

Customer Satisfaction Survey

2008 Feedback Report

We are delighted to announce that TSO has achieved its highest customer satisfaction level since the Customer Satisfaction Survey began in 2003. Our Customer Satisfaction Index for 2008 is

92.3%

This is an increase of 6.9% on our 2007 score and puts TSO in the top 2% of over 500 organisations surveyed within the supply and distribution sector.



June 2009

www.tso.co.uk



Background to the survey

During October and November 2008 a random sample of 1,200 customers were asked to take part in the Customer Satisfaction Survey. Of those contacted 348 customers, representing orders placed using all of our sales channels, completed the survey. As in previous years the data analysis and benchmarking was carried out by The Leadership Factor, independent experts in customer satisfaction measurement.

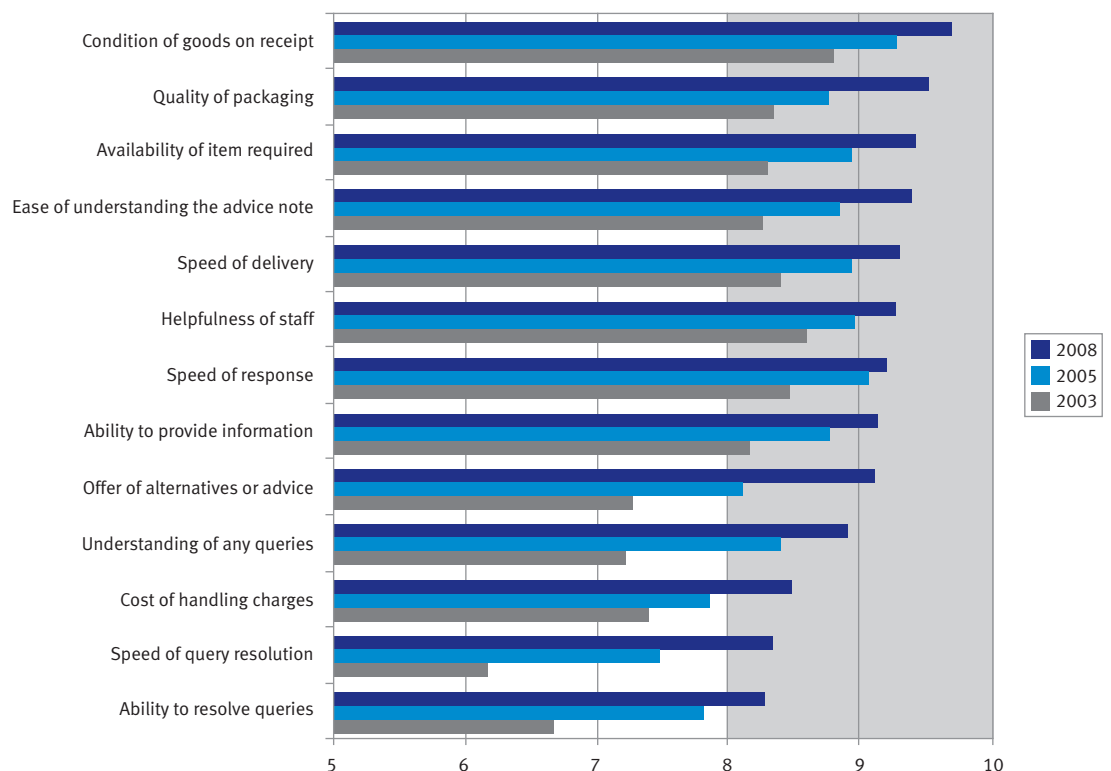
How satisfied are you?

Customer satisfaction was measured using the 13 requirements which were identified when the survey began in 2003, enabling TSO to measure progress from year to year. Respondents were asked to rate these requirements in terms of importance and then indicate how satisfied they were with TSO's performance for each. TSO scored particularly highly in:

- Conditions of goods on receipt
- Helpfulness of staff
- Availability of items required.

Significantly the scores indicate that levels of satisfaction for all 13 requirements have increased since 2007. We are delighted with the substantial improvements we have made across the 13 requirements since the survey began in 2003, as demonstrated in the table below:

