



CONFIDENTIAL SHREDDING

Annual Quality Management Survey 2018

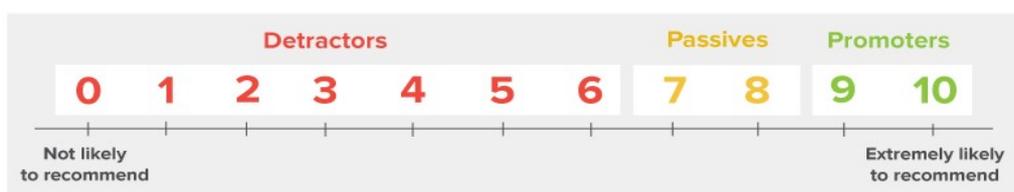
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Go Shred are committed to excellence in customer service and to also ensure we provide the best value for money for our clients. To help us do this, we provide our customers the opportunity to formally feed back their thoughts on this and on a range 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
1%	5%	94%	93%

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

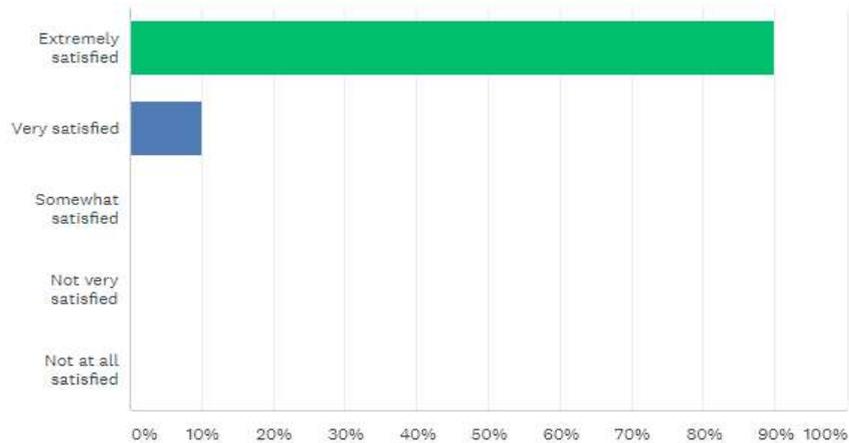


Go Shred'S NPS score for **2018** with c. 1000 customers

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

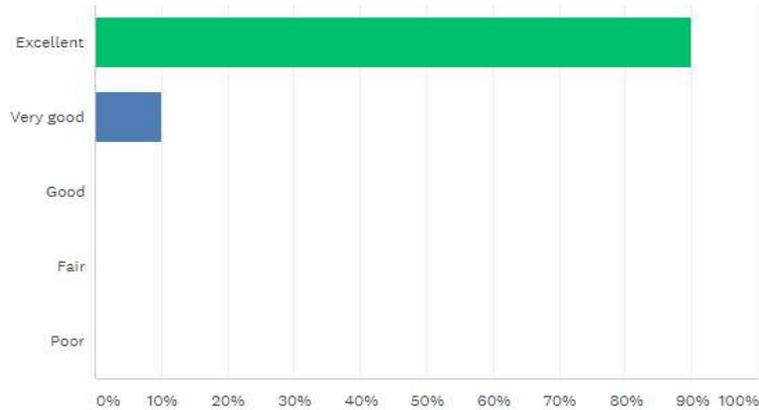
How satisfied are you with the reliability of our shredding service?



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
90.00%	10.00%	0%	0%	0%

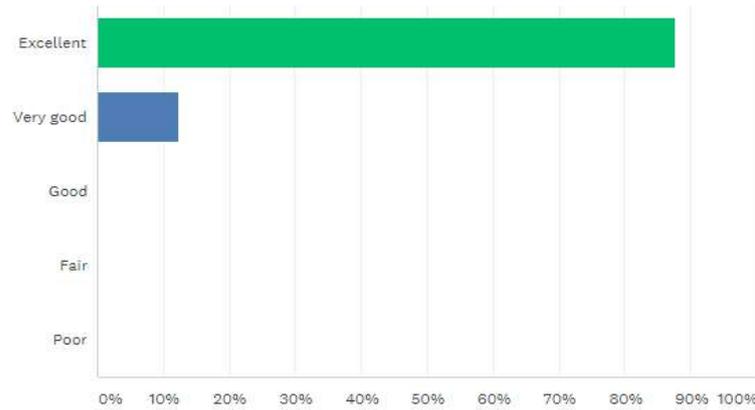
When calling Go Shred, how would you rate the service you received from our office staff?



