



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

## Hazardous waste services

We recently completed our Hazardous Waste customer satisfaction survey for 2016. Thanks to your feedback about what you like and dislike, where we perform well and what we could do better, we are now developing the value and quality of services we provide.

1,684 customers were asked to participate in our survey. They were asked to score our performance on a range of criteria, from service delivery and customer focus to safety and environmental performance.

We aim to deliver the best possible customer experience for you and would like to thank our customers for taking part in the survey. This feedback is vital for us to understand your needs and enable us to make a real difference to services and value we deliver.

**1,684 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](http://www.veolia.co.uk/feedback)

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



## YOUR FEEDBACK IN NUMBERS

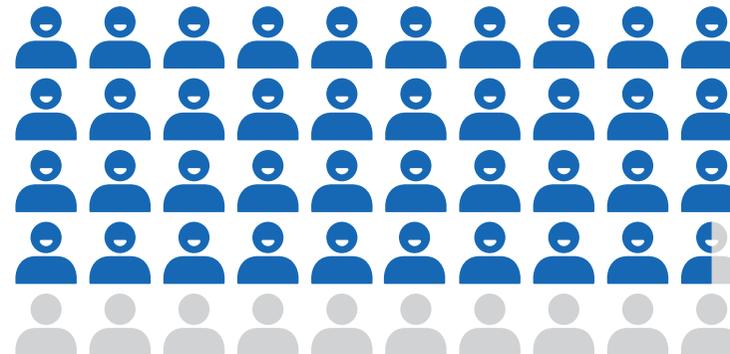
We pride ourselves on our **professional and friendly service**

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

Overall customer satisfaction



**Overall customer satisfaction 79%**  
(up 4% on 2015)



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

Reliability or Service ✓



82%

When asked to rate the reliability of our service, you gave us a positive score of 82%. Every year we recover, recycle and safely dispose of over 428,000 tonnes of hazardous waste so we're proud you feel we are performing well in this area.

Ability to deal with complex and difficult wastes



86%

You were asked to rate our ability to deal with complex and difficult wastes. Here, we scored 86% so we're delighted our ability to provide technical solutions for the most demanding environmental and customer challenges is reflected in this improved score.

## CUSTOMER EXPERIENCE

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

## Net Promoter Score (NPS)

Net Promoter Score (NPS) is an index that measures the willingness of customers to recommend a company's products or services to others.

We are proud that you scored us above the industry average of 24 and are pleased to be placed in the best in class rank.

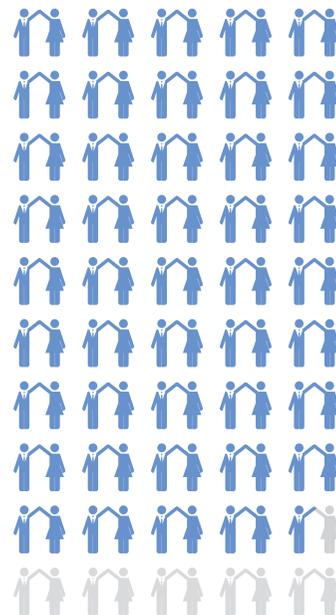
We will continue to strive to maintain and increase this score by keeping our customers' needs at the forefront of our endeavours.

**NPS of 25**

(a score of 24 is the average for a B2B company)

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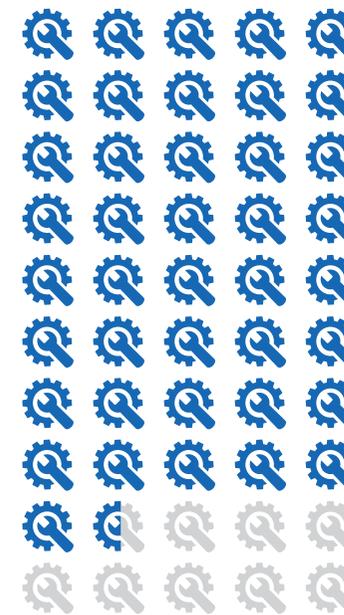
Helpfulness of Veolia contact



89%

You rated the helpfulness of your Veolia contact at 89%. Ongoing training is key for our teams so we're very happy that their specialist know-how and expertise continues to deliver value for you.

Resolving Issues

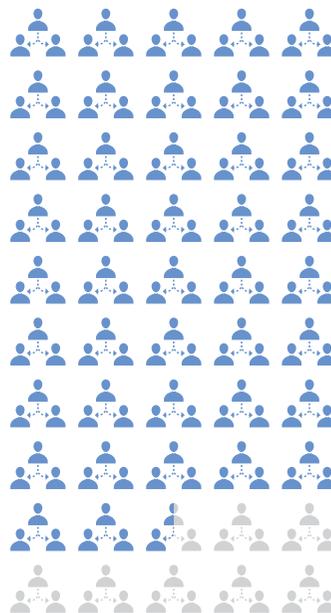


83%

To resolve your queries 83% of the time is positive, as we receive an average of 3,000 telephone enquiries every month. We've been working on our internal communications and inductions process to standardise the consistency of our service delivery and speed up resolutions.

