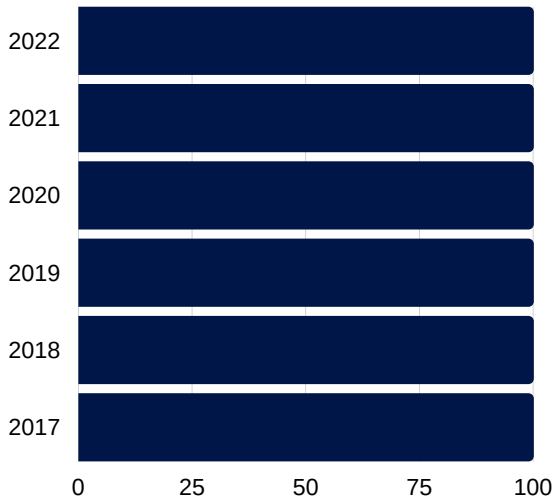


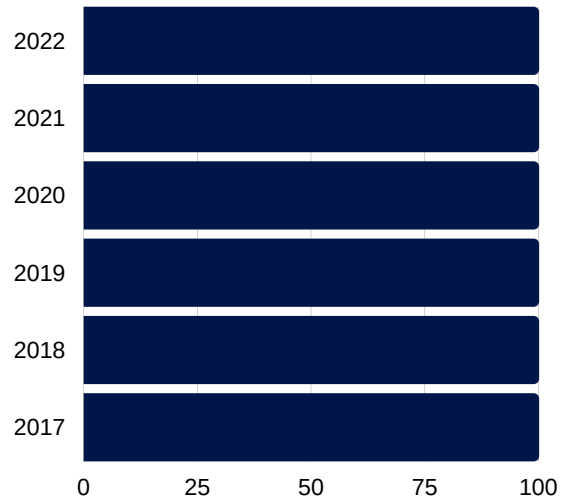
In-House Contract Customer Satisfaction

2022

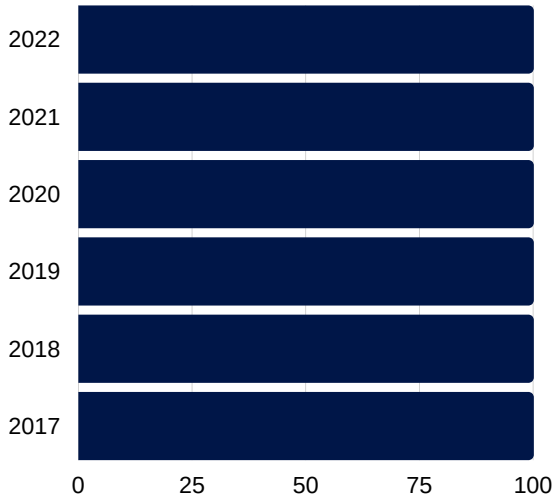
**CUSTOMER SERVICE, SALES
2022 100% SATISFACTION**



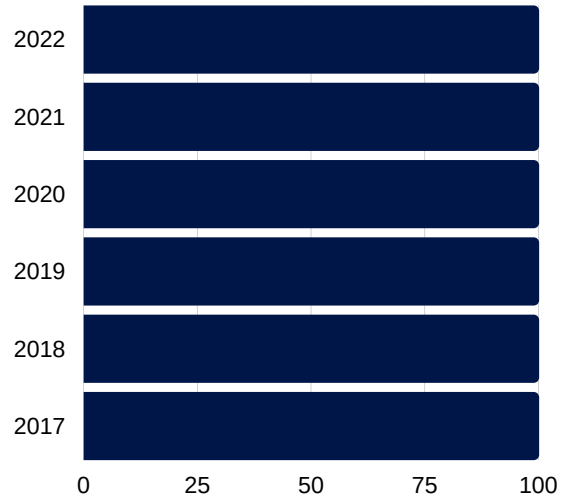
**CUSTOMER SERVICE,
PRODUCTION- 2022
100% SATISFACTION**