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	Very Good	Good	Fair	Poor
90.00%	10.00%	0%	0%	0%

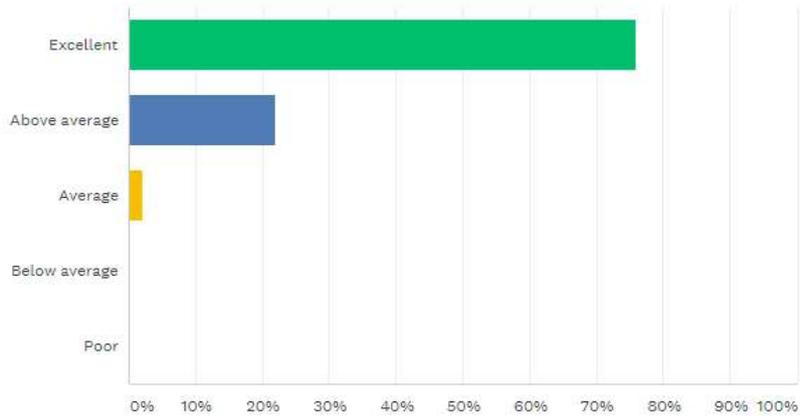
When Go Shred operatives are at your company, how would you rate the service you received from them?



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
87.63%	12.37%	1.04%	0%	0%

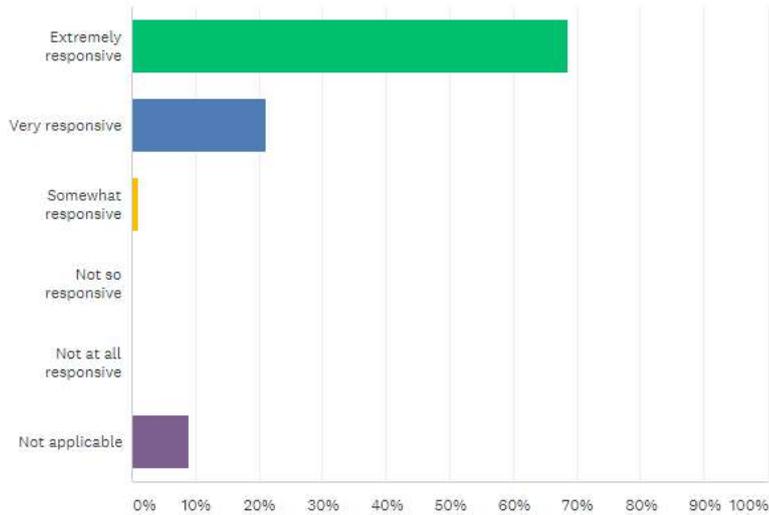
How would you rate the value for money of our shredding service?



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
76.00%	22.00%	2.00%	1.02%	0%

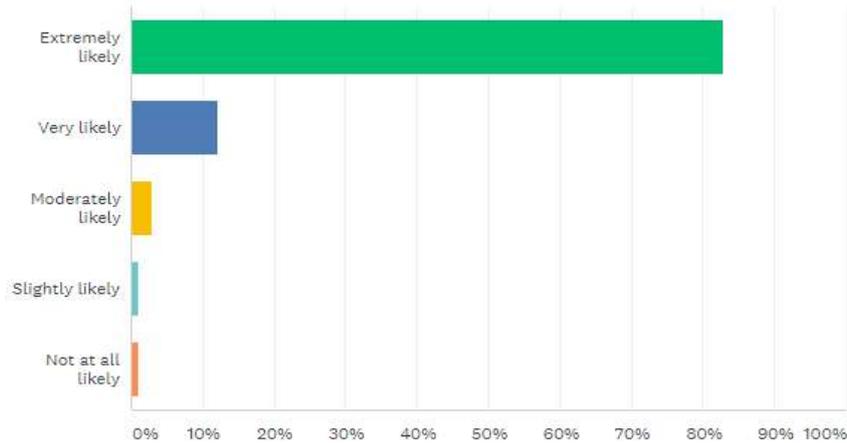
How responsive have we been to your questions or concerns about our products?



