

Satisfied Stakeholders



Customers

Delivering consistently positive customer experiences

As we have transformed the business, we have been guided by ongoing customer feedback and our desire to maintain our consistently high satisfaction ratings.



98%

CUSTOMER SATISFACTION



People

Engaging our employees and prioritising their wellbeing

During an unprecedented year for the Group, we have increased our employee engagement in order to understand and solve their challenges.

89%

HAPPY WORKING FROM HOME, MANAGING WORKING HOURS AND WORKLOAD

98%

SATISFIED WITH MORSES CLUB'S FLEXIBILITY

**I would recommend them to anyone, they're really helpful and are there to support you if you need it.****97%**

LIKELY TO CONSIDER USING MORSES CLUB AGAIN IN THE FUTURE

**I have been with them for years and they have never let me down.****94%**

LIKELY TO RECOMMEND MORSES CLUB TO FRIENDS AND FAMILY

**They're always helpful and go above and beyond.****85%**

POSITIVELY RATED THE SUPPORT FROM THEIR LINE MANAGER

**I feel a level of trust has been given to me which makes me feel empowered that I'm trusted to manage my time and get my work done.****78%**

FOUND IT EASY TO WORK FROM HOME

**From the CEO down, all higher management have sent regular communications showing gratitude and appreciation for our efforts.****78%**

POSITIVE ABOUT COMMUNICATIONS FROM THE BUSINESS

**The Company has made the job as easy as possible with the new things that have been introduced.**