

As part of our commitment to excellence in customer service and to also ensure we provide the best pricing to our clients we provide our customers the opportunity to feed back to us their thoughts on a range of subjects. This takes the form of our annual Quality Management Survey, the results of which we provide below. We will run this 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.

Question 1 - How likely is it that you would recommend Go Shred to a friend or colleague?

We use the proven Net promoter score method

What does this mean?

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 Net Promoter Score methodology is based on asking customers a single question that predicts the likelihood of both repurchase and referral: "How likely is it that you would recommend this company to a friend or colleague?" Customers rate their answers on a scale from 0 to 10.

The answers customers provide are classified as follows:

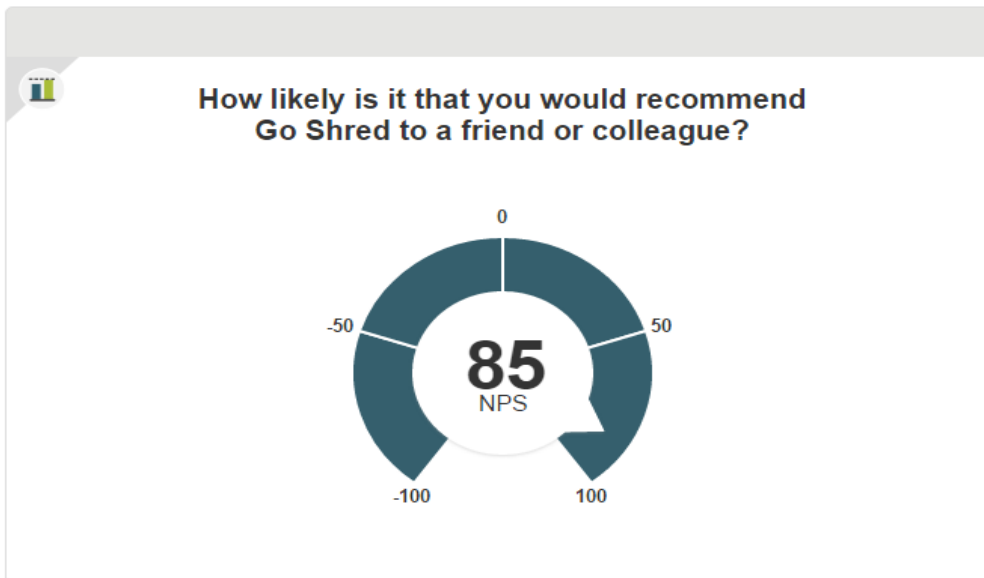
0-6 = Detractors—unhappy customers, prepared to use negative word-of-mouth

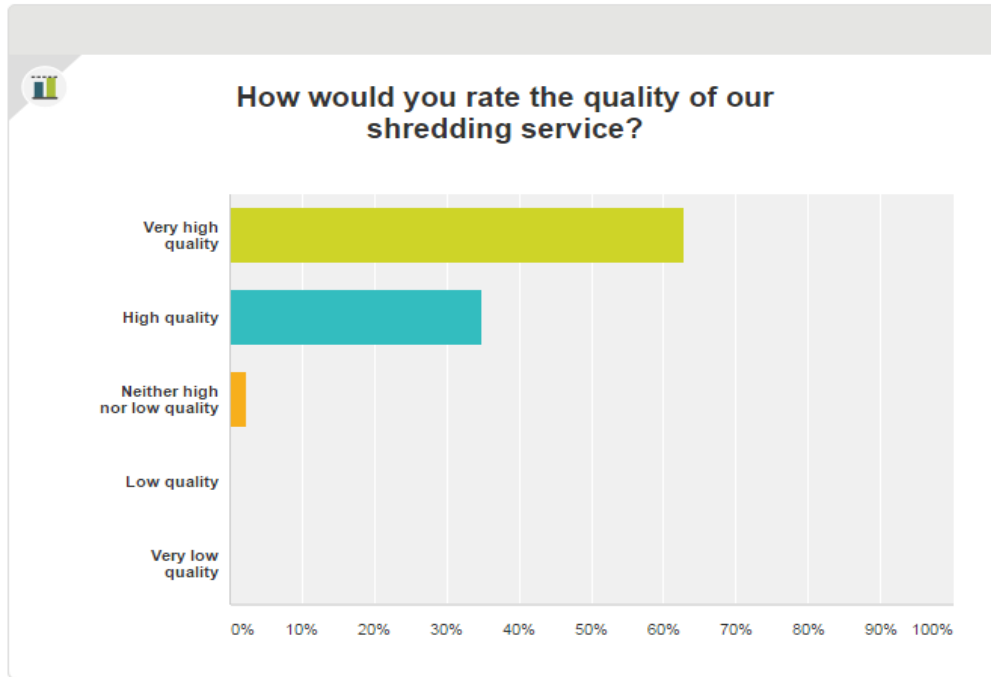
7-8 = Passives—satisfied but indifferent customers who may switch service providers

