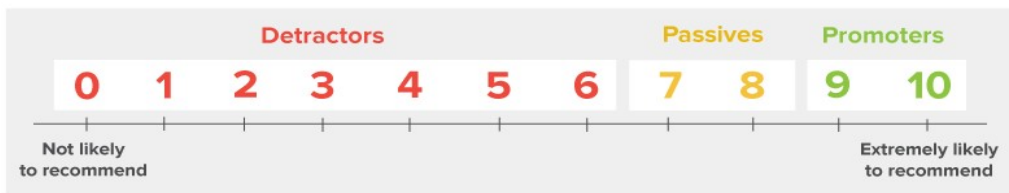


Go Shred are committed to excellence in customer service and to also ensure we provide the best value for money for our clients. To help us do this, we provide our customers the opportunity to formally feed back their thoughts on this and on a range of complimentary subjects. This takes the form of our 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.



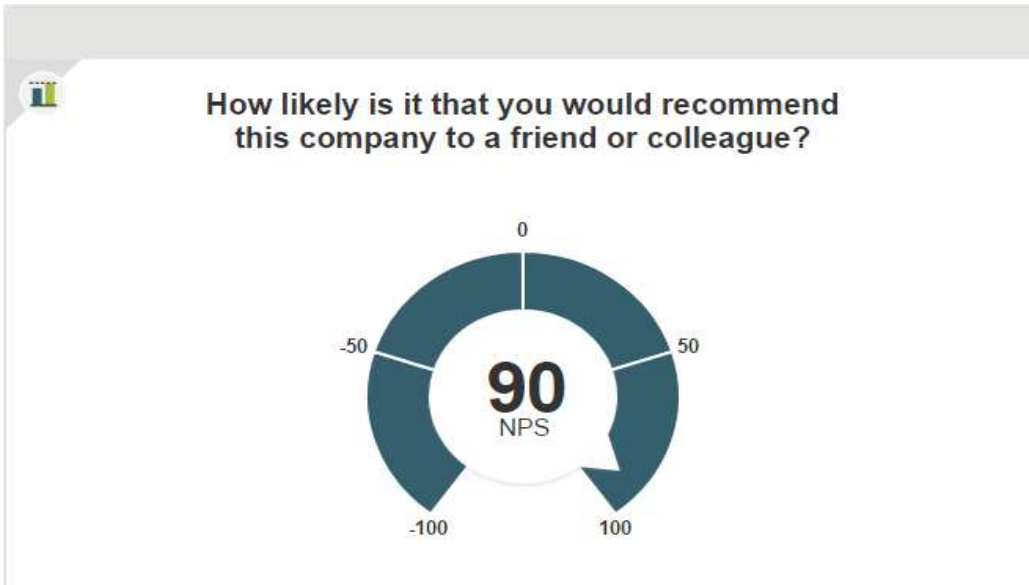
The answers customers provide are classified as follows:

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

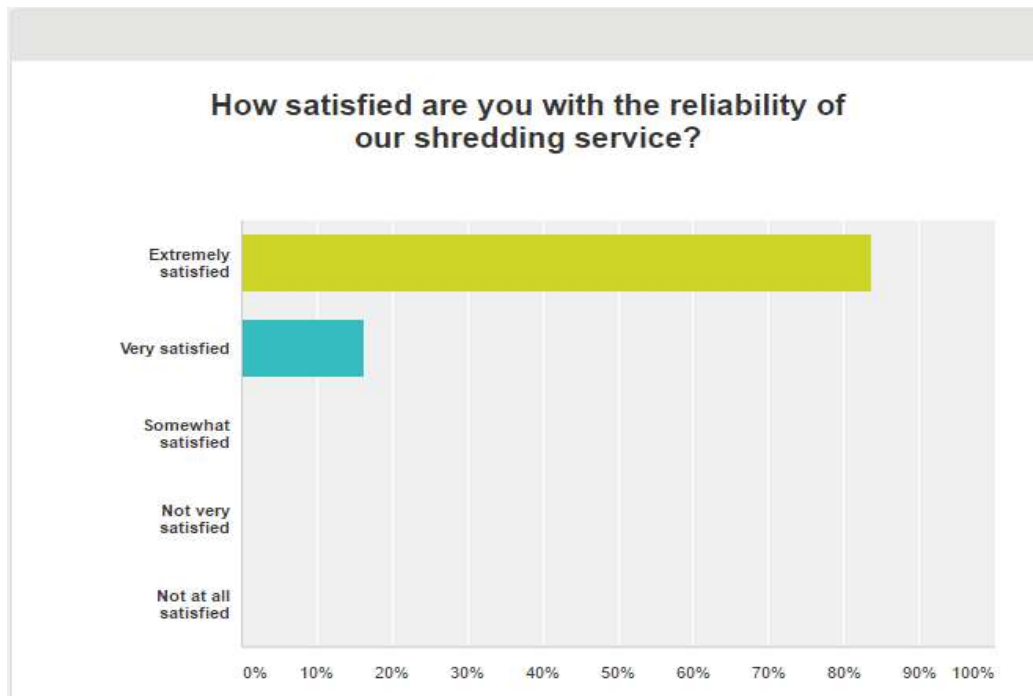
7–8 = Passives—satisfied but indifferent customers who may switch service providers

