



Your feedback is important to us and helps **improve the service we provide to our customers**

## COMMERCIAL SERVICES

We have recently completed our commercial services customer satisfaction survey for 2015. Thanks to your feedback about what you like and dislike, where we perform well and what we could do better, we are now taking steps to enhance the value and quality of services we provide to you.

More than 1,000 customers were sampled in the survey. We used e-survey and telemarketing to gather feedback. Respondents were asked to score our performance on a range of criteria, from service delivery and customer services to communication and account management. The survey also included a section on innovation to identify whether we help customers to reduce waste, save money or increase the amount of materials they recycle.

We'd like to thank you for participating in our survey. Your feedback is important to us and helps improve the service we provide and the way we engage with you. We do this with the aim of creating for you, the best customer experience possible.

**1,000 customers** were sampled in the survey

We welcome your feedback at any time.

You can get in touch in the following ways:

 [www.veolia.co.uk/contact-us](http://www.veolia.co.uk/contact-us)

 0345 6060 460

 [Email signature links to our customer satisfaction survey](#)

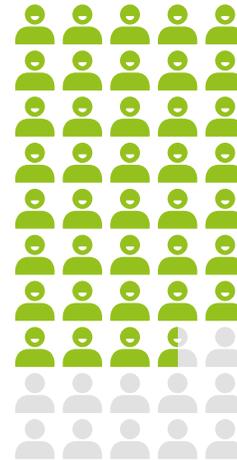


## YOUR FEEDBACK IN NUMBERS

We pride ourselves on our **professional and friendly service**

Customers who took part in our survey were asked to consider a range of questions and rate our performance. This has enabled us to rate our commercial services performance over the last 12 months.

### Overall Satisfaction



Overall customer satisfaction

77%

We asked you how satisfied you were overall with Veolia as your waste management partner. On average, you were **77%** satisfied with the overall service we provide.

### Service Delivery



You were complimentary about our service delivery.



Collection reliability

82%

When asked to rate the reliability of our collection service, you gave us an average score of **82%**. We carry out over 1.1m lifts across our commercial customers every month, so we're extremely proud that you feel we are performing well in this area.



Collection staff appearance and attitude

83%

You were asked to rate the appearance and attitude of our collection teams. Here, we scored an average of **83%** – our highest score across the survey. We pride ourselves on our professional and friendly service, which is reflected in this score.

We welcome your feedback



[www.veolia.co.uk/contact-us](http://www.veolia.co.uk/contact-us)

0345 6060 460

@ [Email signature links to our customer satisfaction survey](#)

## CUSTOMER EXPERIENCE

Your feedback will help us to **enhance your customer experience**

### Customer Support



### Ease of Contacting Veolia



# 73%

In terms of the level of support we provide to you, you scored us **73%**. Whilst positive, we believe we can do better. We have recently expanded and restructured our customer service teams to better support you. Your continued feedback will support our continuous improvement.

# 80%

Your time is precious, so when you need to contact us, it has to be as easy as possible. That's why we're committed to providing you with suitable contact options. A score of **80%** is good, but we're not complacent and are constantly looking for ways to improve our channels of communication with you.

### Resolving Issues



### Invoicing Clarity and Accuracy



# 75%

You told us that we resolved your issues **75%** of the time. Companies that receive on average 19,000 calls a month may be happy with this, but we see this as another area where we can go the extra mile for our customers, by establishing quality circles to address key issues and future concerns.

# 80%

For clarity and accuracy of invoicing, you rated us **80%**. We anticipate that you will start to reap the benefit of our eBilling customer portal in 2016 to view, download, and share copies of your current invoices. You will receive more details over the coming months.

We welcome your feedback



[www.veolia.co.uk/contact-us](http://www.veolia.co.uk/contact-us)

0345 6060 460

[Email signature links to our customer satisfaction survey](#)

We aim to provide you with **cost-effective waste management solutions**

Communicating with Customers



69%

Communicating with you is an area we believe we can improve. You scored us **69%**, which is not where we want to be. So we have plans to improve the way we interact and share information with you, including regular newsletters, service bulletins and more frequent Account Management meetings. Behind the scenes we are investing in new technology solutions to improve our performance in this area.

Innovation



41%

Innovation is at the heart of everything we do. We hope that it is for you too. Finding new ways to minimise, collect and treat your waste is what we do. **41%** of customers believe that our innovative ideas have reduced their waste, improved recycling rates or saved them money. We deliver innovation projects every day, and we are confident that this figure could significantly improve through better communicating these great examples to you.

Account Management



83%

**83%** of our customers with a dedicated Account Manager were satisfied. We're currently analysing variations in these scores across regions and account types, so that we can share best practice and make sure you get the most out of your partnership with Veolia.

Value for Money



70%

**70%** of you feel we provide a value for money service. Whilst this is encouraging, we realise that we need to better demonstrate the value we provide to the remaining 30% of our customers through enhanced communications and service delivery.

Recommending Veolia



60%

We are delighted that **60%** of you are likely or highly likely to recommend Veolia. However, 9% of respondents said they would not recommend Veolia and this is something we're determined to address. We're focused on understanding why this is the case, starting with the feedback from this survey.

We welcome your feedback



[www.veolia.co.uk/contact-us](http://www.veolia.co.uk/contact-us)

0345 6060 460

@ [Email signature links to our customer satisfaction survey](#)

## What happens to your **feedback**?

Your feedback has been shared throughout our company. We've used it to create action plans that will deliver the improvements you've suggested, along with others we've identified.

We will keep you informed of customer service improvements as they happen. Our newsletter is the perfect platform for you to keep abreast of these enhancements.

To receive your quarterly copy of Veolia Insight:



[Register here>](#)

## What have we already **achieved**?

During the summer we identified a number of improvement projects to **enhance your customer experience.**

- We have reorganised our regional coverage to better meet your service needs
- Established multiple customer service teams across the country – 11 in total
- Closed the loop between our operational and customer service teams to deliver a seamless service to you

We've also made it easier to get in touch with us.

### **You can now provide feedback via:**

- A customer satisfaction survey, using a quick link at the bottom of email signatures from our sales, account management and customer service teams
- An improved 'contact us' section on our website
- Through one of our 11 customer service teams



You can also access your recent invoices 24/7 through the self-service customer portal that we launched in 2015.

We have some  
exciting **plans**  
**for 2016**

## WHAT NEXT?

Whilst the results of our satisfaction survey have been positive, we appreciate there is room for improvement. A key area to strengthen is the way we share information with you. We have some exciting developments planned for 2016, including further enhancements to our website, leaner processes and technical innovations to deliver greater customer efficiencies.

This year we will also host a series of informative customer events and webinars. These will cover a broad range of recycling, waste management, regulatory and environmental topics. These events will give you the opportunity to exchange practical waste reduction tips and share best practice, all supported by your Veolia contacts and local facilities.



Your opinions will help us shape our business going forward, therefore we invite you to participate in customer focus groups to share your thoughts and contribute to service enhancements. If this is of interest to you please [register here](#).

[Register here>](#)