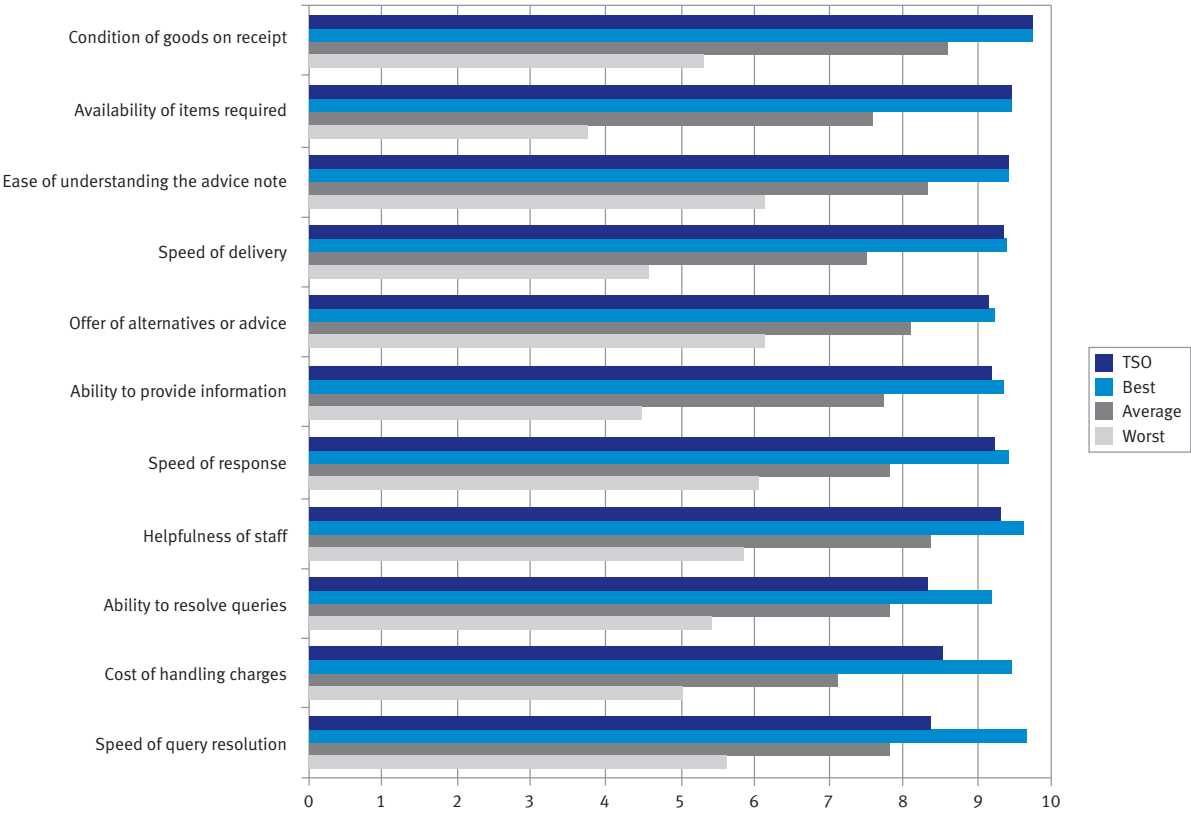
TSO's satisfaction ratings over time



This increase in satisfaction scores demonstrates the substantial, sustainable impact of the improvements we have made. These include the introduction of monthly satisfaction surveys as part of our after-sales support to ensure that we are able to quickly identify and resolve any potential issues and ensure ongoing, continuous improvement.

TSO's focus on providing excellent customer service is also reflected in the table below, which compares our satisfaction ratings against the best, worst and average scores recorded by The Leadership Factor across 11 of the key requirements:

TSO's customer satisfaction ratings compared with other organisations



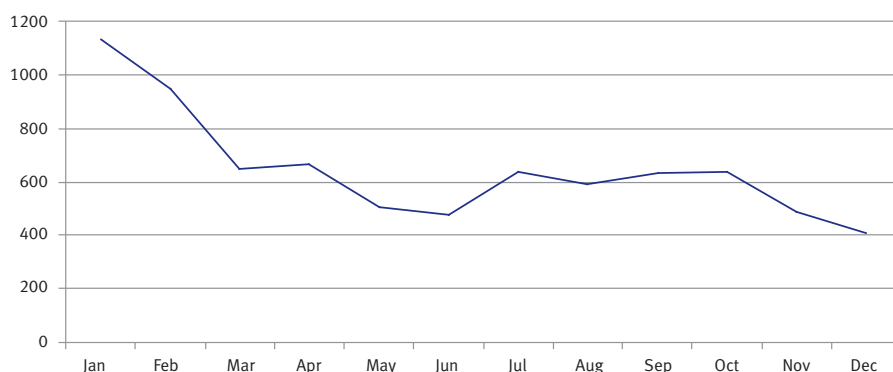
These figures show that TSO is not only achieving above average scores across all requirements, but for three of them, condition of goods on receipt, availability of items required and ease of understanding the advice note, TSO has achieved the highest level of satisfaction out of all organisations surveyed.



Our aims for the future

The increase in customer satisfaction across all customer requirements in 2008 demonstrates our commitment to the continuous improvement of our services. In 2007 we set the aim of reducing the number of complaints received. We put measures in place to achieve this and saw a steady decline in the number of complaints received throughout 2008, as illustrated in the graph below.

Complaints received throughout 2008



For more information on levels of complaints and our other customer performance measures visit:

www.tso.co.uk/about/assurance/customerservicescharter/csperformance

In 2009 we will aim to maintain our strong position and continue to impress our customers with new and innovative ways of providing outstanding customer services. Over the coming months we will be targeting a further reduction in the number of customers who require the services of our after sales support.

And finally . . .

We would like to thank all of our customers who took the time to complete and return our survey. Here are some typical responses to the question: **How can we improve our services to you?**

“Good service. Staff are always helpful and delivery is fast”

“Staff on the phone were fantastic”

“Very good service, would recommend it to anyone”

“I found the service from TSO helpful and the staff were very knowledgeable and co-operative”

“Keep doing what you are doing”

“Very impressed with the service and after sales support.”