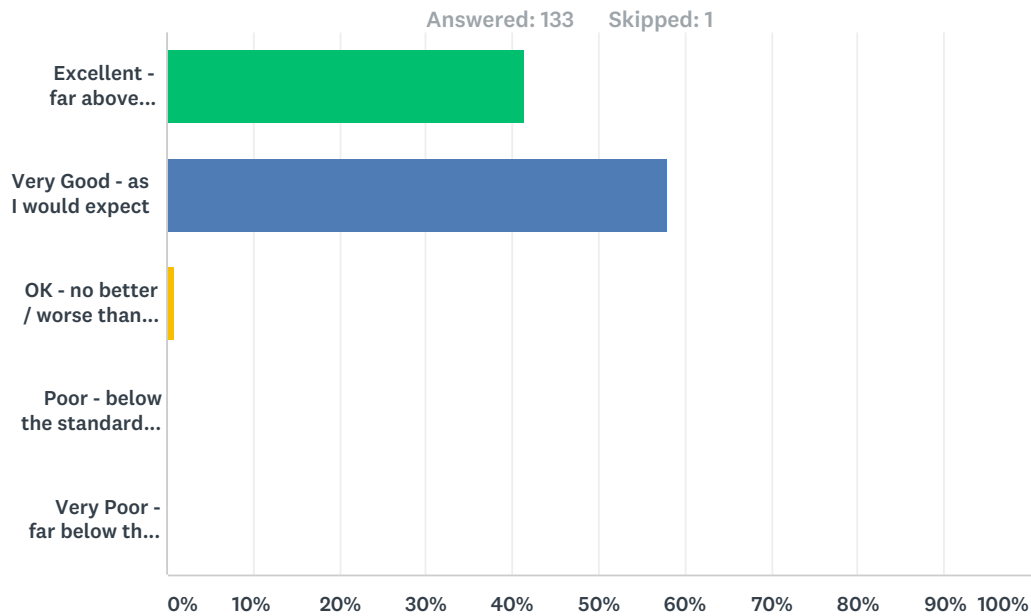


# Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?



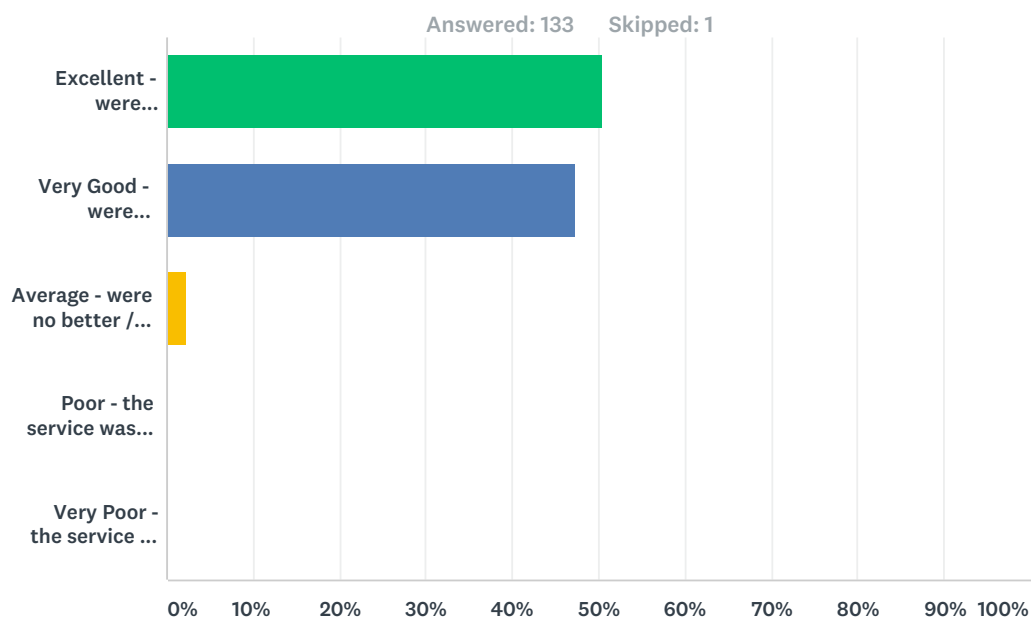
| Answer Choices                                       | Responses  |
|--|------------|
| Excellent - far above expectations                   | 41.35% 55  |
| Very Good - as I would expect                        | 57.89% 77  |
| OK - no better / worse than other delivery companies | 0.75% 1    |
| Poor - below the standard expected                   | 0.00% 0    |
| Very Poor - far below the standard expected          | 0.00% 0    |
| <b>Total</b>   | <b>133</b> |

