



HAZARDOUS WASTE

Customer Satisfaction Survey

2017



Your feedback is important and **shapes the services and value we deliver to meet our customers' needs**

Hazardous waste services

At Veolia, we aim to craft the best possible customer experience for our clients so we would like to thank you for taking part in our annual customer satisfaction survey. Your feedback is vital for us to understand your needs and enables us to make a real difference to the services and results we deliver.

Without your thoughts and opinions we would not be able to further enhance our service to you and address any issues that you have highlighted.

In total, 1,540 customers were invited to participate in our electronic survey. Respondents were asked to score our performance across a wide range of attributes and, for the first time, also rate their importance to help prioritise our planning.

1,540 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/feedback

 twitter.com/veoliauk



YOUR FEEDBACK IN NUMBERS

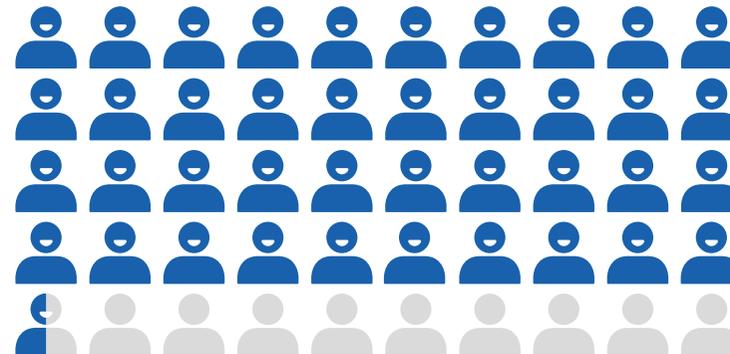
We listen to your needs and pride ourselves on our **safe, professional and helpful service**

Overall customer satisfaction



Overall customer satisfaction 81%

We asked you to rate your satisfaction with the overall level of service we provide and you rated us 81%. This represents a **2% increase on last year** but it doesn't stop here. We're determined to drive business improvements to push this score even more.



CUSTOMER EXPERIENCE

Your feedback helps us **enhance your customer experience**

Safety and environmental performance



85% **2% INCREASE**

Great businesses are safe businesses and you awarded us a score of 85% for safety and environmental performance. This is a good result and we're delighted to see a **2% improvement year-on-year**, as this reflects our increase in face-to-face visits, managers' monthly checks, near-miss reporting and worksafe training. However, we're committed to **continuously improving our proactive safety culture** so rest assured this will remain an ongoing focus.

Reliability or Service ✓



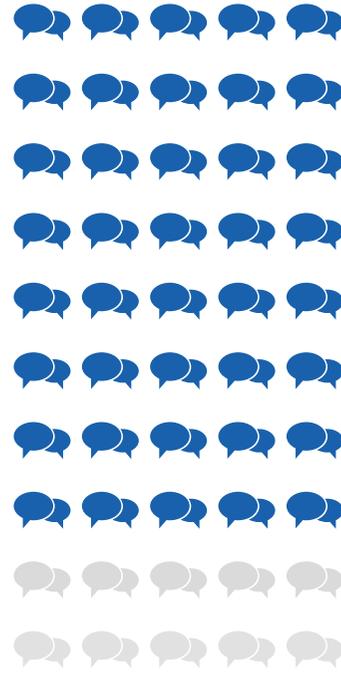
85% **3% INCREASE**

As a direct result of your feedback last year, we addressed key areas to improve our service delivery. Given that **we manage over 398,000 tonnes of hazardous waste each year**, we are delighted to receive positive comments about our **'good relationships'**, **'reliability'** and **'excellent service'** along with your score of 85%. This represents a **3% improvement year-on-year**, so we're proud you feel we are performing in this area.

