

VOICES INTO ACTIONS

YOUR VOICE COUNTS

WE'RE LISTENING!



WE FEEL SAFE

Safety is our 1st item on all H&S meeting agendas; Stepping In; Clear desk policy, Regular office inspections & 'Trash Bash'



OUR FOCUS ON HEALTH

Healthy lifestyle Group sharing tips on diet, fitness & health. We lost 11 stone in 6 months and raised £338.60 for charity. **Great results** in pedometer challenge!



WE BELIEVE IN EXCELLENT COLLABORATION

Cross functional meeting at Stockton Helping **improve debt positions** with businesses



YOU HELPED YOUR COMMUNITY

Annual Lend-a-Hand scheme – 2015 is being organised with Daisy Chain



HELPING ME TO GROW BE THE BEST

- Great training session by legal partners
- **Future potential** discussed in 121s
- Ledger reviews



I'M GIVING FEEDBACK

Workshops to discuss the results of the 2014 Engagement Survey



WE WERE BEST FOR CUSTOMERS

- Answering 98.8% of incoming calls
- Excellent feedback from external and internal customers
- Delivery of services within SLAs

KEY CHALLENGE

Our key challenge at Commercial Administration is to focus on collaboration and communication between the businesses to improve cash collection performance. We continue working hard to address this complex issue



COMMERCIAL
ADMINISTRATION