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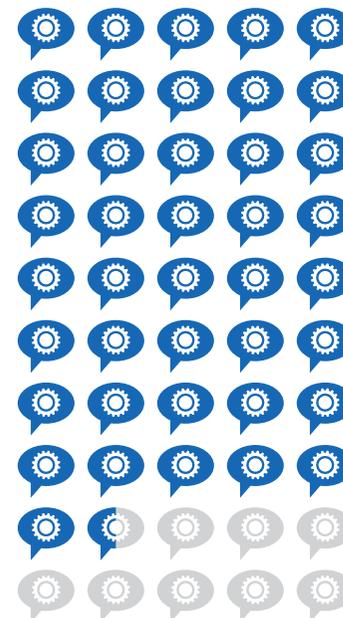
Handling of your most recent call



86%

It is pleasing to see our efforts internally reflected in your customer experience, with an increase of 2% in the satisfaction of your most recent telephone enquiry.

Notification of future service issues

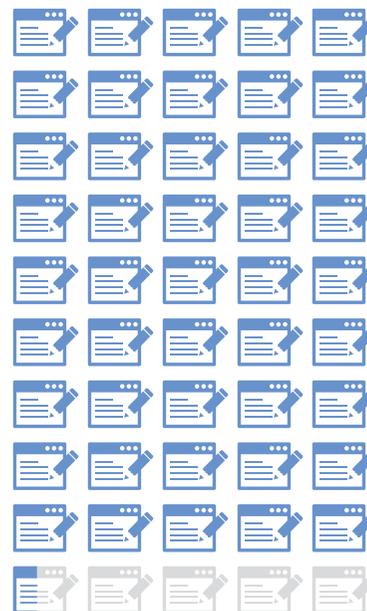


83%

We've also worked hard to keep you informed with any issues that may impact the service we provide. It's great to see a 7% increase in this area.

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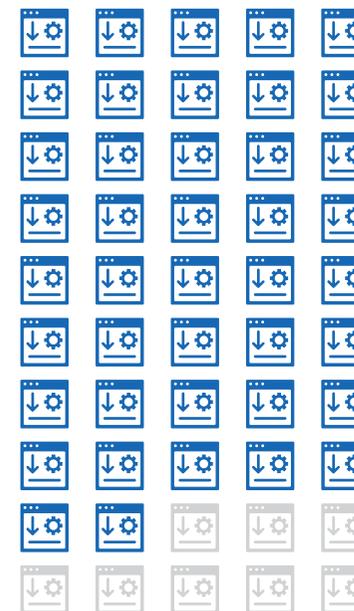
Invoice clarity and accuracy



91%

For clarity and accuracy of invoicing you rated us at 91% - our highest score across the survey! This is great news as we've concentrated our efforts on improving this area. Customers are continuing to see the benefits from our improvement campaigns to make invoices clearer and simpler. We're delighted to see this reflected in this score.

