



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

## INDUSTRIAL CUSTOMERS

We recently completed our 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.

Industrial customers across waste, water and energy were surveyed and asked to score our performance on a range of criteria including proactivity and environmental performance.

We would like to thank you for participating in our first industrial customer 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 the best customer experience possible for you.

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 60 60460

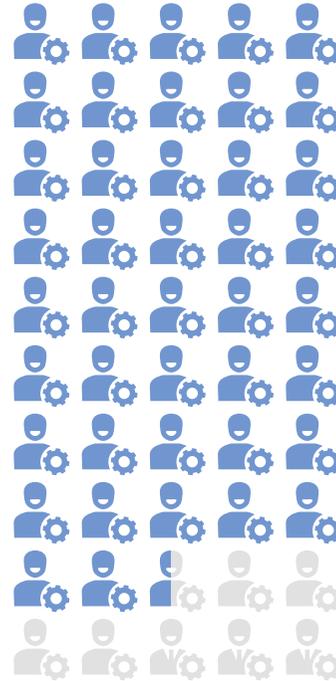
 [twitter.com/veoliauk](https://twitter.com/veoliauk)





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

Proactivity



83%

In terms of the proactivity that we provide to you, you scored us 83%. We think that a score of 83% is good, but we are not complacent and always looking for new ways to be innovative providing best in class solutions. For example we deliver closed loop toll recovery of solvent streams for one of our paint and coatings manufacturers.

Safety and environmental performance



92%

For safety and environmental performance you rated us 92%. It is our top priority and we strive to always make our company a safer place to work by preventing accidents.

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A selection of additional feedback and areas for improvement:



#### Additional feedback

"The local services and area manager chaired a very effective monthly services review meeting."

"In my view we get a very professional service from Engineering Services and an improving service from Industrial Services."

"We work very closely with our on site senior contract manager."

"Great support in delivering an outage programme."

"Good service delivered by a dedicated and committed on site team."

"Communications are very good which helps with efficiency of service. The level of service received on site is very high. The site based Veolia person has very high safety standards and is also mindful of the potential environmental impact of some of the wastes he handles."

#### Improvement feedback

"More business could be had by Engineering Services if it could carry out minor civil work."

"General development of MEICA services to support wider business."

"Whilst the day to day service is good, Veolia is reactive to change and the compliance demands of working both in a pharmaceutical regulated environment and in a multi-tenanted site. We need them to align to our business needs more and lead us in specialised areas."

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

Your feedback and additional areas of improvement have been shared across the company. We've used it to create action plans that will deliver the improvements you've suggested, along with others we have identified.

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

To receive your quarterly copy of Industry Outlook please email:



[laura.gillions@veolia.com](mailto:laura.gillions@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 regionalised 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 regionalisation find out more in our YouTube film.

[Click here>](#)

We have some exciting **plans for 2016**

## WHAT NEXT?

We have some exciting plans for 2016 and want to listen to your needs to maximise your resources and minimise your environmental footprint. We will host a series of informative customer focused events and webinars.



Please do let us know what future events you may be interested in, and whether you would like to attend a focus group to contribute further to service enhancement.

[Click here>](#)

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