| #  | Comments if any  | Date               |
|----|--|--------------------|
| 1  | Phoned to say they were 45 minutes away  | 7/30/2017 7:24 PM  |
| 2  | Excellent at organising my delivery to the point of making sure they could deliver by a certain time due to me going out   | 7/30/2017 10:16 AM |
| 3  | Really helpful, considerate delivery-men and jolly too!  | 7/26/2017 6:19 PM  |
| 4  | Service was very good after initial confusion with Brissi  | 7/23/2017 2:50 PM  |
| 5  | Initial emails were a bit confusing, but with the help of One world, all became quite straightforward  | 7/22/2017 2:59 PM  |
| 6  | When I explained that I would have to leave for the last 30 min of the delivery slot, the gentleman on the phone advised we should try anyway and noted this to the crew. It felt like we were working together to find the best solution. | 7/20/2017 11:21 AM |
| 7  | Excellent communication  | 7/20/2017 8:57 AM  |
| 8  | Amazing communication - friendly, accommodating and kept me in the loop  | 7/19/2017 10:29 AM |
| 9  | Thank you for arriving on time   | 7/18/2017 2:08 PM  |
| 10 | Really good delivery guys-patient and helpful  | 7/18/2017 12:33 PM |
| 11 | Arrived on time, parked, unpacked and delivered  | 7/16/2017 7:47 AM  |
| 12 | Good communication and service   | 7/15/2017 12:21 PM |
| 13 | Great communication in arranging the delivery  | 7/15/2017 8:47 AM  |
| 14 | Lovely guys  | 7/13/2017 5:50 PM  |

Ash Logistics Customer Satisfaction - July 2017

|    |  |                    |
|----|--|--------------------|
| 15 | They were very prompt in dealing with our queries, as we do not have a Mobile Signal, and delat with us over land line or email. | 7/13/2017 12:16 PM |
| 16 | Clear communication re delivery. Polite and friendly   | 7/12/2017 8:58 AM  |
| 17 | very clear arrangements  | 7/9/2017 9:59 PM   |
| 18 | polite punctual and friendly   | 7/9/2017 7:22 PM   |
| 19 | Very communicative.  | 7/7/2017 6:18 PM   |
| 20 | Notification by phone great and deliverd to address within time slot.  | 7/6/2017 2:15 PM   |
| 21 | quick and efficient service  | 7/5/2017 9:23 AM   |

## Q2 How would you rate the quality of service from Ash Logistics delivery crew in carrying out your delivery / collection?



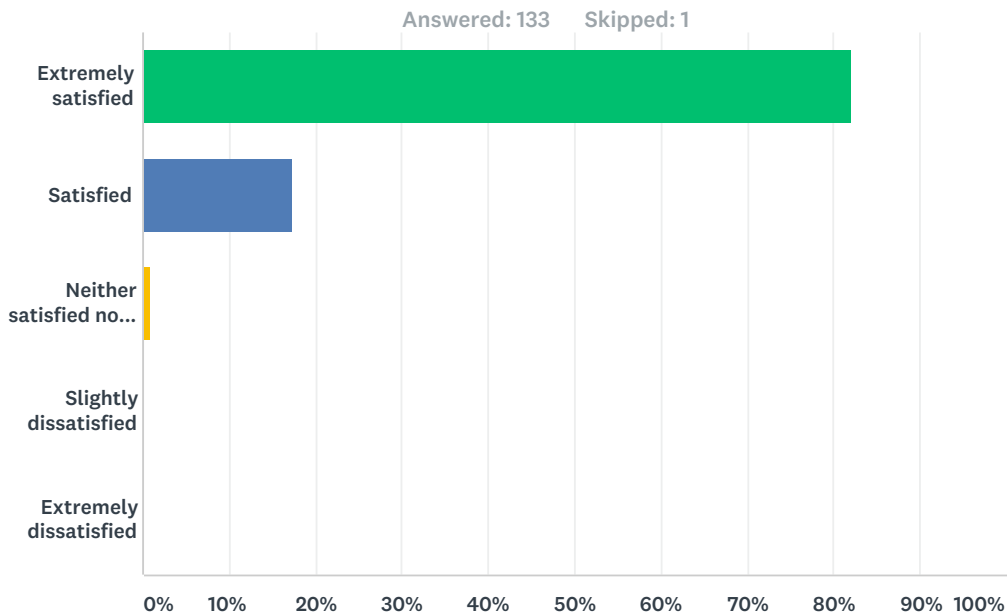
| Answer Choices   | Responses |            |
|--|-----------|------------|
| Excellent - were professional to a level that far exceeded my expectations | 50.38%    | 67         |
| Very Good - were professional to a level I expect                          | 47.37%    | 63         |
| Average - were no better / worse than other delivery companies             | 2.26%     | 3          |
| Poor - the service was below that I which expect                           | 0.00%     | 0          |
| Very Poor - the service was far below that I which expect                  | 0.00%     | 0          |
| <b>Total</b>   |           | <b>133</b> |

