



HAZARDOUS WASTE CUSTOMER SATISFACTION SURVEY

2015

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

HAZARDOUS WASTE SERVICES

We've recently completed our Hazardous Waste 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're now working through action plans to enhance the value and quality of services we provide to you.

3,500 customers were invited to participate in our survey. They were asked to score our performance on a range of criteria, from service delivery and customer focus to environmental leadership and sustainability.

We aim to craft the best possible customer experience for our clients so we would like to thank our customers for participating in this survey. This feedback is vital to us and helps us shape both the services we provide and the way we engage with you.

3,500 customers were invited to participate

We welcome your feedback at any time.

You can get in touch in the following ways:

 www.veolia.co.uk/contact-us

 0800 783 8892

 customerfeedbackhaz.vesuk@veolia.com

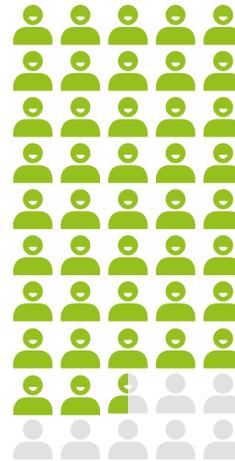


YOUR FEEDBACK IN NUMBERS

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

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

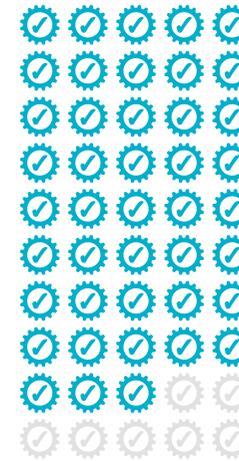
Overall customer satisfaction



85%

We asked you to rate your satisfaction with the overall level of service we provide and you rated us 85%. We think that a score over 80% is good but we're not resting on our laurels and are constantly looking for ways to improve our service.

Reliability of service



86%

When asked to rate the reliability of our service, you gave us a positive score of 86%. Every year we recover, recycle and dispose of over 464,000 tonnes of hazardous waste for our customers so we're incredibly proud that you feel we are performing in this area.

Ability to deal with complex & difficult wastes



85%

You were asked to rate our ability to deal with complex and difficult wastes. Here, we scored 85%. We pride ourselves on our ability to provide tailored technical solutions for the most complex environmental and customer challenges so we're delighted this is reflected in this score.

CUSTOMER EXPERIENCE

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

Net Promoter Score (NPS)



Helpfulness of Veolia contact



71%

NPS is a recognised industry benchmark. Average B2B companies have an NPS of just 24. We're delighted to report that our Net Promoter Score is well above this standard at 71%!

91%

You rated the helpfulness of your Veolia contact at 91% – our highest score across the survey! Ongoing training is key for our teams so we're very happy that their specialist know-how and expertise has been recognised in this way.

Resolving issues



Invoice clarity and accuracy



83%

You told us that we resolve your queries 83% of the time which is positive as we receive an average of 36,000 telephone enquiries every year. We want to improve this even further so we've reorganised our Central Services team – aligning it more with business and customer needs and we're also ensuring that our staff are highly trained to provide sufficient cover and speed up resolutions.

88%

For clarity and accuracy of invoicing, you rated us an average of 88%. This is great news as we've been working hard on this area – redeveloping our invoices to make them clearer and simpler. We hope to improve this area even further with the introduction of a customer portal to further improve communications.

We aim to provide you with the most **cost-effective and sustainable solutions for your wastes**

Sustainability 

86%

Veolia is the UK's leading sustainable recycling and waste management company. 86% of you agreed that Veolia is the leader in the sustainability agenda; you also rated our ability to deliver proactive recycling ideas.

Customer focus 

81%

81% of you said that Veolia puts customers first and 79% of you said that Veolia is proactive in working with you and understanding your issues. This feedback has culminated in 90% of you rating us as a trusted partner, however we recognise that we need to do some work to ensure the remaining 10% feel just as valued.

Innovation 

88%

At Veolia, innovation is central to everything we do. We're constantly looking for new ways to improve our technology, minimise waste and manufacture green products and energy, all while unlocking commercial value for our customers and delivering flexible, best in class solutions. 88% of you rated us as an innovative company.

Value for money 

89%

89% of you feel that we deliver a value for money service. This is very positive and we're currently analysing variations in responses to understand how we can better deliver value to the remaining 11% of our customers.

Legislation 

86%

Keeping our customers safe and compliant is a critical focus area. 86% of you rated us positively when it comes to keeping you informed about legislation and how it affects your business. We're hoping the recent success of our webinar services for customers will help improve this score even further. Sign up to future events on the 'What Next?' final page.

Recommending Veolia 

78%

78% of our customers say that they are likely to recommend us to a colleague or acquaintance. However, 7% of our customers would not recommend Veolia and this is something we are determined to address and understand, starting with the feedback from this survey.

What happens to your **feedback**?

Your feedback has been shared across our business. We've used it to create action plans that will drive our performance and deliver improvements in the key areas you've suggested along with others we have identified ourselves.

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 improvements.

To receive your quarterly copy of Industry Outlook please email:



customerfeedbackhaz.vesuk@veolia.com

What have we already **implemented**?

You told us previously that you wanted to make things simpler and make it easier to do business with us. **We have taken this on board and as a result you now have one point of contact for all services. We have also reorganised our structure to become more flexible improving access to our range of waste, water and energy expertise. We will continue to track these services and keep you informed of any future changes.**

We realise our customers are why we exist and that we need to work with you to match our services with your expectations.



If you want to learn more about our services and structure please check out this YouTube film.

[Click here>](#)

We have some
exciting **plans**
for 2016

WHAT NEXT?

Whilst our survey has generated positive results we appreciate that there is always room for improvement to continually evolve and deliver greater customer efficiencies.

This year we've been hosting a series of customer-focused webinars and these are set to continue covering a wide range of recycling, waste management, regulatory and environmental topics. These events will give you the opportunity to exchange practical tips and share best practice, all supported by your Veolia contacts and local facilities.



If you would be interested in sharing your views and participating in a focus group to help us enhance the services we provide please register.

[Register here>](#)

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