

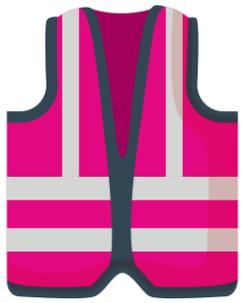
Thank you for taking the time to respond to our Infrastructure Supplier Satisfaction Survey.

Your feedback is crucial in ensuring we identify where we are performing well and where we need to target improvements.

Customer experience is at the core of our business and we are proud that we work collaboratively as one team with our supply chain partners, sharing best practice and developing each other's skills.

# The Supplier Satisfaction Survey Feedback – Spring 2017

Of those who responded **YOU SAID ↓**



**96.7%**

of suppliers think we exhibit **Safety Leadership**



**92.5%**

Osborne **clearly communicate** customers requirements and strategic objectives.



**96.7%**

of our suppliers believe our people engender a **culture of openness** that encourages improvement opportunities, accidents and incidents to be reported



**97.5%**

of our suppliers believe that our **Supply Chain Strategy** is in the right direction and is helping develop closer, more meaningful relationships

**STOP Think!:**

"Safety and performance go hand in hand and this programme exploits the intrinsic link. If our people think differently and make better decisions they will stay safe and improve their performance."



**96.6%**

Osborne is **willing to listen** and incorporate supplier suggestions.



**96.7%**

of our suppliers confirm that we visibly care about the **health and wellbeing** of our operatives



**97.5%**

of our suppliers believe that Osborne **performs better** than, or as well as the other main contractors with whom they work

## WE LISTENED

Our team are liaising directly with all of those who have put forward a good suggestion or response which was less than satisfactory to address individual cases of where we need to improve.

## WE ACTIONED

AS A RESULT OF YOUR FEEDBACK, WE HAVE:

Raised your comments from the survey to the relevant senior member of our team to look into for identifying future improvements, as well as responding to you.

We will now be including further suppliers to both our **STOPThink!** behavioural change programme and the distribution list of our monthly **STOP Think!** publication.

## NEXT STEPS

We will continue evaluating your feedback to identify areas where we can make improvements.

You will also see a further survey coming from us very soon – we hope that you will spare 10 minutes to fill this in. Together, your comments are vital in helping us build safer, more vibrant working relationships with everyone.

**91.5%**

Osborne **support supplier development** in line with our customers requirements.

Osborne: "We consider Osborne to be the current gold standard in collaborative working and supplier management."



**97.5%**

of our suppliers believe that **STOPThink!** has had a positive impact on our attitudes to safety and would like to know more