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	10%	90%	90%

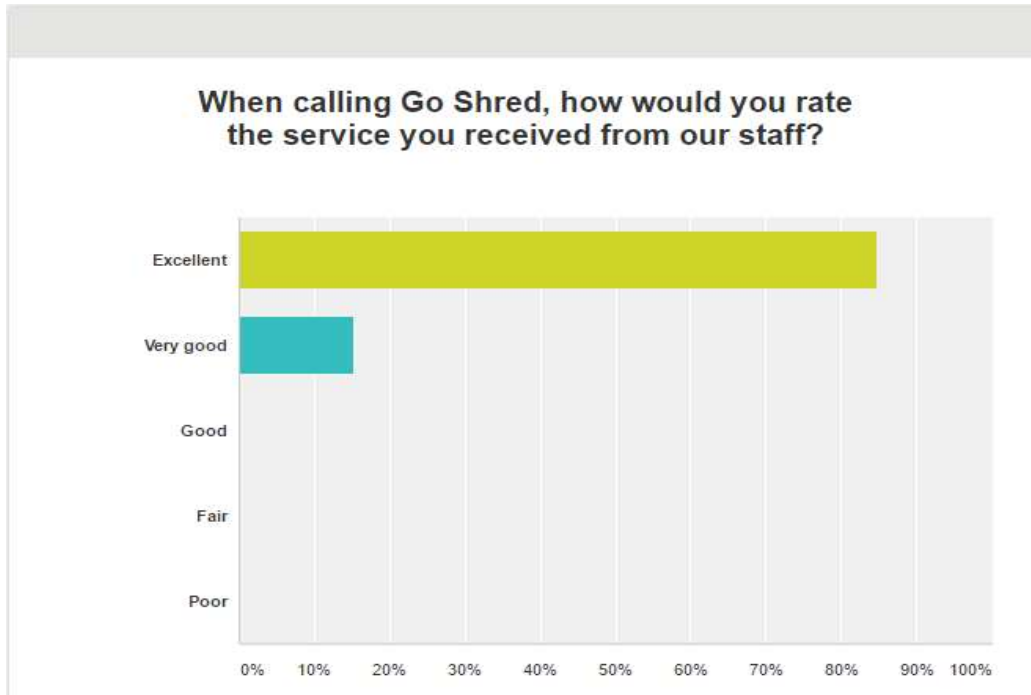


NOTE: Go Shred'S NPS score for 2016 was 85%



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.

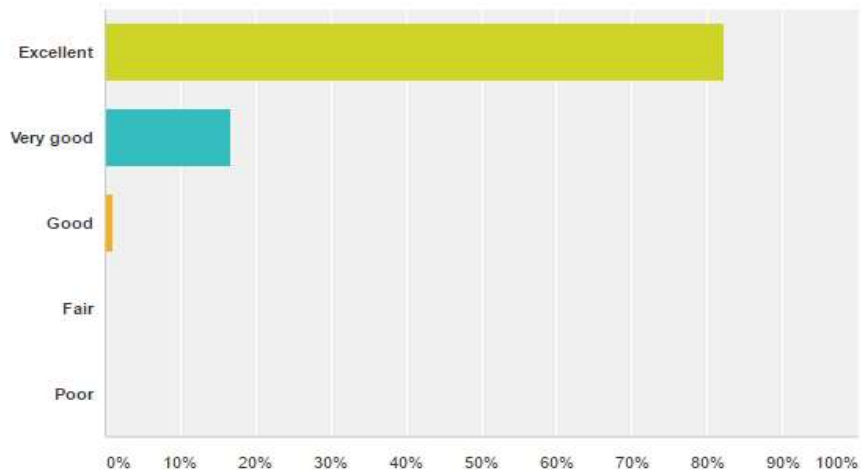
Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied
83.67%	16.33%	0%	0%	0%



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.

