

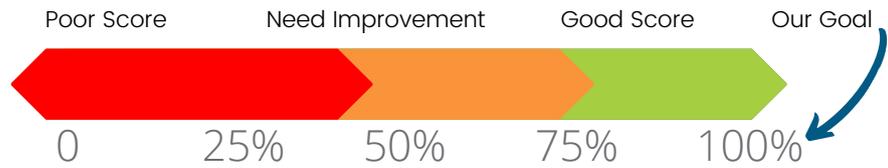
Customer Survey Results

Q4 Audits: October - December 2019

Number of Audits this Quarter: 165

Number of Surveys Returned: 62

Return Rate: 38%



Our customer satisfaction process consists of dedicated Client Service Managers who regularly follow-up with their clients to get timely feedback, which is then passed back to the audit team. This allows us to continually improve the way we operate and enhance the experience for our clients.

My audit was scheduled well in advanced:

98%

My auditor(s) are very knowledgeable regarding the requirements of the standard(s):

100%

92%

Once my audit was confirmed, TRC did not initiate a change:

100%

It is clear who to contact within TRC for all questions and customer support:

Our audit report was given to us in a reasonable amount of time:

98%

My audit plan was sent with enough time to plan for my audit:

98%

"I am satisfied with the services TRC provides."

98%



The Registrar Company

Customer Survey Results

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My auditor(s) are very knowledgeable about our business:

98%

The audit findings will help our business improve as an organization:

96%

94%

My invoice was accurate:

96%

Our certification was sent to us in a reasonable amount of time:

The audit was Value-Added for our organization:

98%

Our travel costs are reasonable:

92%

98%

The content and format of my audit report meets my expectations:

"How likely are you to recommend TRC to your friends or colleagues?"

98%



The Registrar Company

Customer Survey Results

Q4 Audits: October – December 2019

*Comments from
our Clients*

"We are pleased with our transition to TRC,
and enjoy working with their Auditors"

– **Millennium Oilflow Systems and
Technology**

"It was a pleasure going through
the audit process with our TRC
Auditor, they were professional
and knowledgeable."

– **Dar-Kai Enterprises Ltd.**

"TRC has demonstrated professionalism
through service provided."

– **Hensley Industries**

"[Our Auditor] was professional
and timely during the audit as well
as a pleasure to work with."

– **H&D Distributors, Inc**

"I cannot say enough good things about TRC and their team.
Our CSM is an amazing coordinator and helped me transition
from our previous registrar company, to TRC. Communication
was excellent with both my lead auditor and coordinator.

I am glad TRC was recommended by a colleague."

– **Polymer Products**

"Support from TRC was excellent.

I found our client Services
Manager was very professional
and eager to answer any
questions I brought forth in a
timely manner. She made our
transition to TRC effortless.

Thank you TRC!"

– **Standard Manufacturers
Services Limited**

"... our TRC Auditor's knowledge of our
business, knowledgeable regarding the
standard, and being a value add to our
organization cannot be overstated."

– **Excellon Technologies**

"Every aspect of our audit met with
our expectations."

– **Levy's Machine Works Ltd.**



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