

# NEWSLETTER



## Customer Satisfaction Survey

We've recently wrapped up our annual customer satisfaction survey, and here are some of the key highlights:

- **94% of respondents** rated our Customer Service and Communications as either **Exceptional or Good**.
- **88% of respondents** scored our Product Quality as **Exceptional or Good**.

**GREAT WORK EVERYONE!**

Here are a few of the things  
our customers have said  
about us...



*"perfect every  
time"*

*"We have always  
received product  
excellence. And  
excellent service from  
carvansons."*

*"Simple,  
efficient and  
speedy."*

## Procompliance Online Training Update

It has been nearly a year since we started the Online Training Platform and, in that time, we have completed 1868 courses!! We have 598 courses left to complete. Updates have been sent to Line Managers on the 3rd November, so please review your team's training and plan for completion between now and the end of the year. Some courses will require a refresher. To remain compliant, please log in and check your training account.



## Parking Safely

Please be mindful when parking your car that you are not obstructing safe movement through the main car park gate. Please avoid parking too close to the corner of the road to the right of the car park as you leave the building, as this obstructs the view of oncoming traffic.



## Right to Work in the UK

We have a legal obligation to ensure that all employees have the right to work in the UK, this is controlled by the Immigration, Asylum & Nationality Act 2006. To ensure we do not breach immigration legislation, we check and record certain specified documents on day 1 of employment.

We have just carried out an internal audit on the required documents and unfortunately in some instances the correct information has not been noted, during each check the person responsible for carrying out the check must sign and date the photocopy to confirm the check has been carried out and they believe the documents provided are legitimate documents, some documents we have on file are missing these signatures and dates. During the month of November we will be writing to some colleagues requesting to see your documents for verification. We apologise for the inconvenience this may cause however once this task has been completed there will be no further requirements to request these documents again unless you have a time limited visa. Thank you for your cooperation.

## Colleague of the Month Award

### Nathan Lundy

The winner this month was nominated by Marcin Soroka.

Here's why Marcin nominated him.

*"I'd like to nominate Nathan for his diligence, responsibility and commitment to his work. He is always reliable and maintains high standards of cleanliness and quality. He restored the floor from a terrible to an excellent condition. His positive attitude and work ethic have a great impact on the team and workplace atmosphere."*



## 12 Days of Christmas Collection Hits all the Right Notes

A relatively new customer for us in Guatemala has picked up a number of fragrances from our fantastic Christmas Fragrance Collection. Well done to everyone involved.



## Employee Updates



Congratulations to Maddy Harrison on completing her Gold Duke of Edinburgh Award

Congratulations to Adam Holmes on the birth of his baby boy Allister.



Congratulations to Tina Goodier on completing a 6000m climb up Kilimanjaro in Tanzania.

Congratulations to Anna Leigh on her engagement



## Welcome to our New Starters



**Sam Walker**  
IT Manager

## Out & About with Team Carvansons

### UK Team fly to Dubai to support Beauty World Middle East

Another incredible experience at Beautyworld Middle East in Dubai! Our Middle East team has once again excelled in delivering a truly outstanding exhibition showcasing stunning fragrances and supported by a passionate, dedicated team on the stand. Alex, Anthony, Ethan, Shaun and Zaheer attended to support. Thank you to everyone who helped ensure samples were matched, created and shipped in time to ensure the event was a success.



### Successful visit from our Indonesian Partners

Earlier in the month, we were thrilled to welcome representatives from our Indonesian fragrance partner, Indoaroma Mekar Wangi, to our Haslingden site for the very first time! A huge well done to Amna and the wider team for facilitating such a fantastic schedule of events, education and collaboration.



## Vacancy - ADS Blender - Nights

(Monday to Thursday nights)

If you are interested in the opportunity please send your CV to [sarah.m@carvansons.co.uk](mailto:sarah.m@carvansons.co.uk)

## Save the Date

### Carvansons Christmas Party

Save the Date Friday 19th  
December 12 noon onwards Food,  
Drinks Games & Prizes to be won!!!



## This weeks' Quizzzy Rascal is.....

Rebecca Hall got full marks in last month's quiz. The full list of correct answers can be found at [www.carvansons.co.uk/quiz-answers](http://www.carvansons.co.uk/quiz-answers)

## November's Quiz

Ready to have a go at this month's Raw-some Quiz created by Helen in Sales?

Scan the code or use the link below for the chance of winning a £20 gift voucher. [www.carvansons.co.uk/quiz](http://www.carvansons.co.uk/quiz)



IT'S A TAKEOVER