

Customer Satisfaction Survey

2016



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

Customer satisfaction survey

We recently completed our annual 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 taking steps to enhance the value and quality of services we provide to you.

24 customers in Ireland from across water, waste and energy were surveyed. Respondents were asked to score our performance on a range of criteria; from proactivity to safety and environmental performance.

We would like to thank you for participating in the 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.

24 customers were sampled in this survey

We welcome your feedback at any time.

You can get in touch in the following ways:



 www.veolia.ie/contact-us

 twitter.com/VeoliaIrl

YOUR FEEDBACK IN NUMBERS

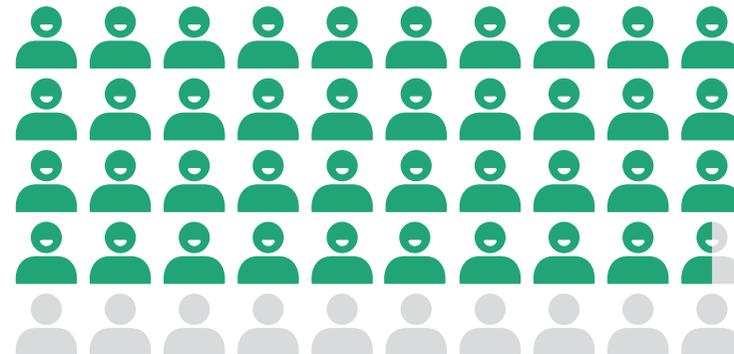
We pride ourselves on our **professional and friendly service**

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

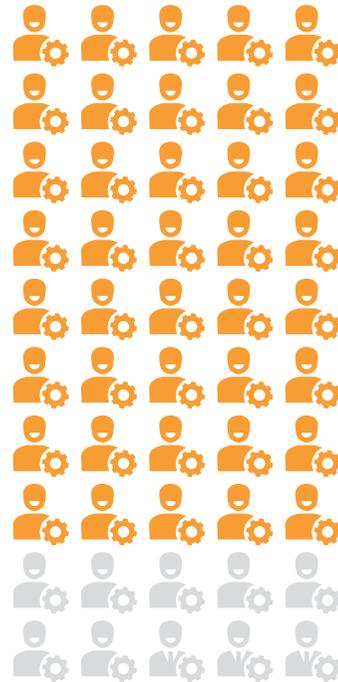


Overall customer satisfaction 79%
(up 8% on 2015)



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

Proactivity 



80%

We are always looking at new ways to be innovative and proactive in identifying and implementing solutions across our operations and your thoughts are invaluable. Our new solutions such as Hubgrade (reactive monitoring for energy, water and waste assets) are specifically designed to monitor resources and identify continual optimisation opportunities.

Safety and environmental performance 

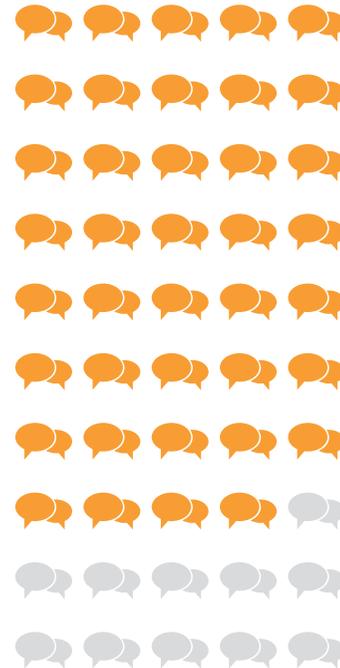


82%

Keeping our staff, your staff and the general public safe, whilst ensuring the highest levels of environmental compliance is our highest priority and we will continually look to enhance our performance in this area.

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

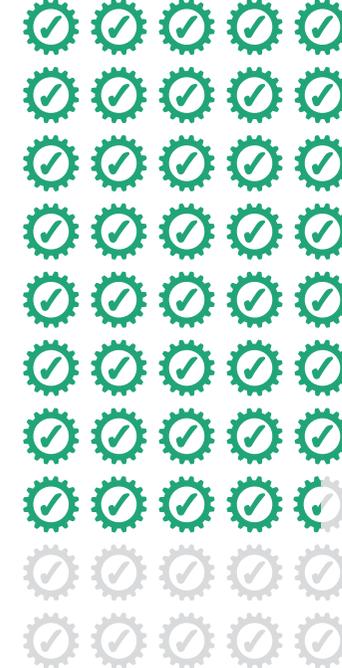
Listening to your needs



78%

You rated us 78% for listening to your needs. Understanding your needs and delivering the solutions that meet your needs is a key focus. We have listened to your feedback and have identified areas for improvement in being more proactive in striving for innovation and optimisation.

Service delivery



79%

We value our customer relationships and are pleased that you feel the same. We responded to your feedback last year and can see that you value our enhanced approach to 'working together to deliver and improve'.

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

Net Promoter Score (NPS)

The 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 nine points above the industry average of 24, and we are pleased to be placed in the best in class rank.

We will continue to strive to maintain and increase this score in 2017 by continuing to keep our customers' needs at the forefront of our endeavours.

NPS of 33

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



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

very professional
punctual and knowledgeable

**excellent capability
to work with ever changing needs**

need to remain agile

consistent

excellent to work with

great Veolia people who understand the customer

innovation, solutions and KPIs

best interests of the site

engaged and proactive in sourcing solutions



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

issuing of reports

online document / booking service

**if you could offer a total
innovation maintenance package**

highlight the value proposition

continue with the one Veolia integration - this seems to work very well

delivery within the timescales set

delays in receiving completed documentation

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:



laura.gillions@veolia.com

What have we already **achieved**?

Whilst the results of our survey have been positive and we are delighted to have scored 8% higher than 2015 for overall satisfaction, we appreciate that there is always room for improvement.

Our reorganisation into a regional structure is now embedded and at every opportunity we want to work with you to match your local and global expectations.

This year there is a request for more proactive innovation and optimisation. We have also continued to actively invest in state-of-the-art resource monitoring technology to improve our speed and flexibility in responding to issues and improving operations efficiency.



Learn more by watching our **energy efficiency in buildings** animation.

[Click here>](#)



If you want to learn more about our services in Ireland please check out the following YouTube film: **Veolia in Ireland – how we resource the world.**

[Click here>](#)