



INDUSTRIAL

Customer Satisfaction Survey

2017



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

Industrial Customers

Thank you for taking part in our customer satisfaction survey 2017. Your feedback is important as it provides valuable insights for where you feel we are doing well or not so well.

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.

50 customers participated in telephone interviews throughout June and September. Respondents were asked to score our performance on a wide range of attributes and, for the first time, also rate their importance to help prioritise our planning.

50 customers were sampled in this survey

We welcome your feedback at any time.

You can get in touch in the following ways:

 www.veolia.co.uk/feedback

 twitter.com/veoliauk

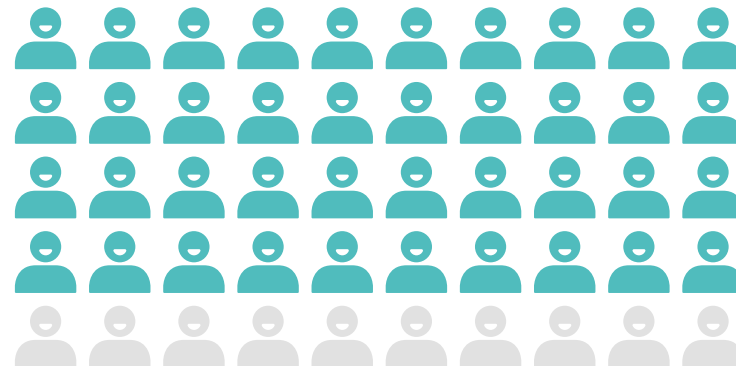


YOUR FEEDBACK IN NUMBERS

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

By scoring our performance against a range of factors and indicating their importance to you, we have been able to benchmark our performance year-on-year in the areas that are priorities for you, and where we most need to develop.

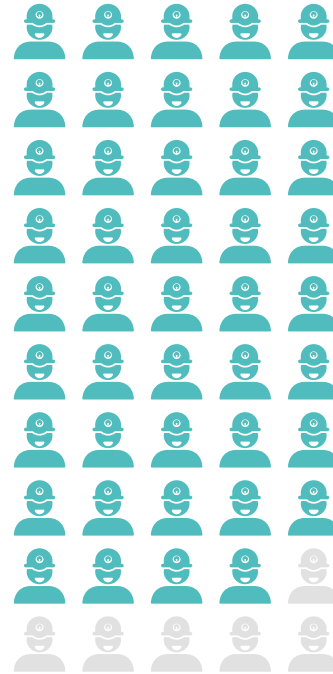
Overall Customer Satisfaction



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

Here we've highlighted our performance in the areas that you told us were important to you, and where we most need to develop.

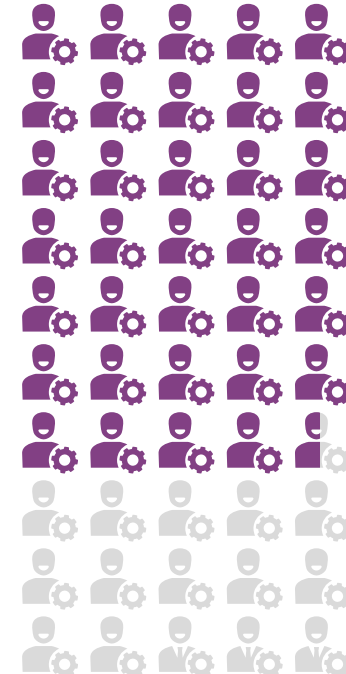
Safety and environmental performance



88%

Great businesses are safe businesses and you rated safety as most important to you. We share this passion, putting safety and environmental performance at the heart of everything we do. We're delighted to see our performance increase 5% year-on-year, as this reflects our increase in face-to-face visits, managers' monthly checks, near miss reporting and worksafe training. We're committed to improving our proactive safety culture further, to make sure everyone goes home safe and to drive this score even more.

Proactivity



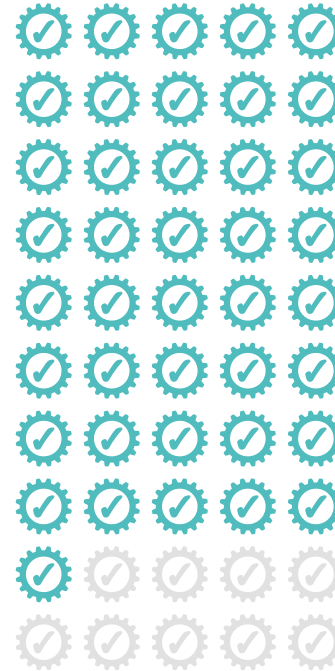
69%

We understand your challenges and are always looking for new ways to be proactive when helping you achieve your sustainability targets. We recognise there's always room for improvement and we want to learn more. That's why we're continuing our customer 'Think Tank' sessions, so together we can delve deeper into your changing needs and partner with you to co-develop bespoke solutions that meet your needs today and in the future.