CUSTOMER EXPERIENCE

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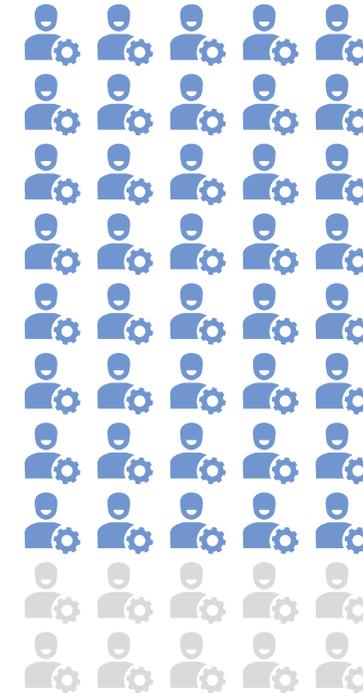
Listening to customer needs 



80%

Understanding your challenges, interpreting your requirements and designing solutions that meet your needs now and in the future is only achievable by listening. This year, you awarded us a score of 80% here, which is good, but we want to do more. We welcome your feedback to **make real-time improvements and enhance the services we deliver**. So, in addition to our electronic surveys we're also **running a series of customer events in the year ahead**. If you'd like to get involved, get in touch (see page 12 for details).

Proactivity 



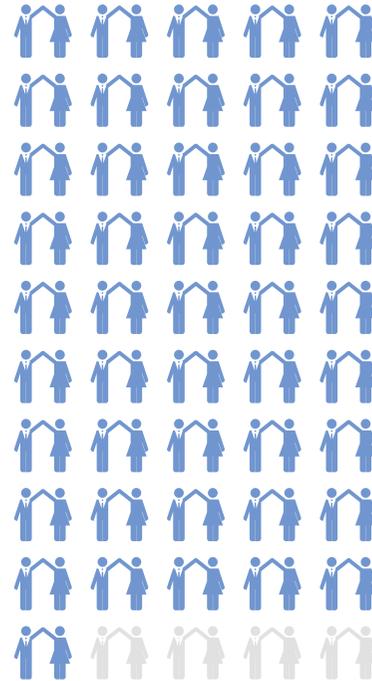
80%

Last year, you told us we needed to be more proactive so we're pleased to see this score move in the right direction with an improved rating of 80%. While this is good news, we want to improve our performance in this area. Therefore, we'll be continuing to look for **new and innovative ways of working** while bringing you the **benefits of best practice** gleaned across our portfolio. Again, if you'd like to have your say on the services we deliver, see page 12 for details.

CUSTOMER EXPERIENCE

Your feedback helps us **enhance your customer experience**

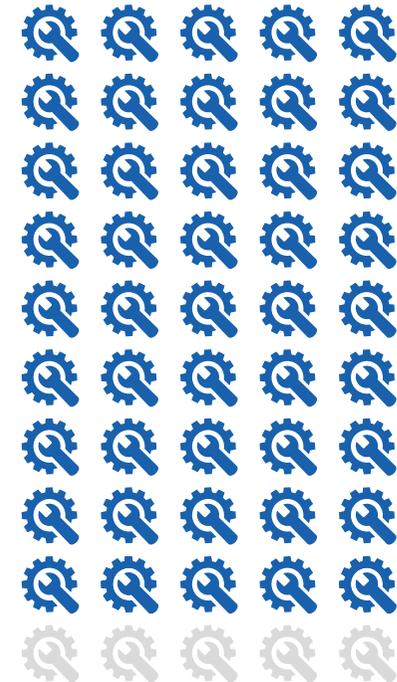
Helpfulness of Veolia contact



92% **3% INCREASE**

Our people are the lifeblood of our business, so to see their score for helpfulness **increase 3% year-on-year** with a rating of 92% is positive. However, it doesn't stop here: **ongoing training is key for us** so we can ensure you get the same specialist know-how and expertise across our teams so we can **rise to your challenges and meet your changing needs**.

Resolving issues



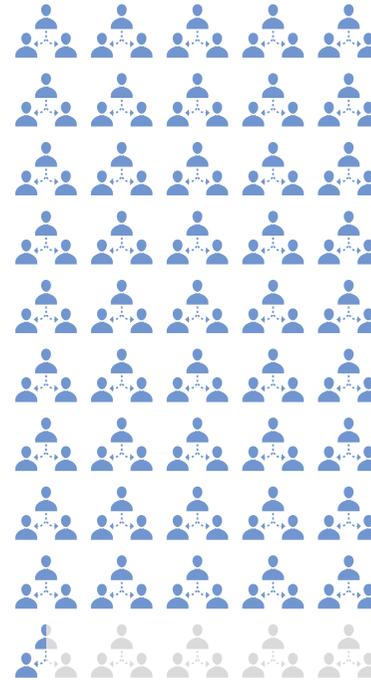
90% **7% INCREASE**

We appreciate you need accurate and speedy responses when dealing with complex and difficult wastes. On average we receive **3,000 telephone enquiries every month** and as a result of your feedback we have been working on our internal processes to develop this area. It's really positive to see a significant **7% uplift year-on-year** and we're delighted you've rated our ability to resolve your queries at 90%.

