



British Glass

# Summary Report

## Annual membership survey 2020

### Responses

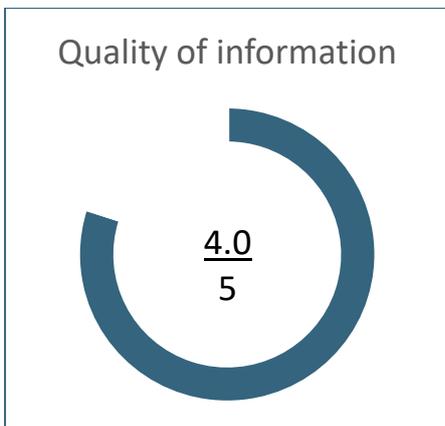


### Service satisfaction



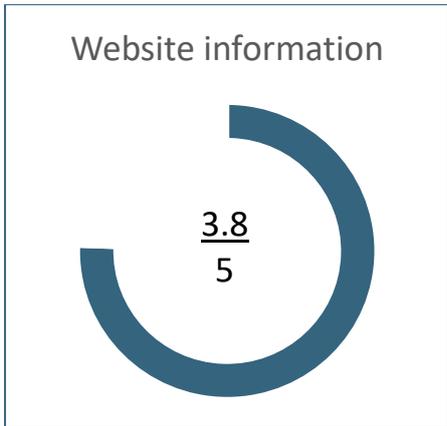
- "BGMC are covering a wide range of topics during a complex time for the industry"
- "I attend regular meetings which I find very useful"
- "Experienced, friendly staff"

### Quality of information



- "Always very quick to respond with relevant information and advice"
- "Attention to detail and focus on important issues"
- "Useful summaries of latest policies"

## Website information



- “Always makes very interesting reading on varied topics”
- “Easy access and just the right amount of info available”
- “Experienced, friendly staff”

## Membership value



- “Professional with high integrity”
- “A lot of good work is being done on behalf of the industry”
- “Good organisation, works hard for the sector”

## Identified areas for improvement

- Wider provision to better engage and represent smaller members
- Increased and improve liaison with supply chain stakeholders
- Standardisation of email and meeting practice
- Improve alignment of container committees