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Press release

HEPPNER PUBLISHES ITS SUPPLIER NPS AND ACHIEVES RECORD LEVELS OF SATISFACTION

The Group announces the results of its second supplier satisfaction survey. After reporting promising initial results in 2023, Heppner confirms its excellent relationships with its partners, achieving an NPS (Net Promoter Score) of 61 points, up 10 points from the previous year. A record score which validates the company's Supplier Experience strategy. By putting them at the heart of its strategy, Heppner aims to build trust-based relationships with its partners, grounded on shared values of excellence and entrepreneurship.

Satisfaction rates that bear witness to the Group's commitment to its partners

Now in its second year, Heppner's supplier satisfaction survey targets all of the Group's partners, including charters, traction operators, last-mile carriers, and national and international partners. Accessible by e-mail or QR code to encourage participation by the largest possible number of drivers, the strategy aims to offer a complete and evolving analysis of Heppner's supplier satisfaction, enabling the Group to fine-tune the initiatives deployed in this area.

With a score of 61 points in 2024 (up from 51 in 2023), Heppner continues to strengthen its supplier relations. Thus, 43% of its suppliers feel that their relationship with the Group is improving over time. This dynamic permeates all of the company's business units and specific scores have been calculated to enable detailed sectoral analyses. In particular, the North European markets have seen their NPS rise by 14 points compared with 2023, showing that the strategy designed for this region is working. This is also true for Safram, acquired by Heppner in 2022, whose NPS has risen by 19 points to 84, fruit of the effort invested by the Group in its acquisitions.

A supplier-centred strategy that is paying off

These results illustrate the pragmatic approach taken by Heppner to improve relations with its suppliers and achieve its objectives in this area. One of the Group's strategic pillars, the Supplier Experience aims to create bonds based on trust and proximity between partners, driven by operational excellence and entrepreneurship.

Thus, Heppner has put in place a number of initiatives specifically tailored to the needs of its local branches and partners, aimed at reducing friction points and facilitating more fluid relations, including, for example:

- Installing a dedicated docking bay for appointment deliveries to make it easier to locate freight at La Courneuve.
- Organising meetings with partner drivers every two months at Grenoble.
- Installing printing equipment at the bays to expedite labelling and avoid unnecessary walking to remote printers at Toulouse.

"Our partners play an essential role in our business, and we are keen to create synergies between their expertise and our values. We believe that strengthening our ties with our suppliers and building a common culture of trust and proximity are critical for our ongoing pursuit of operational excellence for our customers," said Cédric Frachet, Heppner Chief Operating Officer.



About Heppner

Heppner is a specialist creator of transport and logistics solutions and an independent leader in international transport from and to France. Our robust, powerful overland transport networks connect more than 40 European countries, with deliveries in 24–72 hours to the main European cities. With strong international business connections, our exclusive partnership agreements also enable us to handle ocean and air transport to and from 157 countries around the world. With a turnover of almost €938 m in 2023 and nigh on a century of accumulated business experience, we currently employ more than 3,570 people, 111 of them enrolled on work-study programmes, we have some 80 agencies in France and 14 in Germany, a direct presence in the Netherlands, Spain, Belgium, Switzerland, Hungary, United Kingdom and Senegal, and more than 10,000 customers. Every day, Heppner works to Foster the Enterprising Spirit of its employees, partners, customers and suppliers in all its areas of business. www.heppner-group.com

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