CUSTOMER EXPERIENCE

Your feedback helps us **enhance your customer experience**

Handling of your most recent call

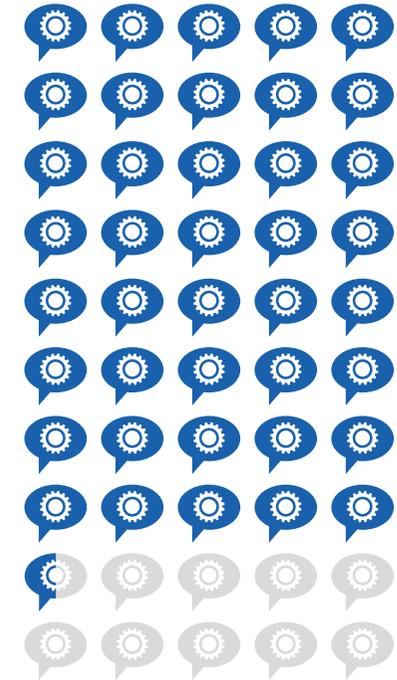


91%



Again, it's great to see our efforts internally reflected in your customer experience. With a **5% increase year-on-year** in the satisfaction of your most recent telephone enquiry, we're delighted you've awarded us a score of 91% here.

Notification of future service issues



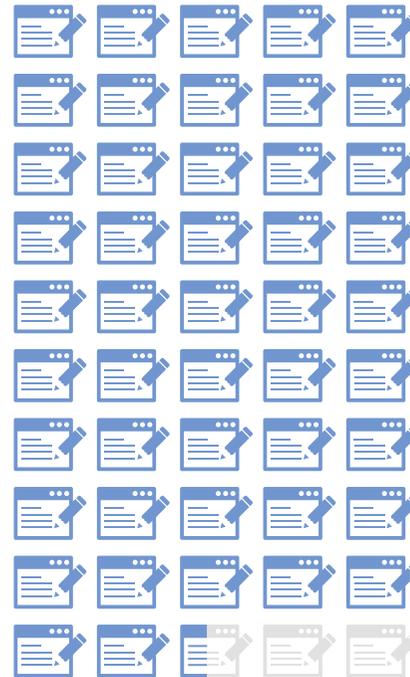
81%

We've been working hard to keep you up to speed with issues that may affect our service. While a score of 81% is good, we need to do more. That's why our managers have already contacted you to address any specific issues you have raised. We will be incorporating your suggestions into **our continuous improvement plans** and look forward to keeping you updated on our progress in this area.

CUSTOMER EXPERIENCE

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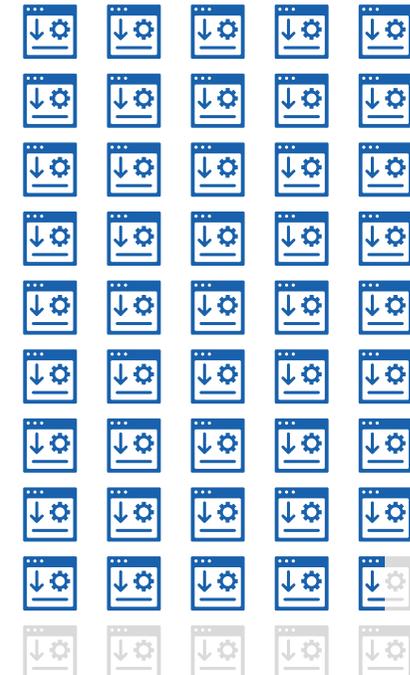
Invoice clarity and accuracy