**QUALITY- 2022
100% SATISFACTION**



**PRODUCTION
TIME/DELIVERY - 2022
100% SATISFACTION**

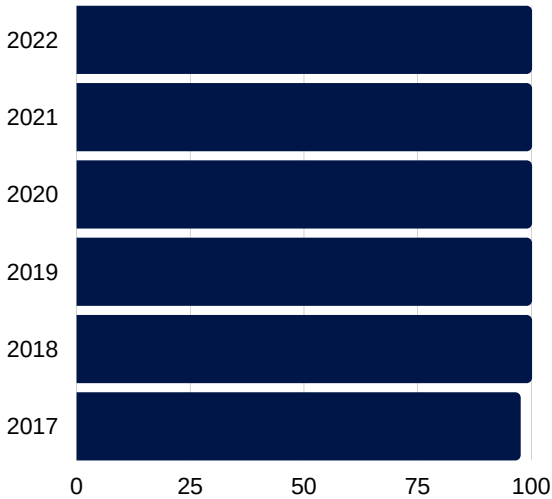


Blue are our satisfied responses.

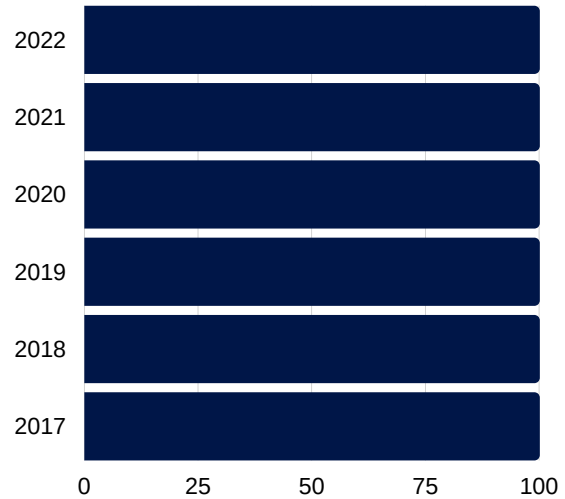


Green are our not satisfied responses.

OVERALL EXPERIENCE- 2022 100% SATISFACTION



WILL YOU RECOMMEND- 2022 100% SAID YES



TRENDS

Survey trends are from 2009 through 2022. For the entire 13 years we have been reporting on satisfaction In-House Production has received 100% satisfaction.
We're kind of a big deal;
tell your friends.

FUTURE

In-house production work remains a strong part of WACOSA's offerings, however we realize that will change. For the foreseeable future we continue to seek new opportunities while maintaining great relationships with current customers. Demand during COVID has increased, however, our ability to meet those demands has been based on our ability to have staff available at our work sites.

100%

Overall satisfaction

10.34%

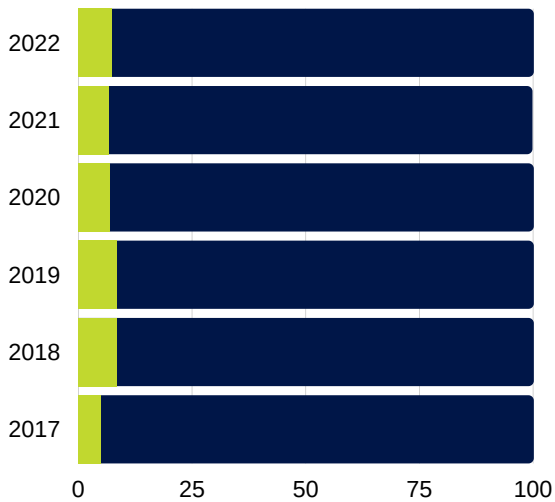
Response Rate
decrease of 6.66% from 2021