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

Here we've highlighted our performance in the areas that you told us were important to you, and where we most need to develop.

Service delivery



82%

As a direct result of your feedback we've addressed key areas to improve the delivery of our services. We've received many positive comments about our 'good relationships' and 'excellent service', and are pleased to report a 2% improvement in this focus area. This is an achievement we are proud of and correlates with the launch of our customer 'Touch Programme' and an increase in our face-to-face management visits following your feedback last year.

Innovation



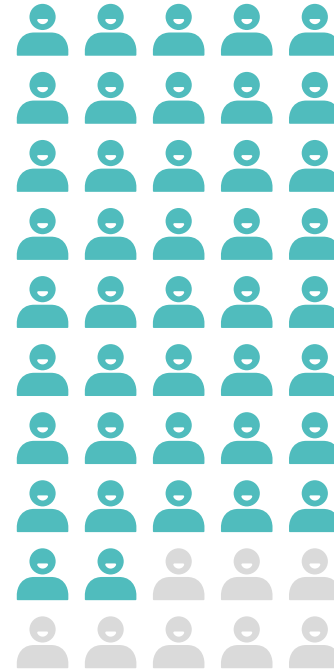
70%

You told us you want to know more about our innovations and how it can help you achieve your corporate sustainability objectives. We'll be communicating more about our innovative capabilities and keeping you up to speed, as we transform our range of digital solutions and intelligent management tools to help you optimise resources, reduce costs and improve your environmental performance.

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

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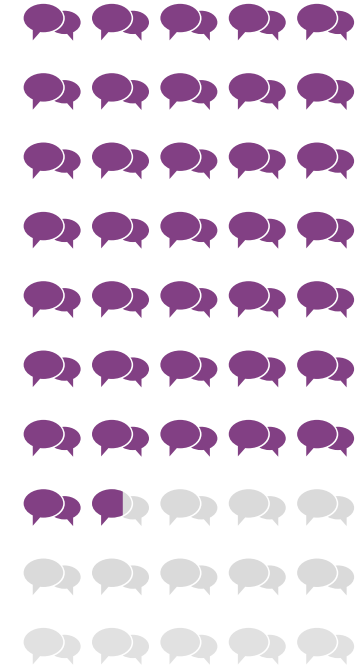
Helpfulness



84%

Our people are the lifeblood of our business so to see their helpfulness rated with a score of 84% in another one of your priority areas is great. However, it doesn't stop here, each year we invest hundreds of thousands of pounds and hours, training and developing our people to enhance their skills and expertise so we can rise to your challenges and meet your changing needs.

Resolution of queries



73%

In fast-moving industrial business, we appreciate your need for a speedy response. We're keen to ensure we constantly develop in this area, so we've been busy working on our cross-service awareness, internal communications and agreeing standards across our teams, so that the correct people respond to you within a timeframe that is acceptable to you.

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Net Promoter Score (NPS)

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

We are proud that you awarded us a score of 35; an improvement of 2 points on our score last year and 11 points above the industry average of 24, but it doesn't stop here because we will never get complacent and always strive to achieve more.

We want to be 'best in class' and to do this we want to evolve further to better meet your needs. That's why our managers have already contacted you to address any specific issues you have raised in this survey and will be incorporating others into our overarching continuous improvement plans.

We're delighted to announce some quick wins as a result of your feedback, like the increased frequency of our newsletter and we're committed to keeping you informed of the progress we make throughout the year.

NPS of 35 (a score of 24 is the average for a B2B company)

A selection of additional **positive feedback**

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

Feedback



good relationships

helpful excellent service

they 'do what they say they do on the tin'

a preferred supplier

deliver on health & safety

good staff on site **very professional**

in terms of energy savings they have brilliant ideas

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

These will help form the themes of our continuous improvement planning.

more innovation

talk to us more

internal communication

quicker response

be more proactive

listen to us

more best practice sharing

demonstrate technical expertise

resolution of queries

What happens to your **feedback**?

Your feedback has been analysed and key findings 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 are continuing to actively promote our face-to-face visits, and we will keep you informed of customer service improvements and performance management tools as they are unveiled.

Our newsletter 'Industry Outlook' is the perfect platform to keep abreast of our progress and we're excited to share this with you on a monthly basis now, further to your feedback in this survey.

What have we already **achieved**?

Overall we're delighted our customers remain happy with the services we deliver and our satisfaction remains high at 80% for the second year running.

We've worked hard to further improve our performance, and are delighted some of your most frequent and spontaneous comments about our 'good relationships', 'excellent service' and 'helpfulness' reflect our efforts.

We know there's always room for improvement, and that we must continually improve and step-up to meet your changing needs. To drive this even further we're running a series of customer Think Tank sessions to delve deeper into your challenges and changing needs and how we need to enhance our services and solutions, to not only support you today, but into the future. If you would like to be part of these interactive workshops then please email:



uk.veolia.marketing.mailbox@veolia.com