

News

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2025 Customer Survey: GEODIS Reports Significant Increase in Customer Satisfaction Results

Each year, GEODIS surveys its customers to gather their feedback on satisfaction. The 2025 survey, conducted between April 24 and June 2, was available in 16 languages and sent to more than 60,000 customers worldwide. With over 9,000 completed questionnaires — **a record response rate of 15%** — GEODIS received 800 more responses than last year. This high level of participation enhances both the representativeness and the relevance of the insights obtained.

The results highlight a particularly **high overall satisfaction level of 92%**, illustrating the trust placed by customers in GEODIS and confirming the strength and quality of the relationship between GEODIS and its clients worldwide.

The Net Promoter Score (NPS) also shows a significant increase, rising from +36 last year to **+39 in 2025**, reflecting a greater willingness among customers to recommend GEODIS.

Furthermore, customers highlight a streamlined experience that allows them to save time and better manage their operations. GEODIS teams stand out for their commitment to resolving issues quickly and efficiently as they arise.

The satisfaction level reached a record 94% in Commercial Relations, confirming the quality of interactions and the attention given to customers' needs.

To ensure the reliability and independence of the results, GEODIS entrusted the execution of this survey to IPSOS, which also ensures full compliance with the General Data Protection Regulation (GDPR).

GEODIS – www.geodis.com

GEODIS is a leading global logistics provider acknowledged for its expertise across all aspects of the supply chain. As a growth partner to its clients, GEODIS specializes in four lines of business: Global Freight Forwarding, Global Contract Logistics, Distribution & Express Transport, and European Road Network. The Group operates a global network spanning nearly 170 countries and 50,000 employees. In 2024, GEODIS generated €11.3 billion in revenue. GEODIS is a company owned by SNCF group.

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