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	Very Responsive	Somewhat Responsive	Not So Responsive	Not Responsive At All	Not Applicable
68.69%	21.21%	1.01%	0.00%	0%	9%

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*
82.83%	12.12%	3.03%	1.01%	1.01%

* The respondents marking this option were at pains to point out in their feedback that they had chosen this due to their retirement or in one instance, relocation to another part of the country

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:

Excellent service, and the staff are fabulous to work with, would definitely recommend them.

All my questions were answered thoroughly, and I always felt I was getting a personal service. I had no idea what you could or couldn't do and you really helped me get the job done. Thank you Belinda and Mike for your excellent help.

All positive from initial phone call to on site service.

I have found Go Shred easy to contact, staff recognized my voice even after 6 months, and called me by name. I was impressed .

Great!

Great people, great business values .. won't be using again simple because we've moved South

Mike is FANTASTIC

Very friendly and efficient service

I used your company for a private transaction when clearing my parents' property after they passed away. You were very helpful and provided an efficient service. Thank you, I would not hesitate to use your services again in the future

Easily beat most prices and the process runs smoothly and efficiently.

The lady on the telephone was very helpful, I got booked in quickly, they turned up on the day and in the time slot I was given. will use you again.

The only slight thing is that operative turned up early and I wasn't quite ready! Outstanding service and thoroughly recommended.

Good service and pleasant staff

Good to do Business with you.

Very prompt with invoicing, no errors, excellent customer service and very prompt with service times.

Excellent company and I have recommended you to several other people too!

I used Go Shred at my private home. Such good service, Much better than I expected. Thank-you.

Polite, helpful and flexible. Did everything they said they would do. Very prompt and responsive. Thank you very much

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.

We were amazed by the efficiency, speed and very reasonable cost of your service.

Great company offering a great service, always good to see a local firm excelling at what they do and continuing to grow year on year. Keep up the good work!!

Very friendly, informative and helpful staff Can only say to keep up the great work

Very professional from start to finish. Staff where very polite and efficient.

An excellent service from start to finish.

Couldn't fault the service provided

Very helpful & friendly staff based in Huddersfield. Have used them several times now. Keep up the good work.

Excellent service - turned up when they said they would and certificate of destruction sent promptly.

We have no complaints at all, you deliver what you said you would at the beginning of the contract.
Very pleasant staff

Very well organised, efficient, and prompt to respond to our queries

First class service at reasonable cost. Highly recommended.

very efficient and competitively priced service

First class Extremely good at their job Will use again

If only all other businesses were so customer orientated. Cheerful, helpful, on time. 110% service

Belinda who deals with all my enquiries is very helpful and has excellent customer service skills. she is always prompt in responding and is very helpful and polite. Thank you Belinda :)

We will continue to work with Mike and Belinda they are very helpful, and have accommodated all of our extra requests for new contracts in a timely fashion. Thank you both.

excellent in all departments

Your service was excellent and helped me to clear years of built up confidential materials. The only reason I have ticked the box indicating I would not use your service again is because my company now ensures that we regularly destroy documents on an ongoing basis. However, I would readily recommend your service to anyone in need of professional shredding services.

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:

Fantastic service have been recommending to friends & family

Excellent service very professional and a pleasure to deal with.

Staff are extremely friendly Communication is excellent

The new GDPR requirements, means using Go Shred as a reliable, simple, value for money service, is a great solution to ensure our full compliance.

My requirement from Go Shred was for personal files - just a small job, but the service was second to none, the staff very friendly and helpful.

Very prompt and friendly service will be using again in the future.

I used the company to clear numerous sacks of shreddable papers when I retired as a self-employed accountant at the end of September 2016. They always turned up at appointed times and were very efficient. I will be using Go Shred again to dispose of numerous other files in my loft at home, as soon as they become statute barred.

Our experience with go shred has been excellent and as we require will continue to use their services

Ours was probably a one off but would recommend you without hesitation if anyone else wanted a "shred" ! Thanks

It is always lovely to speak to Belinda as she is always helpful. The delivery guys are great they ring me about 10 mins before so that I can have the shredding ready and they always arrive at the time stated. Cannot fault the service we receive.

The service was great, very easy and I have passed your details to our Trust - Beech Hill School. I will use you in future.
Thanks

Can't fault the service in any way. Lovely people.