



Thank you to those of you who took the time to respond to our YourVoice 2017 survey based on the NetPromoter system.

The Civica team is committed to providing you with a first-class experience by maintaining a high standard of support. Your feedback on our products and services therefore plays an important role in helping us understand how we're performing against your expectations, and in shaping improvements that will allow us to exceed them in the future.

Although YourVoice is our formal customer feedback programme, we're interested in hearing your feedback throughout the year. Please don't wait for our annual survey if you'd like to share your feedback sooner, simply speak to your Civica Partnership Director or Account Manager.

On **Tuesday 8th May 2018**, we'll once again be inviting you to share your feedback and take part in our YourVoice survey. The survey is sent to all of our customers across the globe, takes only a few minutes to complete and includes just 4 simple questions. All responses will receive a timely follow-up from a member of the Civica team, and we'll once again donate to charity as a thank you for your support and time.

Key facts:

Overall **customer satisfaction** continued to trend above **80%** for our 2017 survey



The number of **promoters**, (those who scored us 9 or 10), increased by **3%**



Since 2016, our overall NetPromoter Score (NPS) has **increased by 28%**



Your responses generated **£2,800** for Action for Children, Shelter, The Prince's Trust and Water for Kids



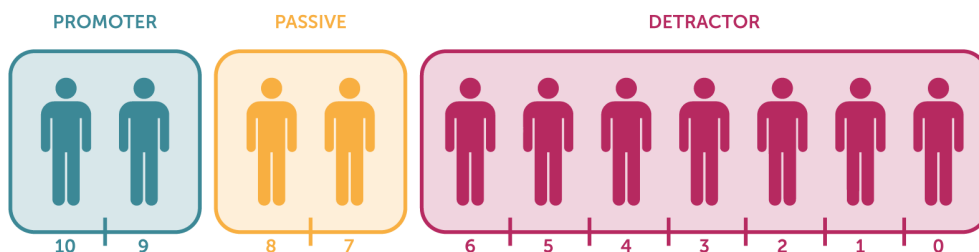
So, how is your feedback already making a difference?

1. During the year we continued with initiatives to underpin our position as an employer of choice and develop the skills and customer service values of our team, delivering 119,400 hours of training globally.
2. We continued to focus on maintaining high standards and achieved re-certification of our service delivery platform following consolidation and creation of a centralised Service Centre. With a scalable operating platform established, we continue to embed consistent best practice in support of our growth through our operational excellence programme and Group project office.
3. During the period we invested in major office improvements in particular to develop our network of 'hub' offices, which offer more open and dynamic working spaces to boost collaboration, agile working and creativity.
4. This year we invested 19% of our total revenue in development and innovation. Our acquisition of an offshore development centre has also helped us to accelerate software development.
5. Ahead of the new General Data Protection Regulation (GDPR), we undertook product developments to help customers reduce the risk of non-compliance and reduce the time taken to handle citizen requests, together with services to help organisations build a stronger platform for the future.
6. We continued to enhance our internal policies and procedures to support our culture as a people-centric and diverse employer. As an Investors in People 'gold' organisation, we also recognise the value of bringing fresh, new talent into Civica by ensuring 5% of our workforce are apprentices and graduates by 2020. During the year we were also delighted to be named as one of the top 50 places to work in the Glassdoor Employees' Choice Awards.

... these are just some of the changes that we've made at a Group level - your feedback has also made a difference at a local level too!

What is NetPromoter? How does it work?

NetPromoter is the most popular metric for measuring and acting on customer satisfaction data. Our NetPromoter Score is based on the answer to a single question on a 0-10 scale: "How likely is it that you would recommend Civica to a friend or colleague?" Once we close the survey, we calculate the percentage of 'Promoters' (those who scored us 9 or 10) and subtract the percentage of 'Detractors' (those who scored us 0-6) to give us our NetPromoter Score.



An illustration of how your rating between 10-0 is classified.



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