



# The Supplier Satisfaction Survey Feedback – Spring 2021



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.

## Core Values

Progressive

Openness

Integrity

Caring

Quality

98.1%



98.2%



100%



98.1%



98.1%



"Very strong collaborative environment and opportunities for optimisation of solutions are considered and supplier input encouraged."



## Fair Operating Practices

80% of our suppliers believe that we pay them in accordance with the agreed payment schedule



## Equality

90% of our suppliers believe that we treat all suppliers equally



"It sends a reminder which promotes safety across the board, reminding us to stop work, speak out if any safety concerns are identified to help us all keep safe at all times."

## H&S Leadership

95% of our suppliers believe that we exhibit safety leadership

98% of our suppliers think that we visibly care about the Health & Wellbeing of the operatives on site

100% of suppliers believe that the STOP Think! Behavioural Change programme has made a positive impact on our attitude towards safety



## Considerate

Making a Social & Environmental Impact

100% of our suppliers believe that we enhance the lives of the communities we work in

100% of our suppliers believe that we are environmentally conscious and caring for the environment



## Integration


98% of suppliers believe that we clearly communicate our customer requirements and strategic objectives

98% of the suppliers believe that we support their development in line with the aforementioned (requirements and strategic objectives)

## Collaboration

★★★★★ 4.19/5 of our suppliers think that we have a collaborative approach to relationships management

93.2% of our suppliers think that we promote involvement and contribution of Supply Chain to preparing the programme

"We now get professional and consistent engagement at supply chain level. A willingness to understand our services and to make the relevant links for us within Osborne has been invaluable. The ability for us to forecast and plan is priceless now we have a greater visibility of pipeline etc. The quality of communication and engagement between our two companies has helped us enjoy greater success of late and transmits very positive vibes throughout our workforce."

Overall 96.23%

of our suppliers believe that Osborne's Supply Chain Strategy is heading in the right direction by providing the necessary support, meaningful customer strategic information, and facilitating the development of closer and more meaningful relationships

98% of our suppliers believe that Osborne performs the same or better than other main contractors that they work for

## We Listened 1

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 2

**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.

## Next Steps 3

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.



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

