

Customer survey report

PFI / PPP Survey Results 2010

The continuing economic challenges of the last 12 months have had an impact on all sectors of society and business. Veolia Environmental Services recognises more than ever that, as your supplier, we have a key role and responsibility to be a partner that delivers cost-effective environmental outsourced solutions.



In December 2010, a Customer Satisfaction Survey was carried out to gauge opinion and gather feedback from a number of PFI / PPP clients, which many of you kindly responded to. This is a key measurement tool providing essential feedback for us. Understanding your vision and priorities inspires us to keep innovating to improve all aspects of our service, helping us to do what we do, better.

This report is a summary of the results following the responses from over half of our PFI / PPP clients. Our overall score across all services was 8.2 (out of a maximum 10). Using this score as a benchmark for future surveys will allow us to understand what we are doing well, as well as indicating potential areas for improvement.

Overall Satisfaction

We are always looking to better our service and some of your individual suggestions for improvements to your own contracts will inspire us to review services to our other contracts. This is why your feedback is so important to us.

Our overall satisfaction and advocacy scores were high from our PFI / PPP respondents. Considering the diverse nature of our PFI / PPP contracts, we are pleased to have achieved an average score of 8.2. The results also show that not one customer in the sample gave us a score below 7.0.



Service Delivery

As a key player in the integrated market, we have a number of long-term partnerships with Local Authorities and handle millions of tonnes of waste every year. Although we carry with us a wide range of experience and expertise, we do not underestimate the fact that service delivery is how our clients measure

the success of our partnership. For us, it forms the primary principle of our Customers First Programme.

As an average, our service delivery score was 8.2, with waste services seen as our strongest Key Performance Indicator. Our IT solutions are shaped on the merits of each contract, and

as an innovative organisation, we routinely explore new technology that we can offer and apply to our customers.

Proactivity, Innovation and Creativity

Your feedback has suggested areas for potential improvements, especially around innovation.

Innovation might not necessarily mean developing specific new ideas for each of our customers, but being proactive in suggesting solutions that we have developed elsewhere. As an organisation, we are investing millions in innovation in 2011 for new services, facilities, products and systems. We understand that innovation has a primary purpose at heart - to provide commercial and environmental benefits to our customers.

Our proactivity was also scored and we received varying feedback. While some assessed this as our weakest area — not being proactive with new hardware and software — others praised us for our proactivity in costs savings and problem solving.

Application and innovation is another key principle of our Customers First Programme and we will continue to suggest and develop new solutions and work with you to address situations where there is room for improvement.

“Because they are commercially driven, they are looking at every opportunity to improve their effectiveness.”



“It’s about integrity, honesty; if there is something wrong it’s about ensuring people are aware of it”

Relationship Management

Our client managers are seen as highly experienced and committed, which is reflected in a score of 8.4 for relationship management. We work hard to build and manage our relationships and consider integrity and honesty as key qualities in our ongoing partnerships.

Each contract is cultivated to suit the needs of the project and some feedback suggests the need for greater senior management involvement in individual cases, not only to support the existing contracts but to develop relationships at higher levels.

Perceptions of Veolia

Professional, flexible and service focused are some of the key attributes that our clients associate with us. From a service perspective, and unlike any other supplier, we can offer the full range of waste management solutions. Although this is not a specific need for many clients almost 73% of our respondents could not recognise a service offered by a competitor that we didn't provide.

Although Veolia is a global leader, we aim to be your local supplier that can serve your needs, reacting positively to new and unexpected situations through our highly trained workforce.



Areas for Focus

Looking to the future and our continued working relationships with our clients, we asked our respondents to highlight what they felt was important for Veolia to focus on in 2011.

Although our overall score for service delivery was 8.2, our customers have identified service performance as one of our key focuses in 2011, along with continued environmental compliance. Service performance will always stand out for our clients as a key factor, and we consider all aspects of the project from the planning stages, including suggesting efficiencies and innovative ways of working.

Our expertise and knowledge of environmental compliance has allowed us in some cases to pioneer new industry standard procedures. We have been awarded the Carbon Trust Standard and all our sites meet ISO 14001, ISO 18001 and ISO 9001, and recently we were awarded ISO 20001. Despite these high achievements, we will not rest on our laurels; we will continue to ensure our standards on environmental welfare will not drop.

Areas you have identified that should be a key focus over the next 12 months



Final Word

Thank you again for your time spent responding to this survey. It's your feedback that helps us check our progress and implement change. We look forward to working with you in 2011 and in the future.