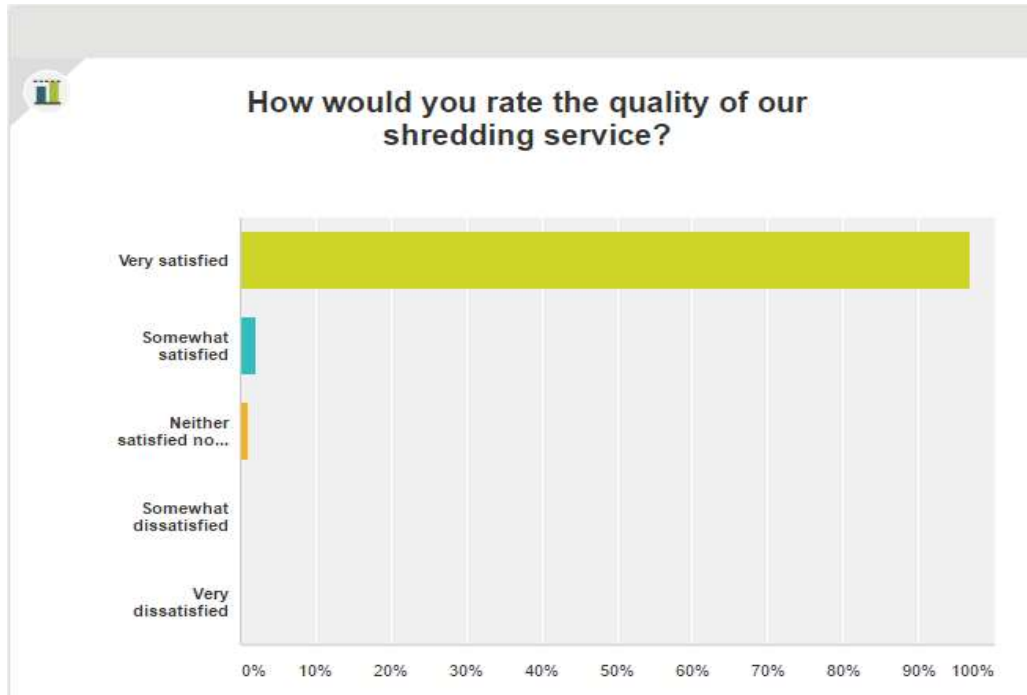
Excellent	Very Good	Good	Fair	Poor
84.69%	15.31%	0%	0%	0%

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



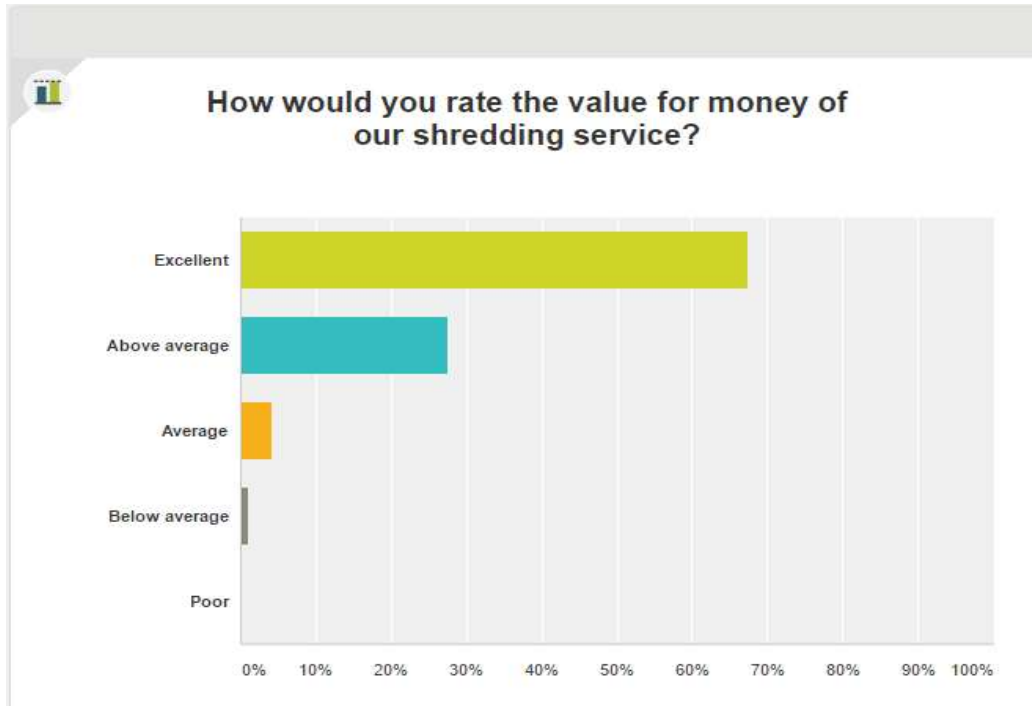
When we come to service your company, it is vital that our operatives are smart, polite, helpful and efficient. As a smaller company, We want to offer the excellent service our clients expect, but with the personal touch only Go Shred can provide.

