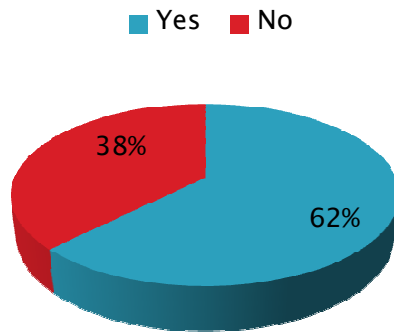


Survey Results

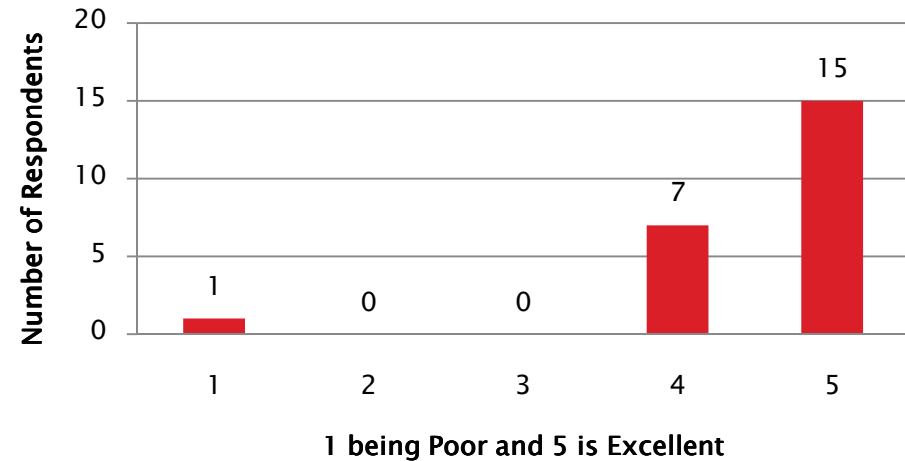
- ▶ We conducted an online survey and asked 86 customers what they thought of our current service, their opinion of the company website and what improvements they would suggest.
- ▶ A total of 26 customers started the survey but only 19 answered all the questions.

Have you ever visited our website?



- ▶ Information on the website was rated 4.15 on average
- ▶ Font size on the website rated 4.05 on average
- ▶ Colours used on the website rated 3.8 on average
- ▶ Ease of finding information on the website rated 4.06 on average

How do you rate our service overall?



“Shorter lead times would be great, but otherwise keep doing what you're doing. RF's unique selling point is the personal service aspect that comes with being a small family business that cares about the customer.”

“I always find your service and quality excellent.”

“I have never found anything lacking or in need of improvement, in fact your service is exceptional, you treat your customers as real people and you're our favourite supplier!”