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

Our results

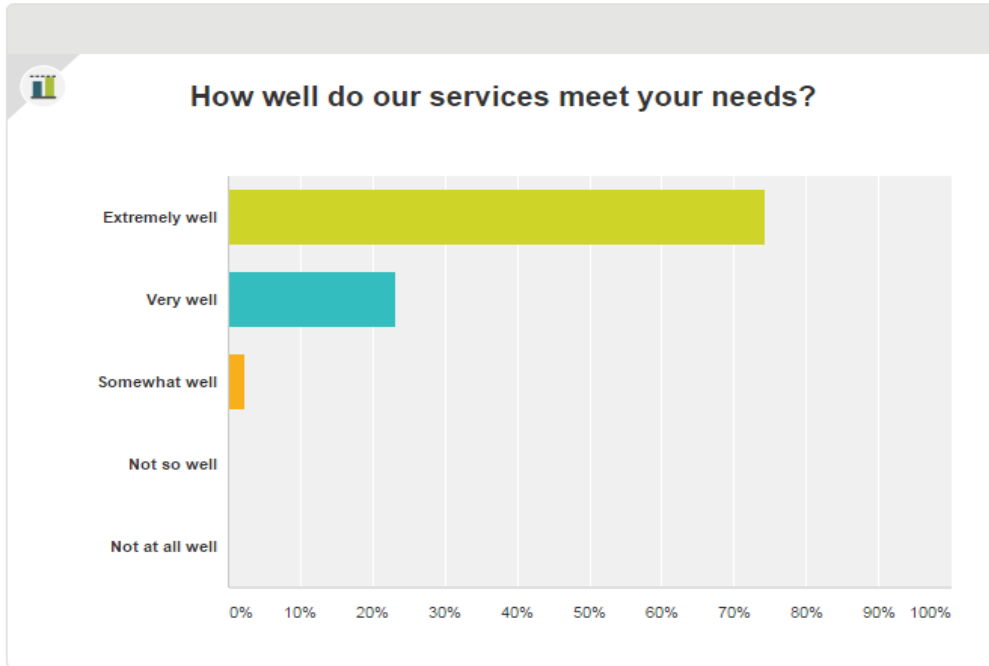
Detractors	Passives	Promoters	Net Promoter Score
0	15%	85%	85%





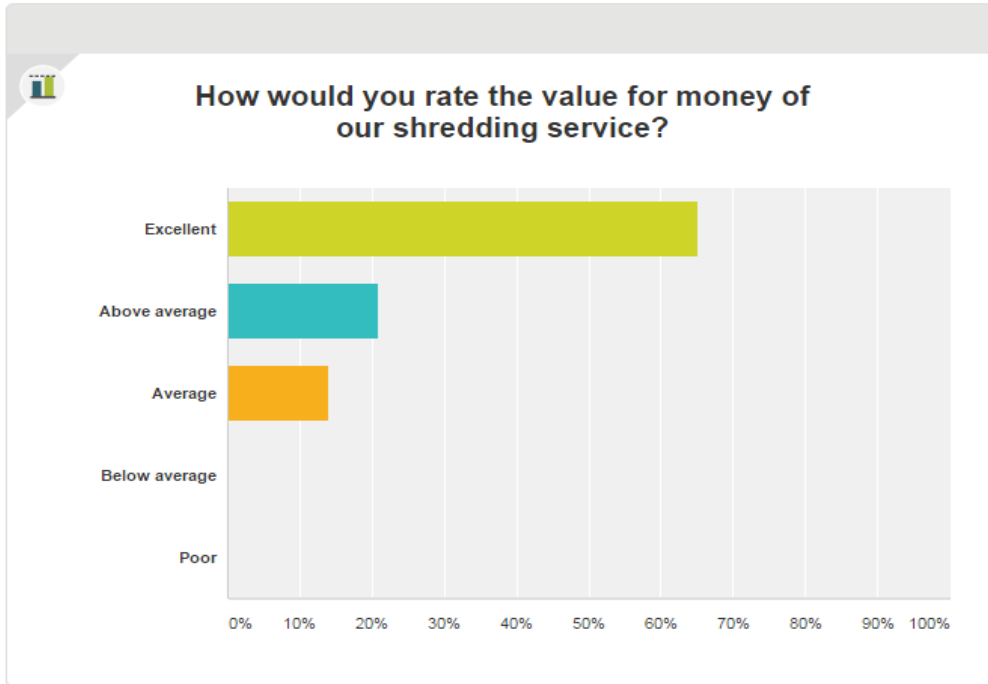
We asked our clients to rate the quality of our shredding service, whether you were a large scale regular client or a one off adhoc client, it is important to us that you feel that you are receiving the best possible service, regardless of size.

