

"SitexOrbis improves even further!"
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"SitexOrbis has 10% more customers to recommend them in 2009."
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"SitexOrbis is even closer to 100% customer satisfaction!"
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The Journal

THE BEST GETS BETTER...

SitexOrbis was rated **number 1** by its customers and a year on they're even happier!



SitexOrbis
property & people protection 24/7

96%

of our customers are happy

SitexOrbis is 'number one' and it's official!

The Leadership Factor, an independent market research company, has conducted surveys with the objective of helping us to understand how satisfied customers are with the service we provide.



SitexOrbis does it again...

How satisfied are our customers?

SitexOrbis scored 81.6% on the overall customer satisfaction index, which is a dramatic improvement on previous years. We are extremely happy to have received this rating. Our customers are more than satisfied with most of the parameters and once again ranked the attitude of our operatives the highest, reflecting that SitexOrbis has a good team. Long-term customers are the happiest with our services.

Summarising the survey

The full report is detailed and far-reaching, but the key points are:

- **Overall customer satisfaction index reaches a record level (81.6%)**
- **9 out of 10 customers are happy with our services (96.2%)**
- **Highest number of customers would recommend us (51.3%)**

Who did we survey?

160+ customers were surveyed across the country between August and September 2009.

What did we ask?

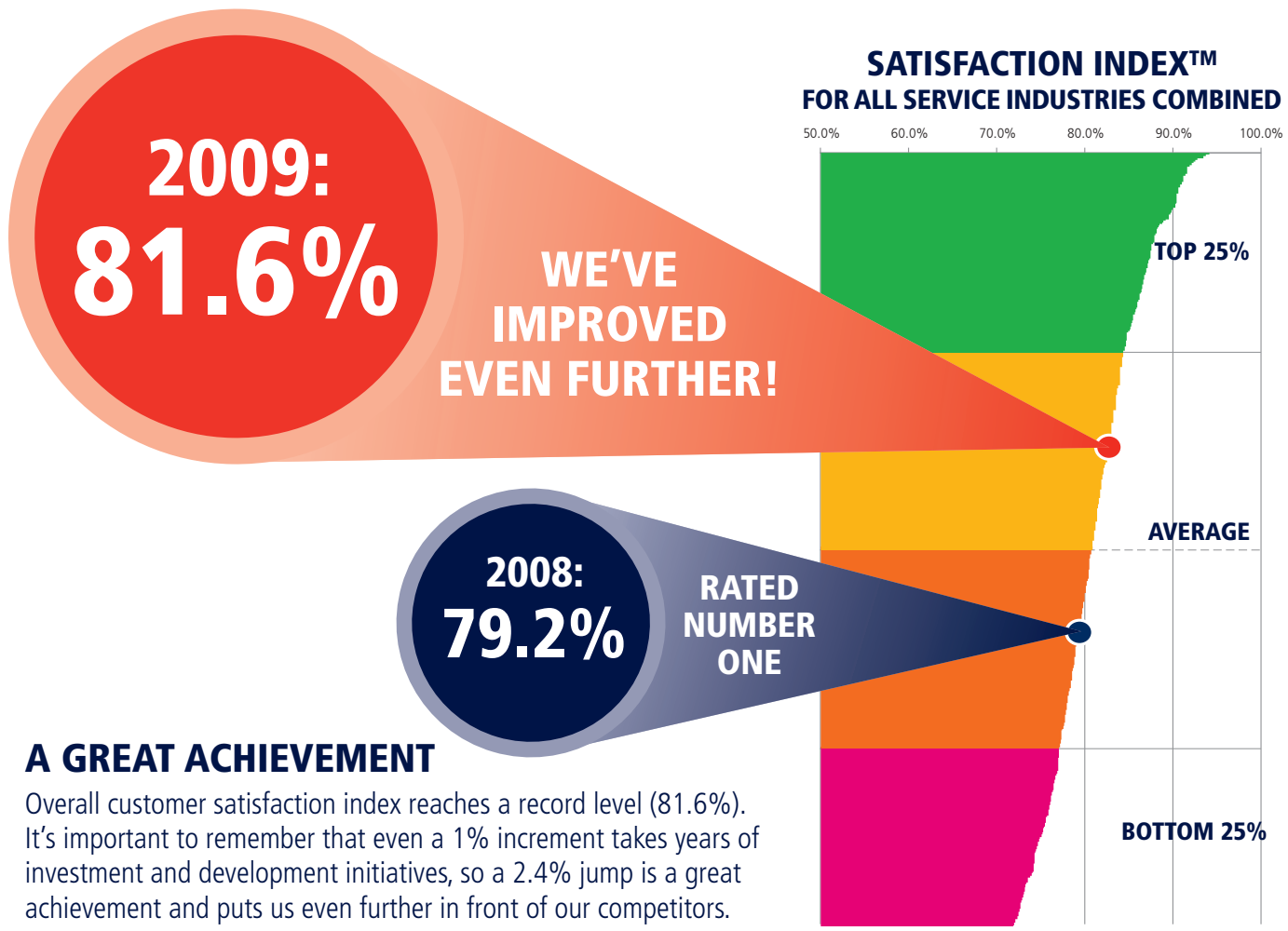
We were able to conduct research with a cross-section of our customers. These questions were based on the 20 most important customer requirements identified in the previous surveys and the same parameters were used in 2009.

