# Experience Awards 2024 Presented to the Most Customer and Employee-Oriented Organizations in the Netherlands

**Rotterdam, June 7, 2024** – Twelve organizations received the Experience Award 2024 yesterday. They excelled in customer and employee experience over the past year. The research and consultancy firm Integron presented the Awards for the fourteenth time at the Lommerijk event venue in Rotterdam. The winners, including BauWatch, Patiënten Federatie, LTO Noord, and Hollister B.V., enthusiastically accepted their well-deserved prizes.

A total of 32 organizations were nominated in 12 categories. The nominations and eventual winners were derived from nearly 300 customer and employee experience surveys conducted by Integron in 2023. These are based on the highest average customer and employee satisfaction scores and the highest Net Promoter Score (NPS) and employee Net Promoter Score (eNPS). “This is the fourteenth edition of our Experience Awards event, and I am delighted and excited to see that more and more companies are continuously focusing on their customer and employee experience. In this way, together with our clients, we create more happy people, both employees and customers. Ultimately, this also ensures that all these organizations achieve their higher goals, whether it is sustainable revenue and profit realization or contributing to a better society in the Netherlands. Organizations that perform well are beautiful and inspiring examples for others. Therefore, I am pleased that we can and may reward these top performers with an Award or Certificate because they belong to the top 3 in their industry,” says Arjen Maliepaard, Managing Director at Integron.

## Winners of the Customer Experience Awards 2024

These are the winners and fellow nominees in the customer experience category:

* **Waste Services**: GAD Gooi en Vechtstreek
  + Fellow nominees: Saver and Twente Milieu
* **Construction and Installation**: BauWatch
  + Fellow nominees: Knaapen and Nijhuis Bouw B.V.
* **Services**: Bentacera
  + Fellow nominee: Techniek Nederland Verzekeringen
* **Trade and Industry**: Hollister B.V.
  + Fellow nominees: DFE Pharma and DMN Westinghouse
* **ICT and Telecom**: Trends ICT Groep
  + Fellow nominees: Garansys and SmartR
* **Transport and Logistics**: Ewals Cargo Care B.V.
  + Fellow nominees: DL Logistics Group and Rhenus Road BV
* **Most Recommended by Customers (NPS)**: Knaapen
  + Fellow nominees: DMN Westinghouse and Textaafoam

## Winners of the Employee Experience Awards 2024

These are the winners and fellow nominees in the employee experience category:

* **Professional services**: Linehub
  + Fellow nominees: Bierens Incasso Advocaten B.V. and D&B the Facility Group
* **Trade and Industry**: Texim Europe
  + Fellow nominees: Kersten Hulpmiddelen and Wecovi B.V.
* **Public**: Patiënten Federatie
  + Fellow nominees: MEE West-Brabant/NMO and Oost NL
* **Semi-Public**: LTO Noord
  + Fellow nominees: Partou and Port of Rotterdam
* **Most Recommended by Employees (eNPS)**: Ter Steege Bouw Vastgoed
  + Fellow nominees: SmartR and Driessen Groep

## Award Ceremonies, Networking, and Interaction

Lommerijk, located at the Bergse Plas in Rotterdam, was an excellent location for all the festive award ceremonies, but also for deepening knowledge, networking with peers, and interaction through inspiring sessions and success stories of top performers. This year's Experience Awards focused on (organizational) change. In line with this theme, keynote speaker Arjen Banach showcased his innovative and forward-thinking view on how winning organizations will be organized in the world of tomorrow. “Absolutely another successful event,” concludes Maliepaard. In recent years, 378 organizations have been nominated, and more than 126 winners have graced the stage. That number will continue to grow in the coming years.

## About Integron

Happy People, that’s what we do it for. We make an impact through insight. With passion, enthusiasm, and fun, we pursue the strategic goals of our clients together. With a long-term approach, we offer Employee Experience (EX) and Customer Experience (CX) feedback programs that contribute to achieving happy employees, enthusiastic customers, and better business results. [www.integron.nl](https://www.integron.nl)

## Note to the Editor, Not for Publication

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