Very High Quality	High Quality	Neither High nor Low Quality	Low Quality	Very Low Quality
62.79%	34.88%	2.33%	0%	0%



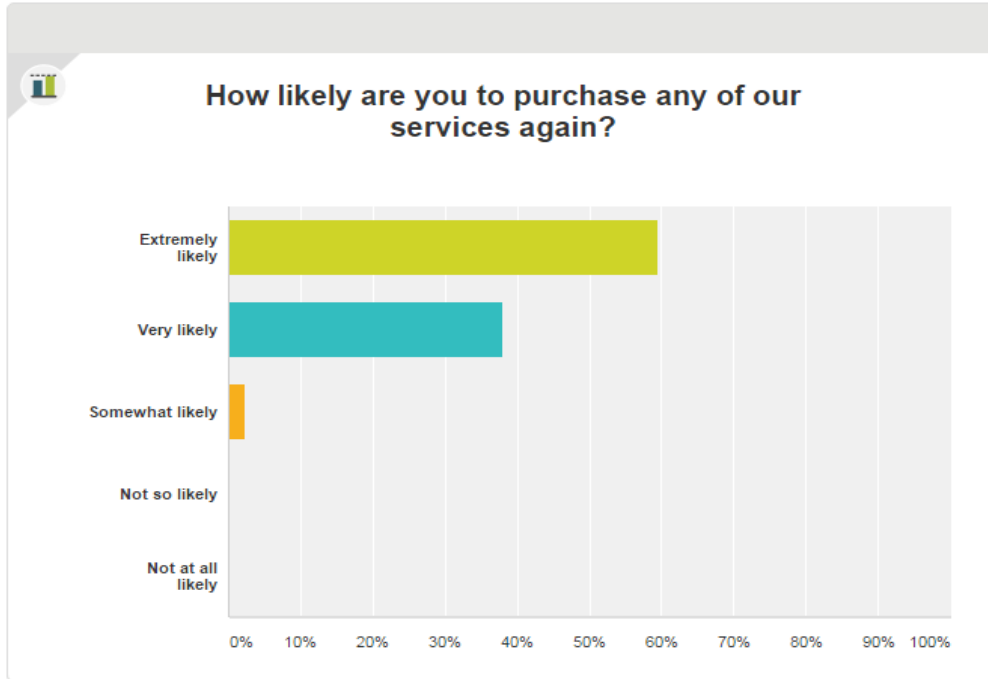
It is very important to Go Shred that our clients must feel that they are being serviced in a holistic manner. This question asks how well we have met the needs of the client, from their first contact, service delivery and finally the delivery and presentation of their documentation.

Extremely Well	Very Well	Somewhat Well	Not So Well	Not at all Well
74.42%	23.26%	2.33%	0%	0%



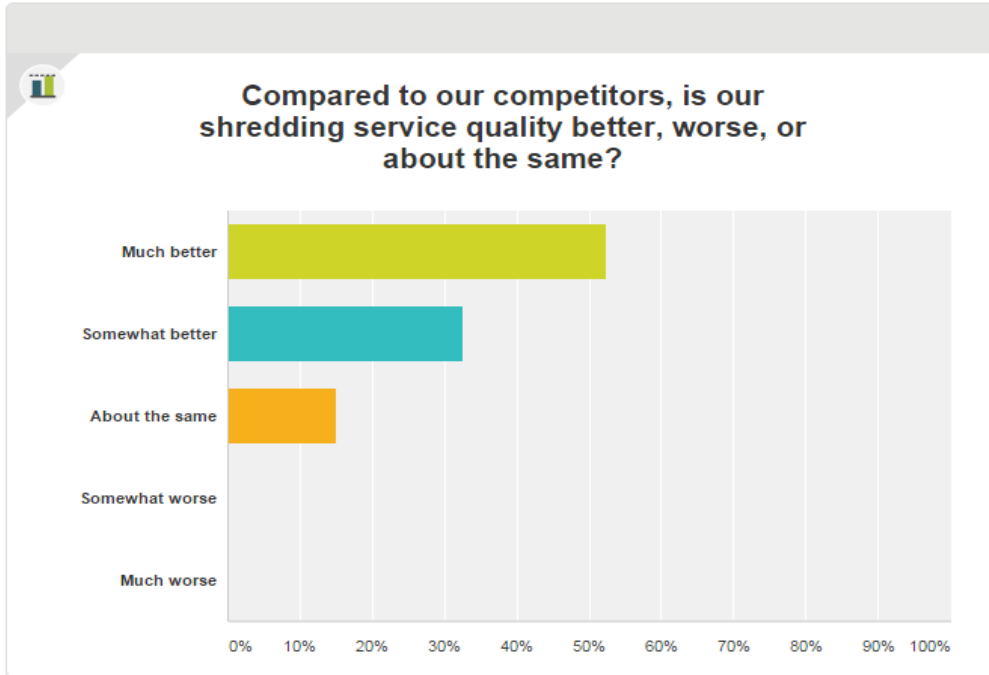
In recent times, it has become ever more important to provide a service that is not only of a high quality, but is also seen to be value for money. As a smaller company, We want to offer the personal service our clients expect, but at the same time offer value.