How did we survey?

For each question involved in the main survey, customers were asked to rank both how satisfied they were with SitexOrbis' performance and how important the requirement was to them. For both, customers were asked to provide a rating between 1 (low) and 10 (high).

How did we improve?

The feedback given in the previous year's survey highlighted key areas for us to focus to develop and maintain our position at the top. To ensure that these points were tackled, we created workshops across the business that included tasks and training, all under the banner of 'Project Pride'.

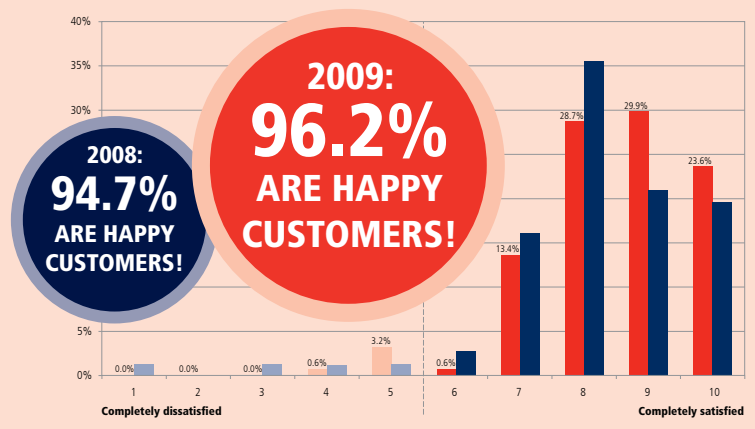


A GREAT ACHIEVEMENT

Overall customer satisfaction index reaches a record level (81.6%). It's important to remember that even a 1% increment takes years of investment and development initiatives, so a 2.4% jump is a great achievement and puts us even further in front of our competitors.

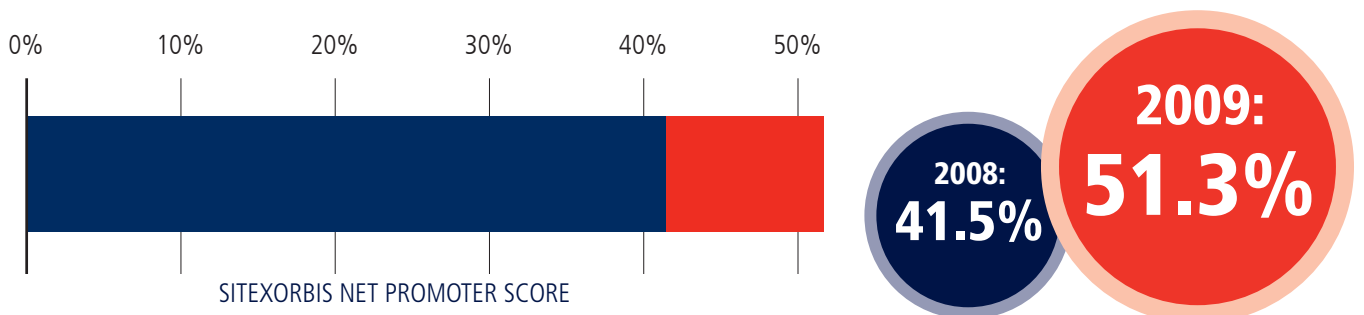
OUR CUSTOMERS ARE EVEN HAPPIER THAN LAST YEAR!

9 out of 10 customers are happy with SitexOrbis' service! We've also improved in this area by 1.5%, getting us even closer to 100% customer satisfaction!



WOULD OUR CUSTOMERS RECOMMEND US?

Yes! We have a Net Promoter Score (net score of all customers who would recommend SitexOrbis) of 51.3% this year – a **10% increase** on last year! This means that not only do we have a higher number of happy customers but they are also very happy to recommend us to others.



It's important to note that Net Promotor Scores above 50% are considered outstanding by the inventors Bain & Co.

Project Pride 2

To ensure that we maintained our number one rating and continued to improve our service for our customers, we created workshops across the business that included a set of tasks and training, covering four main areas that were identified in the 2008 survey. These all went under the banner of 'Project Pride' and our further improvement shows that this was a success. We will use the feedback gained in the 2009 survey to continue this and ensure that we excel in every aspect of our service to further enhance our market position and deliver even higher levels of customer satisfaction.

We'd like to thank all of our customers for their feedback, as without this we would not be able to develop our business further.

Don't take our word for it

The full report is available for you to read, but in the meantime, here's what some of our customers say about us:

"They are easy to contact. They are friendly and helpful. With SitexOrbis they actually do what they say they will. I don't ever have to chase them up."



"SitexOrbis perform a very good job and they have a website that keeps me updated on the progress of work, including pictures of secured properties."



"Their response is always rapid in securing buildings, even if it is late in the day, and they will always go the extra mile to do what is required of them."



"The consideration for residents shown by SitexOrbis teams and their speed of response has undoubtedly helped the neighbourhood. The experience they've gained over the past four years is being used well in building excellent working relationships."



One number, one call does it all...

08000 830 850

24/7 RESPONSE CENTRE

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