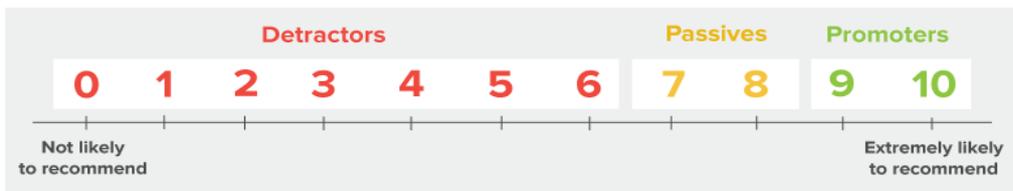


Go Shred are committed to excellence in customer service and to also ensure we provide the best value for money for our clients. To help us do this, we provide our customers the opportunity to formally feed back their thoughts on this and on a range of complimentary subjects. This takes the form of our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

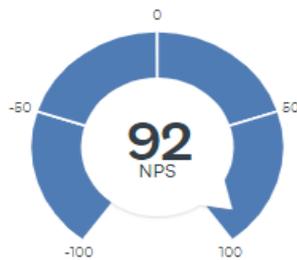


The answers customers provide are classified as follows:

- 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%	17%	92%	<b>92%</b>

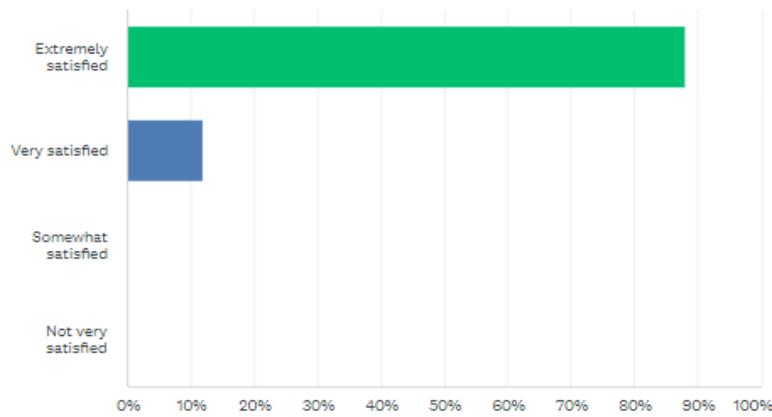
How likely is it that you would recommend this company to a friend or colleague?



Go Shred'S NPS score for **2021 was 92** with c. 2500 customers

- Go Shred'S NPS score for **2020** was 95 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

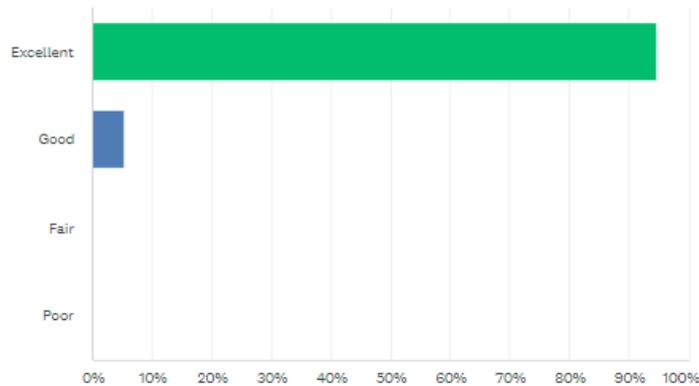
How satisfied are you with the reliability of our shredding service?



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
88.10%	11.90%	0%	0%	0%

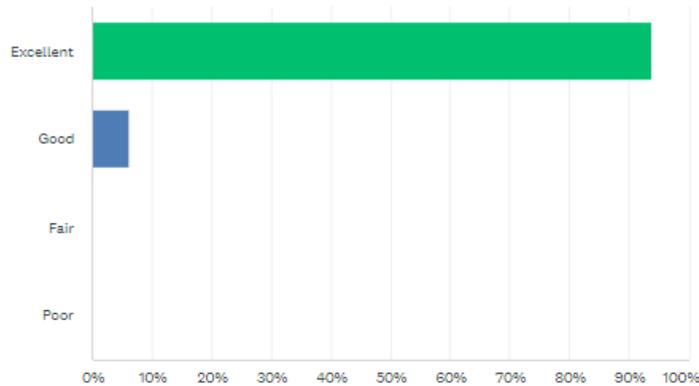
When calling Go Shred, how would you rate the service you received from our office staff?