95% **4% INCREASE**

For clarity and accuracy of invoicing you rated us at 95% – **our highest score across the survey and a 4% increase year-on-year!** This is great news because we've been using your feedback over the last two years to continually develop this area and **make our invoices clearer and simpler.**

Usefulness of Veolia website

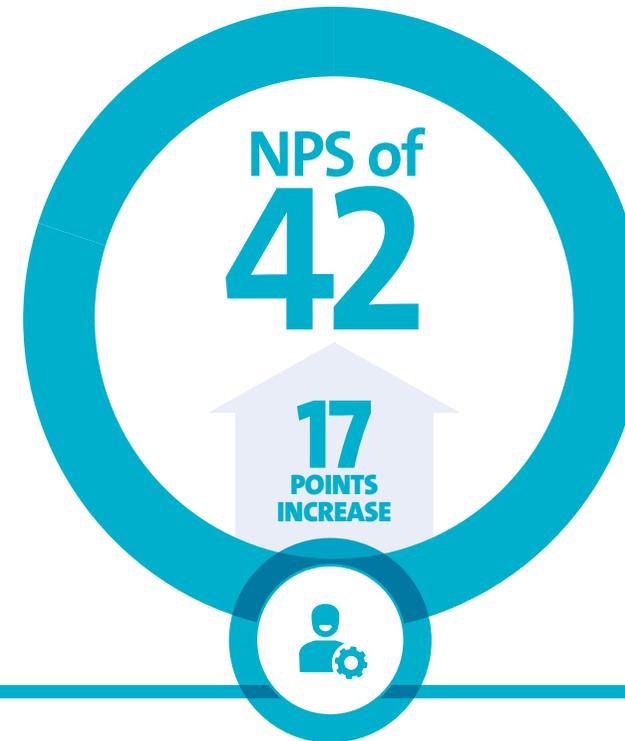


89% **5% INCREASE**

We're delighted that **our customers are also feeling the benefit of our website improvements.** To receive a **5% increase** and a score of 89% from you for the usefulness of our website is great. However, to drive online satisfaction further we're reviewing our website in conjunction with our wider digital offerings so this will continue to be a focus area for us.

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

Net Promoter Score (NPS)



The Net Promoter Score (NPS) is an index we use to measure the willingness of customers to recommend our products and services to others.

We're exceptionally proud that you have awarded us a score of 42! This is a huge improvement for us with an **increase of 17 points** on last year against an industry average of just 24! However, it doesn't stop here because we never get complacent and always strive to achieve more by keeping our customers' needs at the forefront of our endeavours.



A selection of additional **positive feedback**

Thank you for your positive remarks. We will thank our teams on your behalf.

Good, efficient services

Professional

Extremely helpful

Super efficient

Technical support is first class

Just keep doing the good job you already do

Excellent communications with routine contacts

Great help provided by Customer Services

Satisfied customer



A selection of additional
**feedback and areas
for improvement**

These will help form the themes of our continuous
improvement planning

Listen to us

Keep me updated of service issues

Expensive

Faster lead times

Better communication

Increased presence on site

More contact

What happens to your **feedback**?

Your feedback has been analysed and shared with our business-improvement teams. Areas for development have been highlighted and action planning is underway to ensure we continuously improve the levels of service we bring to you.

We will keep you informed of customer service improvements as they happen. Our newsletter, *Industry Outlook*, is the perfect platform for you to keep abreast of our progress and as a direct result of customer feedback we're excited to share this with you on a monthly basis now.

To receive your copy of *Industry Outlook* please email:



customerfeedbackhaz.vesuk@veolia.com

What have we already **achieved**?

Overall, we're delighted our customers remain happy with the services we deliver and that our satisfaction remains high at 81%.

We've worked hard to continually improve our performance, so we're delighted some of your most frequent comments about our 'good relationships', 'reliability' and 'excellent service' reflect our efforts.

We know there's always room for improvement, and that we must continue to step up to meet your evolving needs. To increase our proactivity and drive our performance even further we're running a series of customer events in the year ahead. To find out more, please email:



uk.veolia.marketing.mailbox@veolia.com

If you'd like to know more about our services, visit our website:



veolia.co.uk/our-services/our-services/hazardous-waste-services