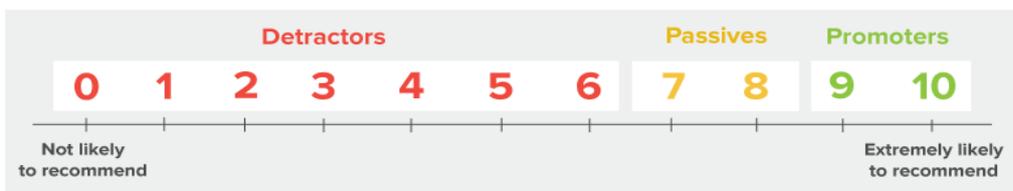


Go Shred are committed to excellence in customer service and to also ensure we provide the best value for money for our clients. To help us do this, we provide our customers the opportunity to formally feed back their thoughts on this and on a range of complimentary subjects. This takes the form of our annual Quality Management Survey, the results of which we provide below. We run this survey each year and welcome individual approaches from our clients to further enhance their experience of working with Go Shred and we would like to take this opportunity to thank all those who responded.

**How likely is it that you would recommend Go Shred to a friend or colleague?**

We use the proven Net promoter score method

NPS is a highly regarded loyalty metric that people use to collect the customer feedback they need to inform their business strategy. It's seen by many as a better indicator of customer loyalty than traditional customer satisfaction surveys.



The answers customers provide are classified as follows:

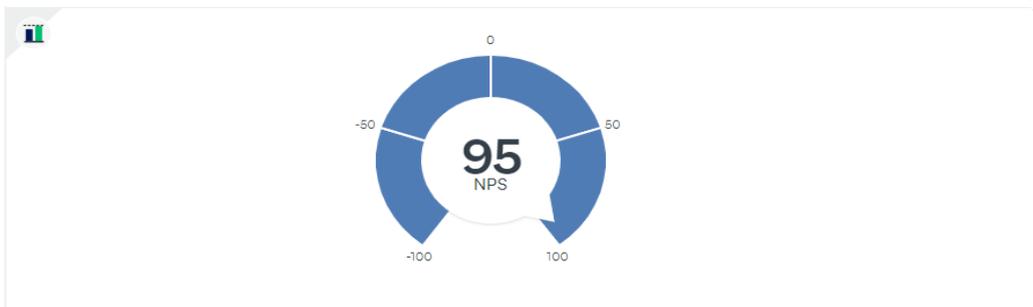
0–6 = Detractors—unhappy customers, prepared to use negative word-of-mouth

7–8 = Passives—satisfied but indifferent customers who may switch service providers

9–10 = Promoters—loyal customers who will keep buying and referring others to your brand

Detractors (0-6)	Passives (7-8)	Promoters (9-10)	Net Promoter Score
0%	5%	95%	95%

**How likely is it that you would recommend this company to a friend or colleague?**



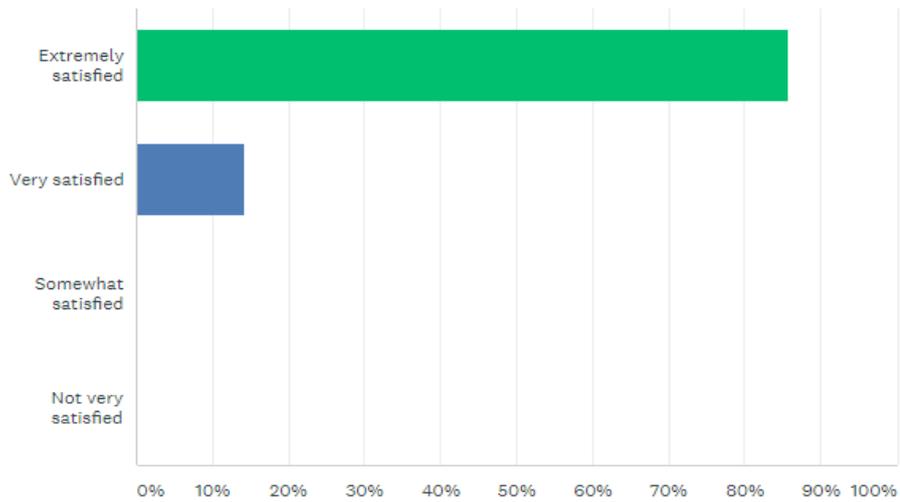
Go Shred'S NPS score for **2020** with c. 1800 customers