Usefulness of Veolia website

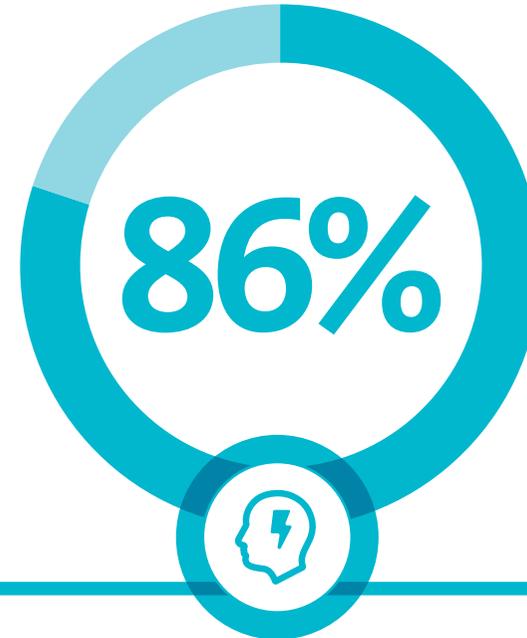


84%

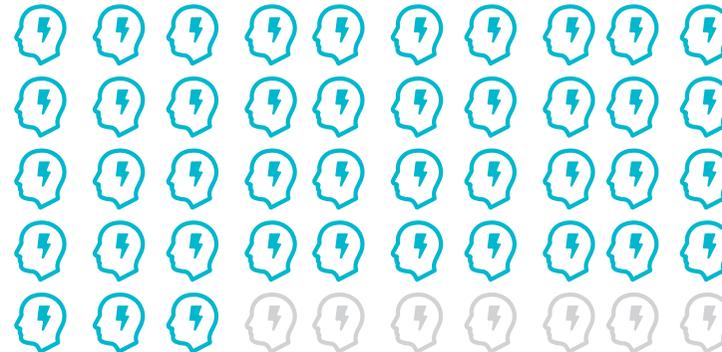
We have enhanced our website and made it even easier to navigate and access information. You rated the usefulness of our website at 84%, a 9% increase year on year. We want to see this improve further so we'll be discussing further improvements with our customers and using your feedback to enhance your online experience.

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

Level of specialist knowledge 



We're delighted that you rated the specialist knowledge of our highly skilled team at 86%. This reflects our commitment to developing the technical abilities of our people and the value we seek to deliver through our innovative solutions.



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

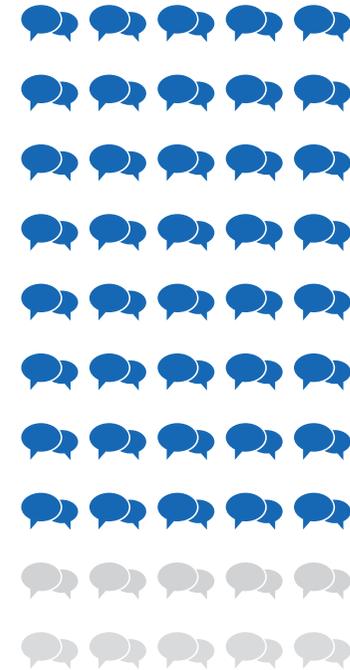
Safety and environmental performance



83%

For safety and environmental performance you rated us 83%, a good result which will always remain an ongoing focus. Safety and environmental performance is our top priority and we strive to make our company and customer facilities safer places to work through accident prevention.

Listening to customer needs



80%

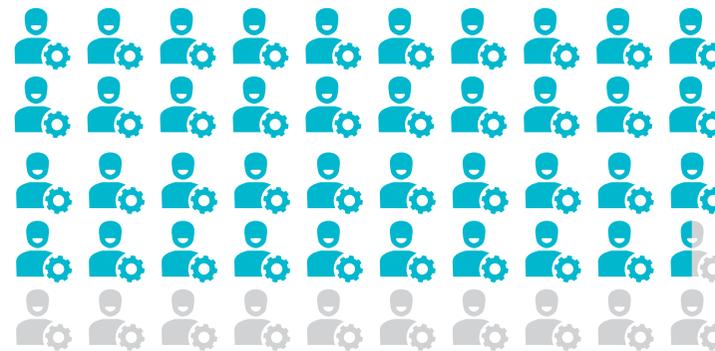
You rated us 80% for listening to your needs. Understanding your challenges and interpreting your needs with the continuous improvement of the services we deliver is key to this success. This year we have hosted in-depth customer focus groups to listen to your qualitative feedback to help drive our improvement and increased efficiency plans.

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

Proactivity 



In terms of the proactivity that we provide to you, you scored us 79%. This is a good score but we want to go the extra mile. We're constantly looking for new ways to be innovative and proactive across our operations and your thoughts and suggestions are invaluable to this process.





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

bale team and skip team are fantastic

a quick and simple disposal service

**Efficient and punctual**

a quick and simple disposal service

**equipment and facilities are very good**

professional, knowledgeable and courteous

**brilliant set of drivers**

**help desk personnel are always helpful**

**drivers are pleasant and very helpful**

can be trusted to deliver on time in full



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

further integration

**Invoice details**

**shorter lead times**

Improve communication

booking time-frame

**single point of contact and invoicing**

query response times

**keep running a reliable service**

online hub with all the information available

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

Your feedback has been analysed and shared with our business improvement teams. Areas for improvement have been highlighted and action plans are being developed to continuously improve the level of service we offer to you.

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

To receive your quarterly copy of Industry Outlook please email:



[customerfeedbackhaz.vesuk@veolia.com](mailto:customerfeedbackhaz.vesuk@veolia.com)

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

While the results of this survey have been positive, we appreciate that there is always room for improvement. Our reorganisation is now embedded and at every opportunity we want to work with you to deliver value that matches your local and global expectations.

This year we've delivered innovation and optimisation for hazardous wastes on and off land.

If you want to learn more about our bespoke services for hazardous waste please check out the following YouTube films

[Click here>](#)