

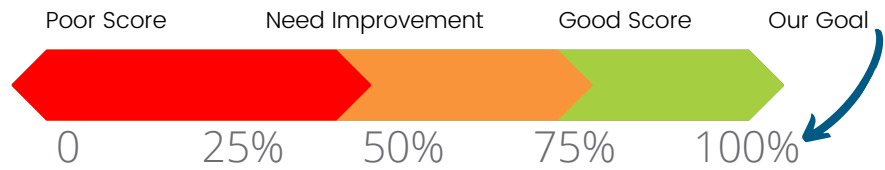
Customer Survey Results

Q4 Audits: October–December 2021

Number of Audits this Quarter: 170

Number of Surveys Returned: 52

Return Rate: 31%



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:

100%

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

100%

98%

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:

100%

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

100%

"I am satisfied with the services TRC provides."

100%



The Registrar Company

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

96%

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

96%

98%

My invoice was accurate:

98%

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

The audit was Value-Added for our organization:

96%

Our travel costs are reasonable:

91%

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

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Q4 Audits: October–December 2021

Comments from our Clients

"TRC is always very responsive to any requests for information and provides reports and certificates in timely manner. Our auditor is very knowledgeable and treats all employees with respect." – **Adaptall**

"Our auditor was great and we look forward to working with them on future audits...thank you." - **Aristeo Construction**

"TRC Customer Service could not be better. No question went unanswered and they were proactive to our certification needs. They allowed flexibility for last minute changes; the help allowed us to over deliver to our client! Thank you, TRC! Our Auditor is the best auditor with whom I have ever worked and I was audited by the University of California, the Department of Energy, the Congressional Budget Office, the Defense Nuclear Agency and the Joint Chiefs of Staff. Our TRC Auditor has them all beat. After every audit our AGQMS becomes a better system. Thank you!"

- **Athens Group Holdings LLC**

"TRC is a great company to work with, the people I have worked with are great, very easy to get a hold of and always answers my questions right away. Love working with TRC. Thank you." - **California Casting, Inc.**

"The auditor was very knowledgeable and punctual when going through our system. Would highly recommend to anyone looking for these types of services." - **CHM Industries**

"It was a pleasure to have TRC audit us again this year, they helped our company find any gaps that we overlooked in our system." - **Creative Techniques**

"Our TRC auditor is excellent and always adds value to the audit process." - **Nationwide Auto Services, Inc.**

"It is always a pleasure to work with TRC. They understand our business and our objectives as a company. Their audits are fair and add value to our organization. TRC's processes are dependable and simple which makes them an easy company to work with." - **Tool & Cutter Supply**

"TRC continues to offer value-adding audits and provides great insight into your business including areas of improvement as well as confirming the processes which work." - **Liebherr Canada Ltd.**

"TRC is very professional and knowledgeable and our auditor is top-notch!" - **Valard**

"Our TRC auditor is excellent. Our team works very well with them. Their professionalism and rapport enables them to interview our team at a higher level, always gathering the extra information, to give Troy a higher value added for continual improvement. I wouldn't change a thing. We are very pleased with our audits and the services of TRC." - **Troy Life and Fire Safety Ltd**



The Registrar Company