Excellent Value	Above Average Value	Average Value	Below Average Value	Poor Value
65.12%	20.93%	13.95%	0%	0%



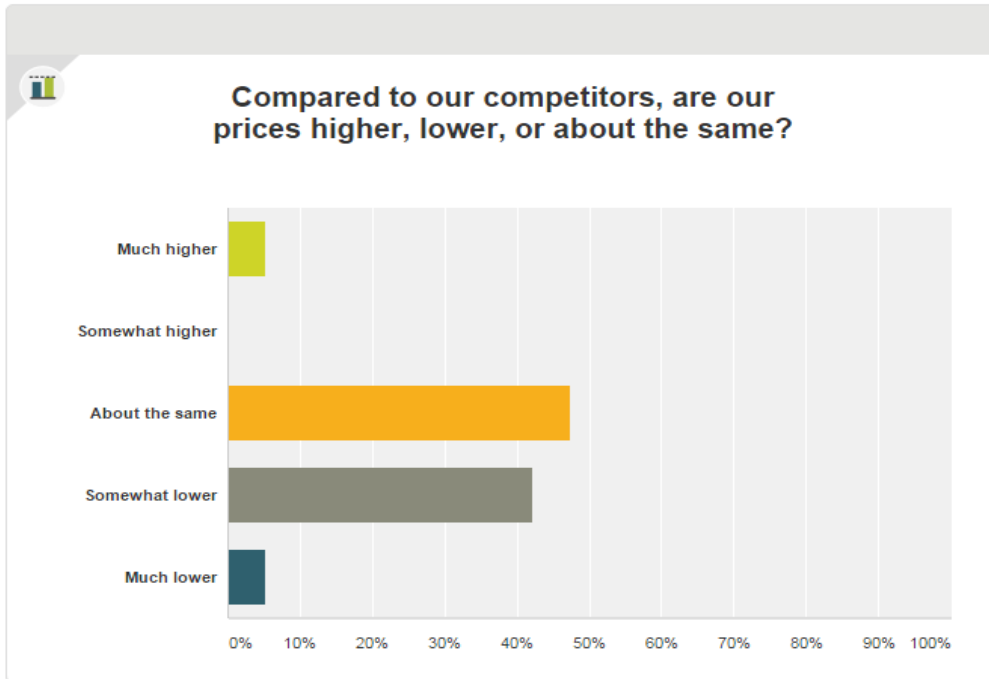
Sometimes keeping a client , in particular one who uses your services on an ad hoc basis can be difficult in such a competitive marketplace, but what likelihood is there that you will return?

Extremely Likely	Very Likely	Somewhat Likely	Not so Likely	Not at all Likely
59.52%	38.10%	2.38%	0%	0%



We need to know how well we perform compared to those in our industry. As clients, you are best qualified to tell us how you feel we stack up in the marketplace, although we would never rest on our laurels - constantly innovating to stay ahead - but where do we stand in your eyes?

Much Better	Somewhat Better	About the Same	Somewhat Worse	Much Worse
52.50%	32.50%	15.00%	0%	0%



Again, we need to know how well we perform compared to those in our industry. As clients, you are best qualified to tell us how you feel we stack up in the marketplace. So where do we come in terms of pricing against our competition?

Much Higher	Somewhat Higher	About the same	Somewhat Lower	Much Lower
5.26%	0.00%	47.37%	42%	5.26%