Excellent	Very Good	Good	Fair	Poor
82.29%	16.67%	1.04%	0%	0%



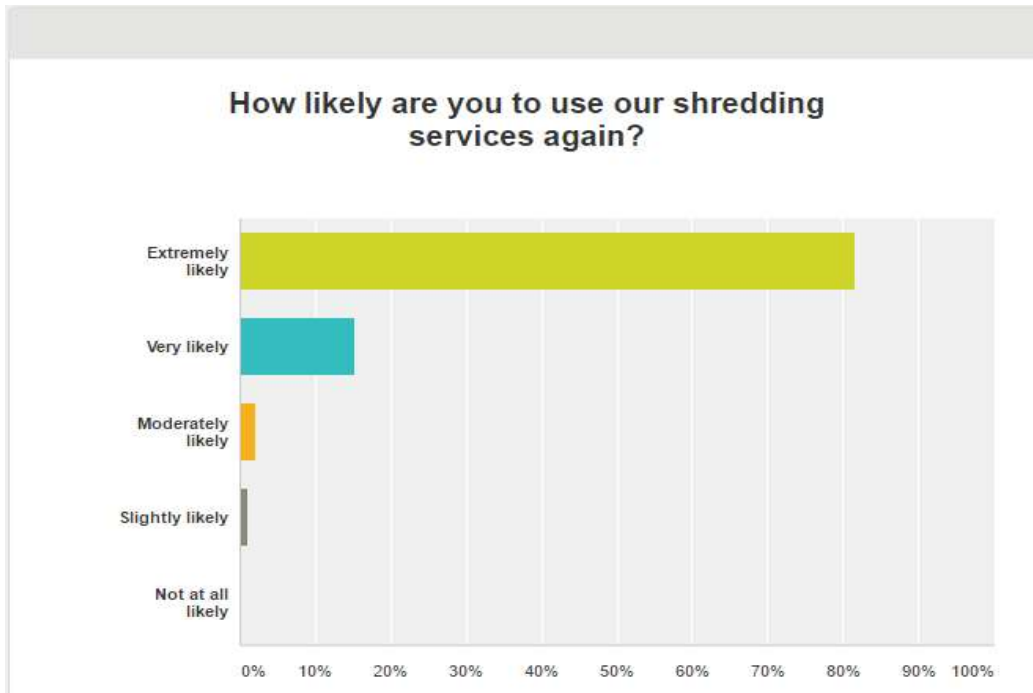
Our overall shredding service, from first contact, service and to the issuing of documents is vitally important for us to get right. It needs to be right first time, every time in order for us to maintain our own high standards.

Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
96.91%	2.06%	1.03%	0%	0%



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
67.35%	27.55%	4.08%	1.02%	0%



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
81.63%	15.31%	2.04%	1.02%	0%

## 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 just a small representative sample of the feedback received:

*Excellent service and customer service, very friendly reliable staff.*

*Great service, and friendly staff. We always try to use local products and services and will definitely continue to use Go Shred!*

*An excellent service provided by extremely helpful, professional people. It was a pleasure to deal with Go Shred.*

*Love the personal touch of a family run business - you make your customers feel valued, thank you!*

*The customer service is excellent. Always willing to accommodate our requirements.*

*First class service from first contact with this company by telephone through to the operative who did the shredding on site. Would definitely recommend!*

*Excellent service and very friendly staff who always try hard to deal with any requests*

*I rate the service overall very much. I have answered Q4 as only a good because the operative was throwing boxes down to the bin, and nearly hit me with one of them. I don't think he noticed and I didn't make a fuss. **GS> Upon receiving this feedback Go Shred has retrained all our operatives to keep clients and potential traffic clear of bins and skips when collecting material and reinforced the need to carefully place materials in the receptacles***

*A very good, economical service provided in a professional, efficient and friendly way. All aspects are excellent - I cannot recommend highly enough*

*Very very polite, friendly staff nothing to much trouble, Belinda is a star.*

*Always happy with Go Shred and their excellent service.*

*Fabulous friendly service, would recommend to anybody & do!*

*I used Go Shred for a domestic document collection. Excellent service and will be using again for the same.*

*Don't know if I'll use the service again, as the vast majority of the paper for shredding was from a closed down business. I'll certainly recommend you though. Excellent service!*

*Belinda is always very pleasant to talk to on the phone and extremely helpful. Thank you*

*The gentleman, who picked up my papers, was very nice and informative.*

*The service from Go Shred was 5\*. We are in the process of moving house and getting rid of all the unwanted paperwork was a must, but it needed to be done securely, and the Go Shred service did just that. I cannot recommend them enough. Brilliant service.*

*Great fast service, friendly and helpful people.*