Go Shred'S NPS score for **2018** was 93% with c. 1000 customers

Go Shred'S NPS score for **2017** was 90% with c. 580 customers

Go Shred'S NPS score for **2016** was 85% with c. 260 customers

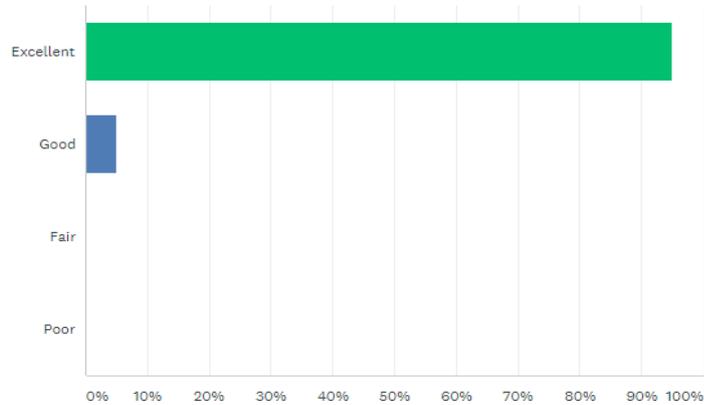
How satisfied are you with the reliability of our shredding service?



We asked our clients to rate the reliability of our shredding service: whether you were a large scale regular client or a one off adhoc client, it is important to us that you know we will do what we say, when we say, regardless of size.

Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied
85.86%	14.14%	0%	0%	0%

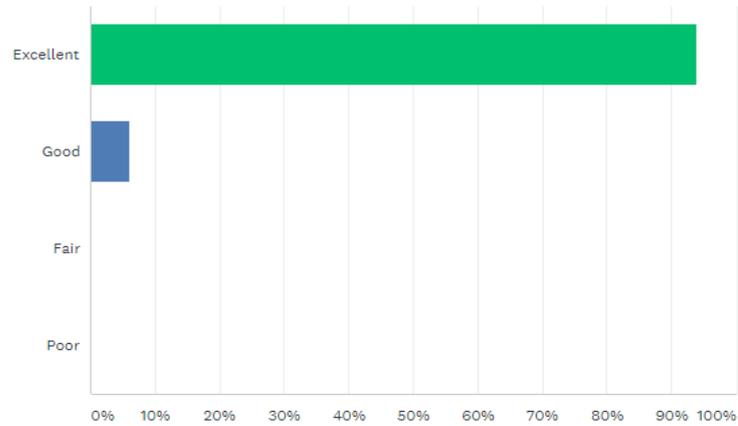
When calling Go Shred, how would you rate the service you received from our office staff?



It is very important to Go Shred that our clients must feel that they are being given the best service at first point of contact. This question asks how well we have met the needs of the client when they first click through, livechat on our website, or call us.

Excellent	Good	Fair	Poor
94.95%	5.05%	0%	0%

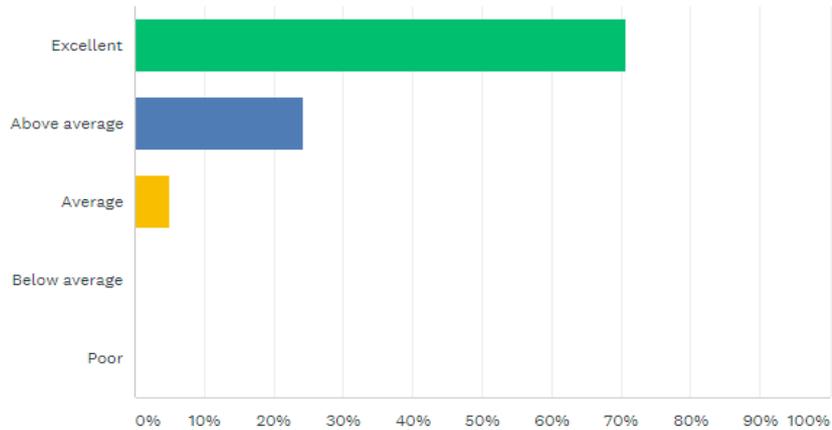
When Go Shred operatives are at your company, how would you rate the service you received from them?