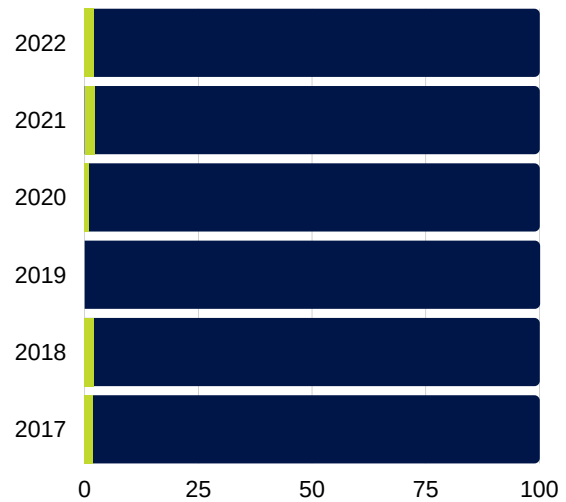
ThriftWorks! Customer Satisfaction

2022

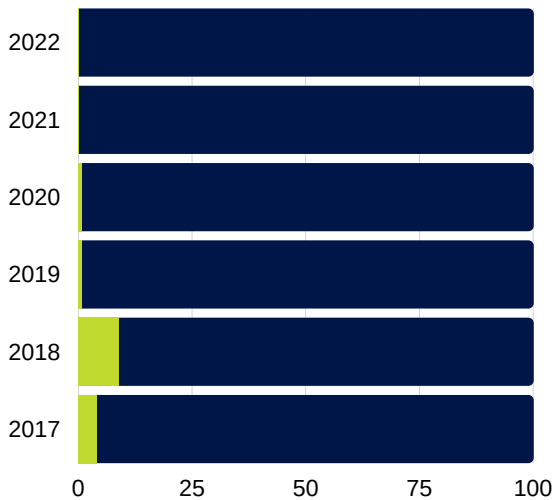
PRICING - 2022 92.75% SATISFACTION



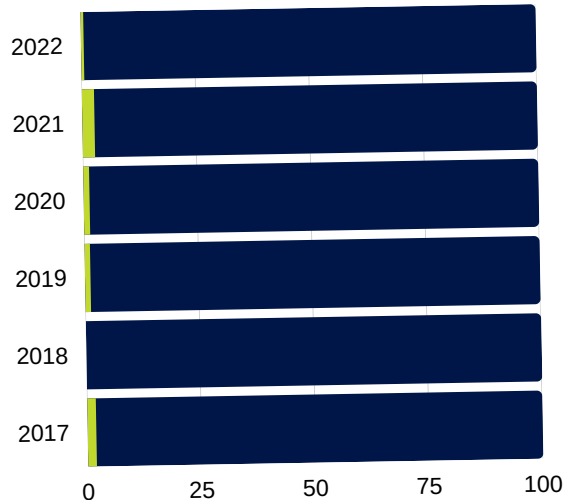
CLEAN & WELCOMING- 2022 97.89% SATISFACTION



CUSTOMER SERVICE- 2022 99.94% SATISFACTION



SELECTION - 2022 99.4% SATISFACTION

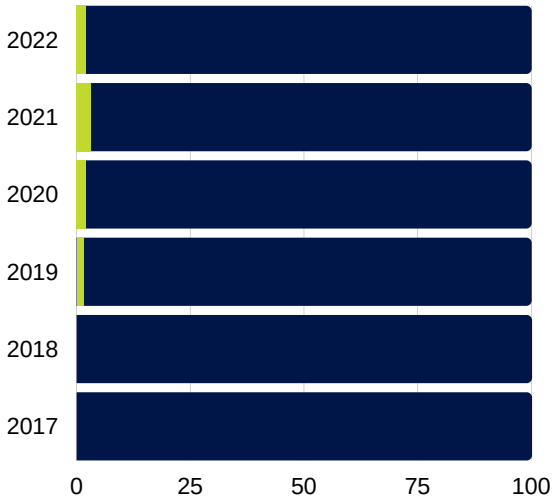


Blue are our satisfied responses.