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
94.74%	5.26%	0%	0%

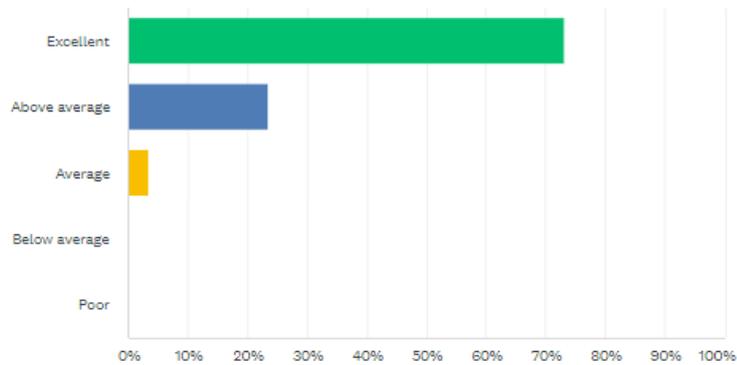
When Go Shred operatives are at your company, how would you rate the service you received from them?



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
93.72%	6.28%	0%	0%

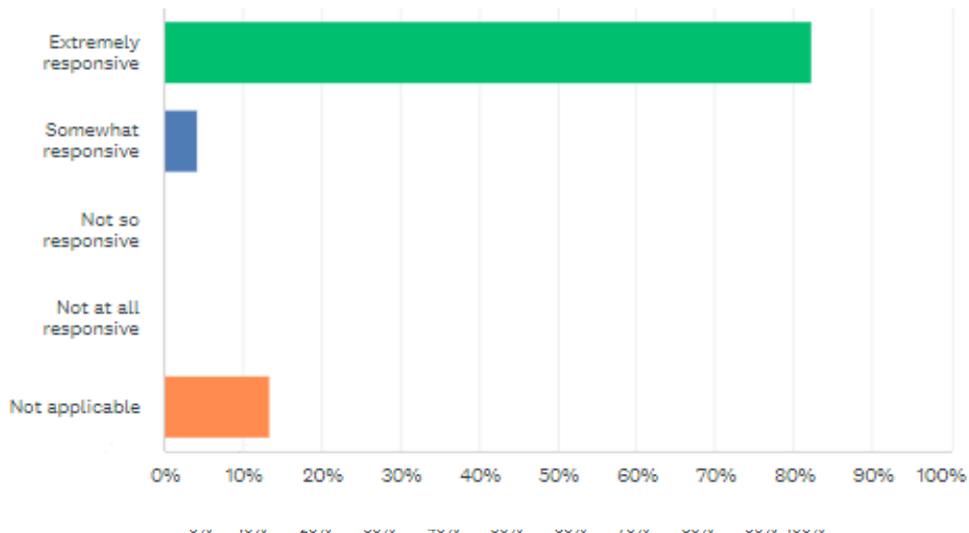
How would you rate the value for money of our shredding service?



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
73.21%	23.44%	3.35%	0%	0%

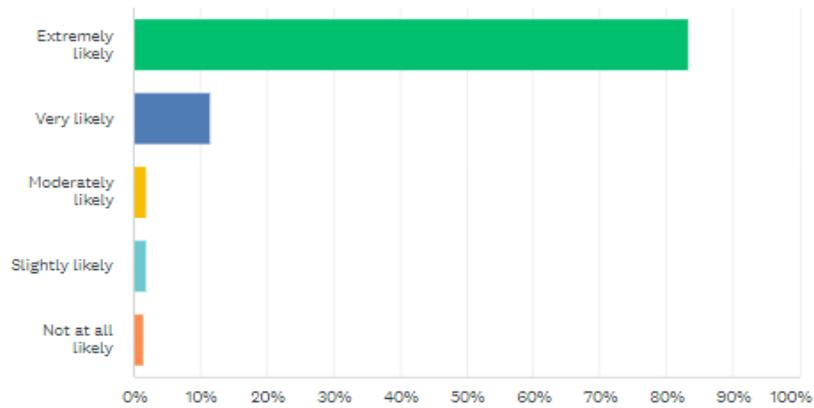
How responsive have we been to your questions or concerns about our products?



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
82.21%	4.33%	0%	0%	13.46%

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
83.33%	11.43%	1.90%	1.90%	1.43%

## 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.

We have created a Word Cloud to show the most used words in the responses. This is a very quick reference as to the tone and level of satisfaction in the responses

deal go work polite Excellent service will use staff Great company  
company Great efficient one Thank office friendly  
excellent service helpful good Brilliant needed shred  
Go Shred definitely recommend used reliable always come time  
professional



And here is the feedback received in full - please note that not all those surveyed filled in this section. We have also not altered any of the content - including spelling and grammar 😊

Always very with the service I receive. Thank you :)

Only answered 'Not at all likely' to 7 as we used the service as part of an office move so would not use it ongoing.

Excellent service, straightforward to organise and efficiently carried out - Many thanks!!

Very easy to organise, efficient and friendly staff.

Very pleased with the excellent service received. Thank you.

We use your one off shred services around once or twice per year, it is an excellent value for money way of dealing with our confidential waste, much better than a monthly cost and collection for our small business. I can't fault the service at all.

We will be using go shred every time we have an archive clear-out they are wonderful.

Professional service and local too!!!