When we come to service your company, it is vital that our operatives are smart, polite, helpful and efficient. As a smaller company, We want to offer the excellent service our clients expect, but with the personal touch only Go Shred can provide.

Excellent	Good	Fair	Poor
93.88%	6.12%	0%	0%

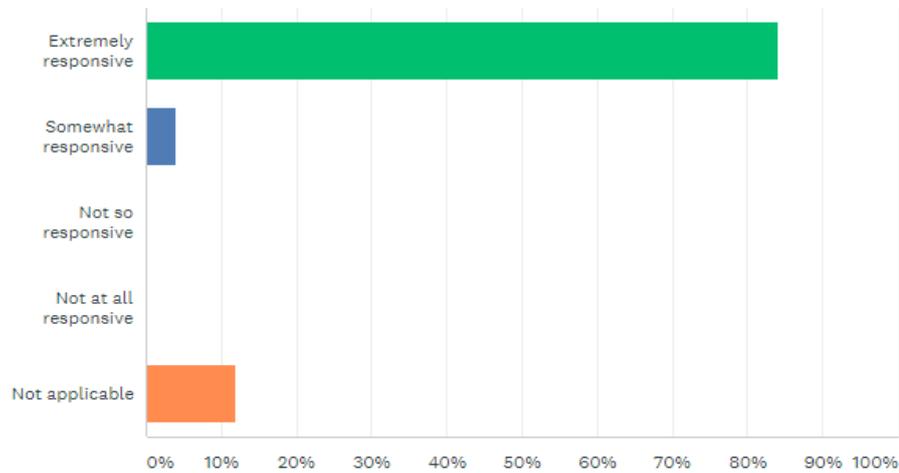
How would you rate the value for money of our shredding service?



Providing an excellent service is our aim, but additionally Go Shred want to make sure we provide good value for money that means we can sustain our service levels whilst at the same time giving fair, transparent pricing for our customers

Excellent	Above Average	Average	Below Average	Poor
70.71%	24.24%	5.05%	0%	0%

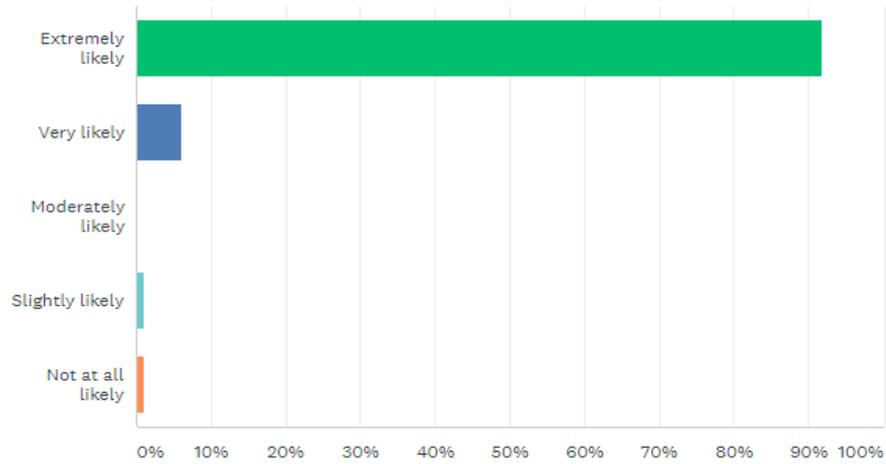
How responsive have we been to your questions or concerns about our products?



We need to ensure that when you have any questions about our services, we are quick to respond, concise, accurate and polite. This question gives Go Shred an insight into the satisfaction our customers have with this element of our operation

Extremely Responsive	Somewhat Responsive	Not So Responsive	Not At All Responsive	Not Applicable
84.00%	4.00%	0%	0%	12%

How likely are you to continue using our shredding services?



The ultimate goal for Go Shred is to keep our customers feeling so secure and satisfied with our service that keep coming back to us again and again. So, how likely are they to use our services again?

Extremely Likely	Very Likely	Moderately Likely	Slightly Likely	Not At All Likely
91.92%	6.06%	0.00%	1.01%	1.01%

## Customer Feedback

**We also asked our anonymous respondents to leave any comments they may have. We were humbled to receive such positive and (in the case of a couple of replies) helpful and constructive feedback. Here is the feedback received, in the order we received it:**

Excellent company, staff always come empty our shredders with great attitude and a smile on their face

Excellent service, friendly staff and reliable.