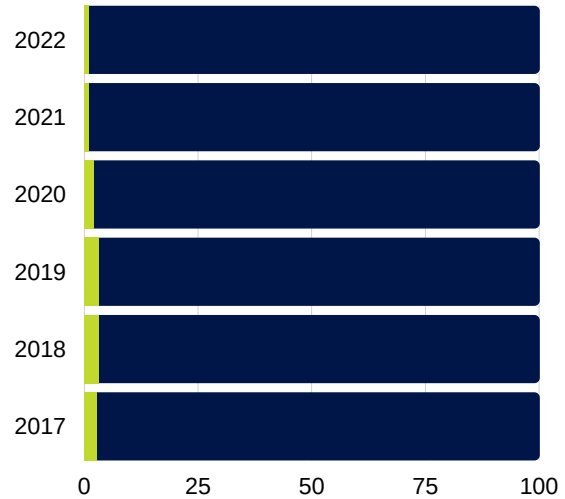


Green are our not satisfied responses.

DONATION EXPERIENCE- 2022 97.96% SATISFACTION



WILL YOU RECOMMEND- 2022 99.09% SAID YES



TRENDS

2021 is the 8th year of operation and survey results from ThriftWorks! thrift stores. The largest shift in satisfaction was the donation experience. Due to COVID we have reduced the number of donations and types of donation we will take due to quarantine and space issues. Overall customer satisfaction for ThriftWorks! has always been in the high 90s.

FUTURE

Due to COVID-19 WACOSA's goals for ThriftWorks! was to remain stable. ThriftWorks! sales and donations have remained stable throughout the past year. We are implementing some price increases to help boost revenue.

97.84%

Overall satisfaction

8.1%

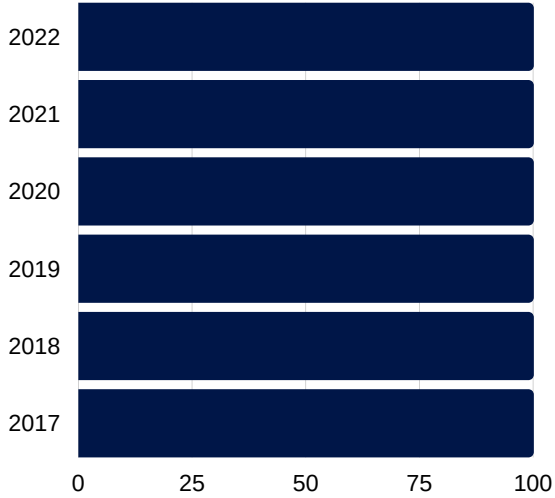
Response Rate
decrease of 1.2% from 2021



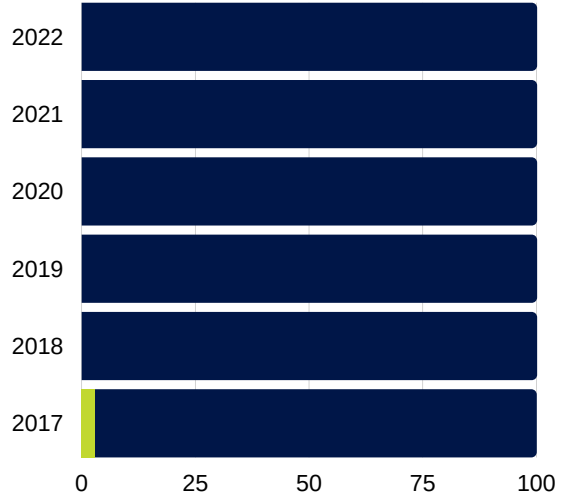
DocuShred Customer Satisfaction

2022

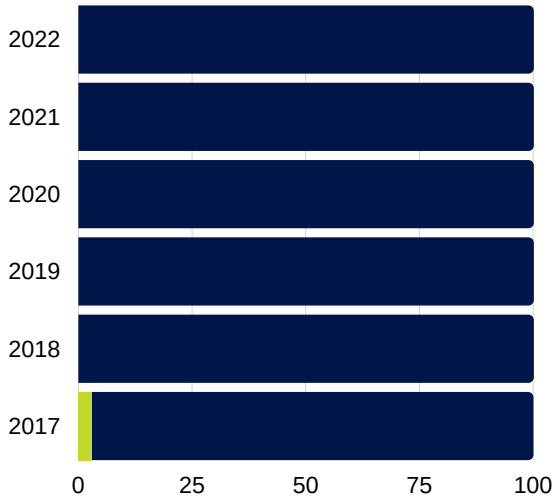
CUSTOMER SERVICE- 2022 100% SATISFACTION