We have used the services of Go Shred for a number of years and have always received a friendly, professional service.

### 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.**

very professional and kind staff. Office staff are great and so are the gents that come to collect. keep up the good work guys :) Thanks

I am an elderly lady and needed some private papers shredding. I'm afraid I may not need your services again but I would definitely recommend you to others.

Great service and very reasonable charges

i was very happy with the service from Go Shred and i will use them again.

Great Company - terrific service.

Belinda is a lovely lady and is welcome to drop in our office anytime when she is passing. Lovely people to work with.

we are a family not a business and we found the service very good and the staff very helpful

Friendly, knowledgeable and quick service from the company

I think we have used Go Shred 3 times now and each time we have been completely satisfied with the promptness of answers to any query and the helpfulness of staff. Perfect :)

Very polite and professional

Brilliant experience with Go Shred from first enquiry to the lovely driver who came and collected during Covid. My husband was shielding and we were in a difficult position of having to move house/business. Everyone was very considerate and helpful and really put our minds at rest. Just about to book another collection.

Go Shred were excellent after our company went into liquidation and we needed to organise removal of archived documents. They arrived on time, their communication was excellent (especially the live chat feature on the website!) and we were given all appropriate documentation to confirm our files had been destroyed appropriately. Also - I never knew this, but you can actually leave the documents inside the files and they can shred those too - very handy! Thanks again, would not hesitate to recommend you guys!

the staff are so friendly when they come in to our office

Excellent service but it was a one off for me as it was because of bereavement and shredding their personal papers.

Thank you so much, brilliant service all round, well done to all

Our regular operative is very friendly and nothing is too much. He is very efficient and having the same operative has allowed the staff to develop a good relationship. We would love to keep working with the same gentleman (sorry I cannot recall his name.)

### 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:**

Very impressed with how quickly our request was fulfilled and the professionalism of all concerned. Price was impressive too 👍

Friendly and helpful

Brilliant friendly efficient company.

Fantastic service Thank you

My appreciation to your wonderful employee Nikita. So much so we passed her name onto a potential customer who has been in touch and made a booking with you. Thanks to all involved.

Excellent service

We asked them to come and they did and got rid of all our old paper without any trouble at all.

You have always been a quick and reliable company to work with. Belinda has always been extremely helpful and efficient both on the phone and in e-mail correspondence. Thank you

Just gave a good service

Efficient

I haven't been a customer for long, but you've always dealt with me in a friendly and efficient manner - thank you, keep up the good work!

First time user when we were moving office. Great service in terms of explaining the different types of service. Ended up having more than I thought which was readily accommodated. All my queries answered quickly and efficiently and the driver who came to collect was absolutely lovely. Will definitely use again when needed.

This was a personal service not a company, if required would definitely use again and recommend

Brilliant service. Can't recommend Go Shred highly enough

very reliable friendly service from start to finish, would definitely recommend

Fabulous!

always a job well done - couldn't be a better service, extremely efficient.

Great company, highly recommended by us!

### 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:**

It's an ongoing pleasure to do business with you.

We will definitely be using you again.

Only ticked moderately likely above as we don't have many shredding needs but if we needed anything we would come to you

Friendly professional company would highly recommend

Amazing company 😊👍👍

Excellent service, quick, efficient & friendly staff would definitely recommend.

I am due another collection in the next few days and you have just reminded me.

It was a one-off service before moving countries - therefore I won't use it again but wouldn't hesitate recommending it!

Very pleased.x

I would not hesitate to recommend GoShred to anyone. Great service. Efficient collection. Definitely go the extra mile to help. Very caring attitude. I wish them all the very best now and in the future.

An excellent service from start to finish. We will certainly use the Company again, when needed.

Quality of service from beginning to end was excellent - thank you

You cannot beat the best, which is Go Shred.

Always returned calls and happy to help with queries. Nice people to deal with.

A difficult time for me after the loss of my husband Go Shred handled my request with kindness and empathy their assistance was greatly appreciated

Really impressed with this service, will use you again in the future!

This was a one off due to removal but would be very happy to use again if needed

Very efficient and straightforward service. Thank you.

Excellent service from a very friendly team

Using GoShred was a one off need should we ever require the service again we would not hesitate, a good experience from

### 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:**

Using GoShred was a one off need should we ever require the service again we would not hesitate, a good experience from beginning to end, well done GoShred

Have used your service twice one year apart. An excellent response to my needs

Very pleasant and helpful to deal with would certainly use your company again

Always polite and knowledgeable when I phone with queries. An excellent company to deal with. THANK YOU!!

Professional, knowledgeable & polite service personnel both in the office and in the field.

A good company who carry out their tole efficiently and professionally.

it would be handy if there was scope to do less than 10 bags at a time as once we have cleared the bulk of the old files we will have less going forward and if we could say drop off a bag or two rather than wait till we had 10 that would be useful

Good service

Great company to work with...no issue to small to be dealt with...