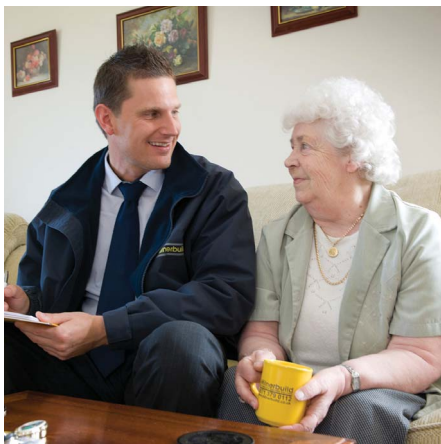


service is at
the heart of
everything
we do



Milnerbuild is staffed 24/7 all year round to ensure customers have someone to speak to when they have a problem



As a specialist provider of integrated building solutions to regional social landlords and local authority clients throughout Yorkshire and the North East of England, Milnerbuild's engineers are constantly customer facing. Ensuring those customers have a great experience at every touchpoint is core to Milnerbuild's culture.

Trade skills are assessed and taken as a starting point when recruiting engineers at Milnerbuild.

Every new recruit undertakes extensive customer service training and is mentored by a team of highly experienced 'ambassadors' to build great service into every working day.

Milnerbuild goes further than most to keep a constant focus on customer service. Staff across the business are incentivised on a range of measures that benchmark great service.



99.9% of emergency call outs being completed within target

The comments, good and bad, from **customer service questionnaires** are fed back to teams to ensure a direct connection between engineers and the service provided.

The focus on customer service extends beyond the frontline engineers to staff in head office. **Milnerbuild** is staffed **24/7** all year round to ensure customers have someone to speak to when they have a problem. The call centre is not outsourced ensuring **complete control over quality** and a shared expertise across the operation.

This approach has resulted in **99.9% of emergency call outs being completed within target**. On a rare occasion that a first time fix cannot be achieved the company operates a rigorous handover process between shifts to ensure that **no customer issues are dropped**.

Average response times from point of call to attendance on site = **37 minutes**.

A healthy apprentice scheme ensures the **next generation of engineers** will be trained to live and breathe great customer service. With over 20 apprentices currently on the scheme, **Milnerbuild** ensures they work side-by-side with time served engineers to gain an understanding of technical and customer service skills.

Alistair Hodgson, Managing Director, **Milnerbuild**, "We firmly believe that by getting the right people on board and enabling them to do work they can be proud of the customer will benefit.

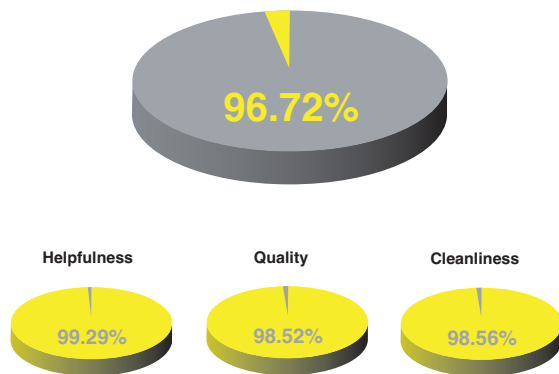


Milnerbuild has a great team of people that care deeply about their work and this creates a **great culture in terms of customer service**, attention to detail and all round job satisfaction.

"By **investing in training and systems** we have built a model that puts **customer service at the heart of everything we do**. We have the reporting procedures to create the transparency needed for **continuous improvement** and enable us to reward great service.

"The bottom line is that our satisfaction figures speak for themselves, with overall **customer satisfaction exceeding an impressive 96%** we have generated a status of which we are immensely proud."

Overall Customer Satisfaction



Source: c.4300 postal questionnaires over a 12 month period August 2009 to July 2010