

2020

Client Satisfaction Survey Results



In May-June 2020, Forethix conducted a Client Satisfaction Survey in a continuous improvement process of the quality of our services. You will find below the details of the results of this survey.

346

Participants

trained by Forethix
2019



In 2019 and 2020

65

Organisations

advised on
Sustainability Strategy



In 2019 and 2020

42

Organisations

third-party audited for
labelling or certification



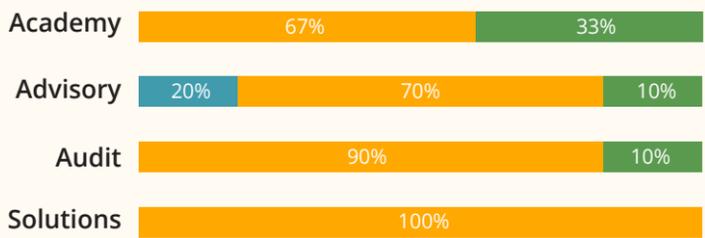
In 2019 and 2020

100%

**of training
participants**

would **recommend**
Forethix's Academy to
business

Forethix client's satisfaction rate by services



● Not satisfied ● Satisfied ● Very satisfied ● Above expectations

90%

of participants

recognize the
expertise of Forethix
trainers and appreciate
the **interactivity** of the
sessions

89%

of our clients

declared that
since working with
Forethix **new market**
opportunities has
opened up

100%

of clients

agree that Forethix
demonstrates
respectful business
practices and **business**
ethics

3 Key reasons why clients said they
choose to collaborate with

Expertise



Commitment



Caring



87%

Of our clients

renew their mandate
annually



Where do our clients come from

- 1 Luxembourg
- 2 Germany
- 3 Belgium
- 4 France
- 5 New-York
- 6 Morocco
- 7 Senegal
- 8 South Africa
- 9 Dubai
- 10 California



What our clients say

"I found this training very interesting and valuable. I would now have a more critical look at the non-financial reports I would have in my hands. The trainer was very instructive and succeeded in the challenge of making a distance learning course very animated!"

"We are convinced that the choice to have selected Forethix for the mission to produce our first extra-financial report is still the right one. As a specialist in the field, Forethix carried out the tasks that were agreed upon when the project was signed with rigor and exemplary methodology, through a professional and human working relationship, even during the health crisis."

"Forethix does not limit itself to answering the questions asked, but also launches ideas and tracks to feed the reflection in a logic of continuous improvement. Always in a very pleasant relational framework and a relationship of trust that was established very quickly."

"I very much enjoyed the training experience, the trainer showed excellent command of the subject matter and was able to provide an excellent overview of the GRI standards including showing examples that were crucial in understanding the material."

"Forethix is more than a service provider to us, it is a sustainable and responsible partner who is involved in its missions and carries them out with great professionalism and commitment. With its great expertise and its fieldwork, the Forethix team supported us to carry out our sustainable development reports according to the GRI standard and to the new regulation of the Capital Markets Authorities, within a very short time, and by integrating our complementary needs in all agility. We thank them very much for the excellent management and the quality of the deliverables, and we recommend them as partner of choice."