Excellent friendly service

Everyone I had dealings with were very customer orientated and provided excellent Customer Services

I am really pleased with the service which is very responsive to our requests. We dont use the shredding much as we are using paper less however, when we do the team have always been professional and very friendly.

Q's 5 & 7 are relevant to cost. Currently we have no comparisons to check against. THANKS

Perfect

I wouldn't want to use any other company

I used GoShred for a one-off disposal of confidential material. I shall certainly do so again when the need arises

Very easy trouble free service

Always friendly when i call to order bags or arrange a collection. Very helpful

Very pleasant experience at a very fair price.

When calling the office they are very quick at picking up the call, they have always managed to collect next day

Really pleased with the service. Not sure when we will need to use you again as we were having a clear out after moving offices and most documents are now stored digitally

Very friendly, helpful, reliable

Very friendly and easy to deal with. Good value for money

I'd like to thank you for your services and always kind customer care and support!

Great service at fair fee

When we use Go Shred they are always responsive and very efficient in collections

I was aware of Go Shred but thought because they were not based in my local area that they would be more expensive than local companies. How wrong I was, competitive prices, variety of services and prompt and secure service. Well done Go Shred

### Customer Feedback (Continued)

**We also asked our anonymous respondents to leave any comments they may have. We were humbled to receive such positive and (in the case of a couple of replies) helpful and constructive feedback. Here is the feedback received.**

Friendly and prompt from start to finish. Great that a business my size (small) can benefit from the service and is treated just like any other customer. So pleased I found you

All staff are very friendly and polite, providing a first class service

A good service at a reasonable price. Unfortunately we will not be using you again as I now live in Cyprus

Prompt and efficient service

Go Shred has provided excellent, efficient service with all the paperwork I need. Most of all though it is very friendly and personal. Will definitely use them again

Did what I needed and did it well. Can't fault the service offered! Thank you

Always a great service. Collection from home office really helps my small business

You were all very friendly. a reassuring service

Staff extremely helpful, all will go the extra mile to help

It is a pleasure to use your company

Good company to work with. All staff I come across very pleasant

Very friendly staff, wonderful company to do business with

The staff I have met or spoken to on the phone have been very friendly but utterly professional in all that they do

I enjoy dealing with your company! Great service and great people

Belinda and Mike are very responsive and excellent to deal with

Staff in the Office and when they come to school are always very polite and pleasant - a team to be very proud of!

Excellent service just availability for my area limited unfortunately to one day of the week it is a day of the week when I am not around so have to make alternative work schedule arrangements

Only used for a one-off so far, but will use again as needed and have recommended to a number of people based on our experience

Excellent response to my enquiry. When the collection was made from my house the staff were very helpful. You encouraged me to clear out areas of my home I had not seen before!

### Customer Feedback (Continued)

**We also asked our anonymous respondents to leave any comments they may have. We were humbled to receive such positive and (in the case of a couple of replies) helpful and constructive feedback. Here is the feedback received:**

From the initial conversation with Belinda on the telephone, collection of the paperwork and documents that followed the whole experience was seamless. Very happy customer

Solution to our GDPR obligations. Quick and easy. Great value for money and saved us a lot of hassle getting rid of our expired confidential documents and provided a destruction notice for the ICO

Excellent service all round

Pleased to have found you!

Very good service but as I have retired from business it is extremely unlikely that I will need to use you again

Highly recommended! Many thanks for all your help! Very efficient and no hassle in organising/arranging from the first contact through to collection!

very professional from start to finish

Your company are always very friendly and your staff who come to the office are always polite and friendly

Really great service just what we need

Nice friendly staff

Brilliant service every time I use you! You deliver exactly what you promise and I wouldn't go elsewhere now!

I have used Go Shred several times, and recommended them to some of our other services. They have always provided an excellent & professional service, at a very competitive price

Very efficient company, pleasant, helpful staff. Great Service when we need it. Thank you

Great customer service, very polite and extremely easy to deal with. Thank you!!

We are very happy with the service we receive from Go Shred and will continue to use your services. Thank you

Really pleased - its simple and it works. Would love to see other shredding/destruction services such as harddrives and other media

One problem and that is if we have an odd bag we still get charged for a minimum of five