

Fiona Southorn  
 Leaf Lifestyle and Beauty  
 Shire House  
 Chester Road  
 Gatesheath  
 Tattenhall  
 Cheshire  
 CH3 9AH

05/09/2008

Ref: BS EN ISO 9001: 2000

Report Ref # CS004

We are committed to continuously improving our service to all our customers. We hold the above Quality Standard and not only monitor our approach to our work but ensure the emphasis is on you, our customer. To this end it would be helpful if you would complete the questionnaire below in order to help us look at our service to you and ourselves overall.

Please answer the questions on a scale of 4 - 1 where 4 = excellent and 1 = poor.

Should you wish to make further comment please do so. Please fax the questionnaire back to us or else return it with the Master Key Receipt Form. Your time and your comments are very much appreciated.

|   |   |   |   |   |
|---|---|---|---|---|
| <b>Sales:</b><br>How well was your sale enquiry handled?                              | 4 | 3 | 2 | 1 |
| <b>Design and Quotation:</b><br>How satisfied were you with our performance?          | 4 | 3 | 2 | 1 |
| <b>Quality of Product</b><br>How did the quality meet your expectations               | 4 | 3 | 2 | 1 |
| <b>Installation. How satisfied are you with the:</b><br>The standard of installation? | 4 | 3 | 2 | 1 |
| The courtesy and helpfulness of installation team?                                    | 4 | 3 | 2 | 1 |
| Any comments you would like to make on how we could improve our performance?          |   |   |   |   |

THANK YOU VERY MUCH FOR TAKING THE TIME TO COMPLETE THIS SURVEY

## CROWN SPORTS LOCKERS (UK) Ltd

John Payne  
AFM Guernsey  
PO Box 595  
Garenne Park  
Rue de la Cache  
St Sampsons  
Guernsey  
GY1 6HD

20/01/2009

Ref: BS EN ISO 9001: 2000 Report Ref # CS025

We are committed to continuously improving our service to all our customers. We hold the above Quality Standard and not only monitor our approach to our work but ensure the emphasis is on you, our customer. To this end it would be helpful if you would complete the questionnaire below in order to help us look at our service to you and ourselves overall.

Please answer the questions on a scale of 4 - 1 where 4 = excellent and 1 = poor.

Should you wish to make further comment please do so. Please fax the questionnaire back to us or else return it with the Master Key Receipt Form. Your time and your comments are very much appreciated.

|  |     |   |   |   |
|--|-----|---|---|---|
| <b>Sales:</b><br>How well was your sale enquiry handled?                     | (4) | 3 | 2 | 1 |
| <b>Design and Quotation:</b><br>How satisfied were you with our performance? | (4) | 3 | 2 | 1 |
| <b>Quality of Product:</b><br>How did our product meet your expectations     | (4) | 3 | 2 | 1 |
| Any comments you would like to make on how we could improve our performance? |     |   |   |   |

**THANK YOU VERY MUCH FOR TAKING THE TIME TO COMPLETE THIS SURVEY**

**Please return by fax to 01803 556767 Along with Master Key Acceptance Form**

## CROWN SPORTS LOCKERS (UK) Ltd

Steve Taylor  
 CDS Construction Services Ltd  
 9a Poplar Close  
 Colnbrook  
 Berkshire  
 SL3 0PQ

30/04/2009

Ref: BS EN ISO 9001: 2000 Report Ref # CS033

We are committed to continuously improving our service to all our customers. We hold the above Quality Standard and not only monitor our approach to our work but ensure the emphasis is on you, our customer. To this end it would be helpful if you would complete the questionnaire below in order to help us look at our service to you and ourselves overall.

Please answer the questions on a scale of 4 - 1 where 4 = excellent and 1 = poor.

Should you wish to make further comment please do so. Please fax the questionnaire back to us or else return it with the Master Key Receipt Form. Your time and your comments are very much appreciated.

|   |            |        |        |        |
|---|------------|--------|--------|--------|
| <b>Sales:</b><br>How well was your sale enquiry handled?  | 4 ✓        | 3      | 2      | 1      |
| <b>Design and Quotation:</b><br>How satisfied were you with our performance?  | 4 ✓        | 3      | 2      | 1      |
| <b>Quality of Product:</b><br>How did our product meet your expectations  | 4 ✓        | 3      | 2      | 1      |
| <b>Installation. How satisfied are you with the:</b><br>The standard of installation?<br>The courtesy and helpfulness of installation team? | 4 ✓<br>4 ✓ | 3<br>3 | 2<br>2 | 1<br>1 |
| Any comments you would like to make on how we could improve our performance?  |            |        |        |        |

**THANK YOU VERY MUCH FOR TAKING THE TIME TO COMPLETE THIS  
 SURVEY**

**Please return by fax to 01803 556767 Along with Master Key Acceptance Form**

## CROWN SPORTS LOCKERS (UK) Ltd

Asif Yusufali  
Home House  
20 Portman Square  
London  
W1H 6LW

06/08/2009

Ref: BS EN ISO 9001: 2000 Report Ref # CS043

We are committed to continuously improving our service to all our customers. We hold the above Quality Standard and not only monitor our approach to our work but ensure the emphasis is on you, our customer. To this end it would be helpful if you would complete the questionnaire below in order to help us look at our service to you and ourselves overall.