| #  | Comments if any  | Date               |
|----|--|--------------------|
| 1  | Very helpful, very quick   | 7/30/2017 7:24 PM  |
| 2  | Very careful and are happy to take items to a specified room   | 7/30/2017 10:16 AM |
| 3  | The delivery men willingly carried the chest of drawers to the first floor. Offered to unpack too.   | 7/23/2017 3:13 PM  |
| 4  | Very polite and friendly, couldn't have done more for us   | 7/22/2017 8:40 PM  |
| 5  | Two very nice, friendly and helpful chaps. The number of times one gets jobs worth, surly delivery people... refreshing change with your guys. | 7/22/2017 2:59 PM  |
| 6  | Courteous and helpful. Offered to take away some extra recycling I had at the house.   | 7/20/2017 11:21 AM |
| 7  | Left parcel exactly where i requested!   | 7/19/2017 10:29 AM |
| 8  | I wasn't there for the delivery as the item was for my daughter  | 7/18/2017 2:08 PM  |
| 9  | Quick, professional, friendly and careful  | 7/15/2017 12:21 PM |
| 10 | Telephoned one world this morning to say what great delivery team you sent   | 7/14/2017 6:51 PM  |
| 11 | Very polite and helpful  | 7/14/2017 12:36 PM |
| 12 | Lovely delivery couriers   | 7/13/2017 5:50 PM  |
| 13 | The Mirror was left in the Back Porch as had already been agreed by us.  | 7/13/2017 12:16 PM |
| 14 | rang ahead as promised. Helpful and v polite.  | 7/12/2017 8:58 AM  |
| 15 | I wasn't there but everything appears ok.  | 7/12/2017 8:29 AM  |

Ash Logistics Customer Satisfaction - July 2017

|           |  |                         |
|-----------|--|-------------------------|
| <b>16</b> | <b>friendly, helpful and on time, thanks</b> | <b>7/9/2017 9:59 PM</b> |
| <b>17</b> | <b>very reliable transport company</b>       | <b>7/5/2017 9:23 AM</b> |

## Q3 Overall, how would you rate your experience of dealing with Ash Logistics ?



| Answer Choices                     | Responses | Count      |
|------------------------------------|-----------|------------|
| Extremely satisfied                | 81.95%    | 109        |
| Satisfied                          | 17.29%    | 23         |
| Neither satisfied nor dissatisfied | 0.75%     | 1          |
| Slightly dissatisfied              | 0.00%     | 0          |
| Extremely dissatisfied             | 0.00%     | 0          |
| <b>Total</b>                       |           | <b>133</b> |

| #  | Comments if any  | Date               |
|----|--|--------------------|
| 1  | Have had them deliver before, very professional and what you would hope from a delivery company when delivering large/fragile items into your home   | 7/30/2017 10:16 AM |
| 2  | Many thanks  | 7/26/2017 6:19 PM  |
| 3  | Overall, a satisfying experience. Happy with how it all went.  | 7/22/2017 2:59 PM  |
| 4  | Very efficient, accurate timing  | 7/20/2017 8:57 AM  |
| 5  | Thank you!   | 7/15/2017 12:21 PM |
| 6  | Excellent friendly service very impressed  | 7/13/2017 5:50 PM  |
| 7  | Guys were very accommodating, pleasant and decent. Thank you.  | 7/11/2017 8:47 PM  |
| 8  | Nice to be asked 'this is our first available delivery spot, let us know if it's ok', rather than this is when we're coming and tough if it's not convenient. Very pleased with the delivery experience. | 7/9/2017 3:51 PM   |
| 9  | I was more than satisfied as the service all round was very good.  | 7/7/2017 6:18 PM   |
| 10 | polite and easy to liaise with   | 7/7/2017 1:00 PM   |
| 11 | Overall, very professional, helpful and I would definitely recommend them.   | 7/5/2017 9:24 AM   |
| 12 | Great guys   | 7/5/2017 8:40 AM   |