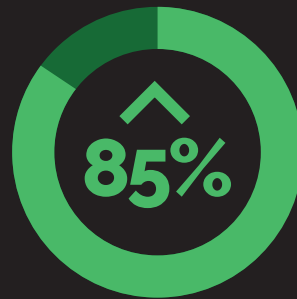
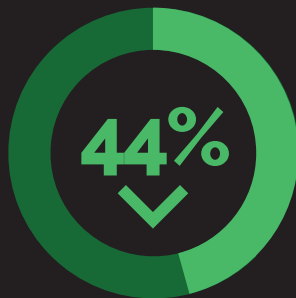


DECREASE IN COMPLAINTS



EMPLOYEE ENGAGEMENT



STAFF ATTRITION REDUCED



NPS INCREASED



Our operating costs reduced by 35% which self-funded our entire programme. Since the programme, we have achieved our highest ever employee engagement scores since our P&L was formed and our NPS score achieved a new record of +32 in July: 20 points up from where we started



BEV ROUNEY

Head of Internal Communications & Cultural Transformation
British Gas Services