Please answer the questions on a scale of 4 - 1 where 4 = excellent and 1 = poor.

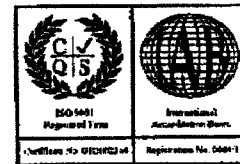
Should you wish to make further comment please do so. Please fax the questionnaire back to us or else return it with the Master Key Receipt Form. Your time and your comments are very much appreciated.

|   |   |   |   |   |
|---|---|---|---|---|
| <b>Sales:</b><br>How well was your sale enquiry handled?                        | 4 | 3 | 2 | 1 |
| <b>Design and Quotation:</b><br>How satisfied were you with our performance?    | 4 | 3 | 2 | 1 |
| <b>Quality of Product:</b><br>How did our product meet your expectations        | 4 | 3 | 2 | 1 |
| <b>Installation. How easy were the lockers to install?:</b>                     | 4 | 3 | 2 | 1 |
| Any comments you would like to make on how we could improve our performance? .. |   |   |   |   |

**THANK YOU VERY MUCH FOR TAKING THE TIME TO COMPLETE THIS  
SURVEY**

**Please return by fax to 01803 556767 Along with Master Key Acceptance Form**

Jack Matharu  
 MJM Supplies Ltd  
 Unit 7 Riverside Ind Est  
 27 Thames Road  
 Barking  
 Essex  
 IG11 0ND



09/10/2009

Dear Jack

**Ref: BS EN ISO 9001: 2000 Report Ref # CS051**

We have been selling wood lockers and accessories from our web site since the year 2004. We are constantly striving to make this operation as simple as possible. We listen to, review all comments and make improvements to the site on a regular basis.

This is part of our commitment to continuously improving our service to all our customers. We hold the above Quality Standard and not only monitor our approach to our work but ensure the emphasis is on you, our customer. To this end it would be helpful if you would complete the questionnaire below in order to help us look at our service to you and ourselves overall.

Please answer the questions on a scale of 4 - 1 where 4 = excellent and 1 = poor.

|   |     |   |   |   |
|---|-----|---|---|---|
| <b>Web Site</b><br>How easy to use was the web site?                                | (4) | 3 | 2 | 1 |
| <b>Technical Sales Assistance</b><br>How helpful was the sales person?              | (4) | 3 | 2 | 1 |
| <b>Delivery</b><br>How satisfied were you with the delivery?                        | (4) | 3 | 2 | 1 |
| <b>Packaging</b><br>How satisfied were you with the packaging?                      | (4) | 3 | 2 | 1 |
| <b>Installation</b><br>How did you find the lockers to install?                     | (4) | 3 | 2 | 1 |
| <b>Quality of Product</b><br>How did the quality meet your expectations?            | (4) | 3 | 2 | 1 |
| <b>Any comments you would like to make on how we could improve our performance?</b> |     |   |   |   |
|   |     |   |   |   |

**THANK YOU VERY MUCH FOR TAKING THE TIME TO COMPLETE THIS SURVEY**  
 Please return by fax to 01803 556767 along with the Master Key Acceptance Form

## CROWN SPORTS LOCKERS (UK) Ltd

Cathy Ball  
 Calcot Spa  
 Calcot  
 Nr Tetbury  
 Gloucestershire  
 GL8 8YJ

01/02/2010

Ref: BS EN ISO 9001: 2000 Report Ref # CS060

We are committed to continuously improving our service to all our customers. We hold the above Quality Standard and not only monitor our approach to our work but ensure the emphasis is on you, our customer. To this end it would be helpful if you would complete the questionnaire below in order to help us look at our service to you and ourselves overall.

Please answer the questions on a scale of 4 - 1 where 4 = excellent and 1 = poor.

Should you wish to make further comment please do so. Please fax the questionnaire back to us or else return it with the Master Key Receipt Form. Your time and your comments are very much appreciated.

|   |   |   |   |   |
|---|---|---|---|---|
| <b>Sales:</b><br>How well was your sale enquiry handled?                              | 4 | 3 | 2 | 1 |
| <b>Design and Quotation:</b><br>How satisfied were you with our performance?          | 4 | 3 | 2 | 1 |
| <b>Quality of Product:</b><br>How did our product meet your expectations              | 4 | 3 | 2 | 1 |
| <b>Installation. How satisfied are you with the:</b><br>The standard of installation? | 4 | 3 | 2 | 1 |
| The courtesy and helpfulness of installation team?                                    | 4 | 3 | 2 | 1 |
| Any comments you would like to make on how we could improve our performance?          |   |   |   |   |
|   |   |   |   |   |

**THANK YOU VERY MUCH FOR TAKING THE TIME TO COMPLETE THIS  
 SURVEY**

**Please return by fax to 01803 556767 Along with Master Key Acceptance Form**