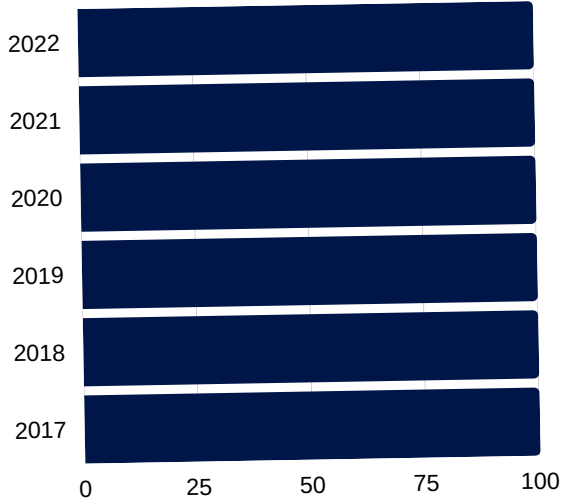
DRIVER SERVICE- 2022 100% SATISFACTION



SAFETY & SECURITY- 2022 100% SATISFACTION



WILL YOU USE OUR SERVICE AGAIN- 2022 100% SATISFACTION

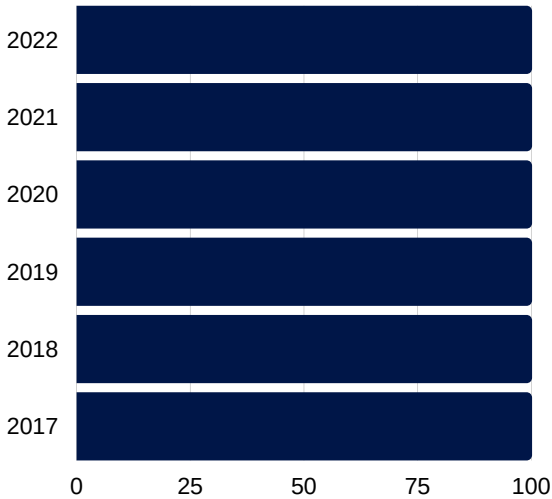


Blue are our satisfied responses.

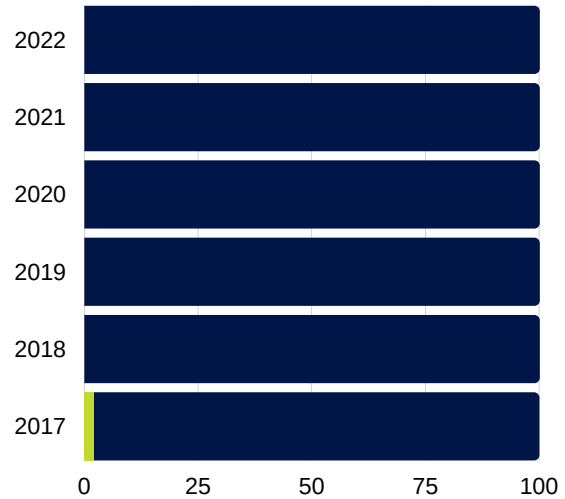


Green are our not satisfied responses.

OVERALL SATISFACTION- 2022 100% SATISFACTION



WILL YOU RECOMMEND- 2022 100% SAID YES



TRENDS

2022 is the fifth consecutive year that DocuShred has received 100% satisfaction. The DocuShred team provides excellent customer service and peace of mind to our customers. Stressing safety, security, and reliability has been a successful approach to helping DocuShred stay strong in our market.

FUTURE

2021/22 saw DocuShred remain fairly stable with little revenue growth, In the last 12 months we have seen 55 new contracted customers, but little increase in volume. (Many customers purge and don't use us again until the next purge, making the numbers similar year after year.) 08/01/2022 there was a price increase of about 25% which should increase revenue for 2022/2023.

100%

Overall satisfaction

7.32%

Response Rate
Increase of 19% from 2021

