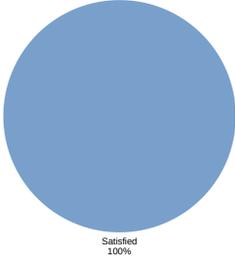




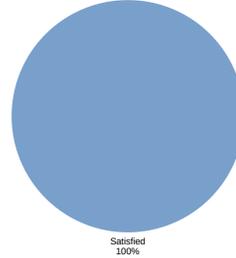
Customer Satisfaction Results 2025

In-House Production - Overall 100% Satisfaction



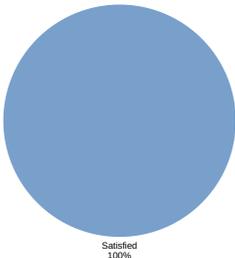
Rate of satisfaction with sales & customer service - 100%

Satisfied 100%



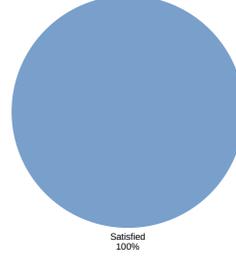
Rate of satisfaction with production & customer service - 100%

Satisfied 100%



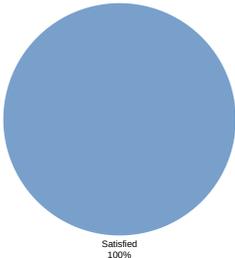
Rate of satisfaction with quality - 100%

Satisfied 100%



Rate of satisfaction with delivery date - 100%

Satisfied 100%



100% would recommend WACOSA

Satisfied 100%

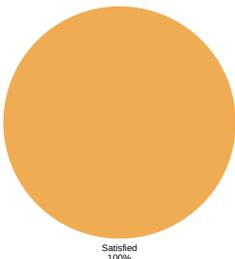
Trends & Future Goals:

- 16 Years straight of 100% satisfaction
- Future goal remains at 95% satisfaction

Sent 28 surveys - 3 respondents.
10.7% response rate

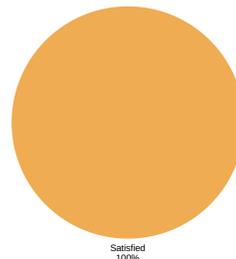


Overall 100% Satisfaction



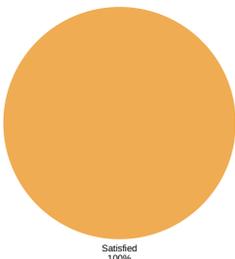
Rate of satisfaction with sales & customer service - 100%

Satisfied 100%



100% would recommend DocuShred

Satisfied 100%



Rate of satisfaction with DocuShred driver & pick-up experience

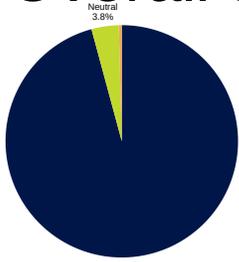
Satisfied 100%

Trends & Future Goals:

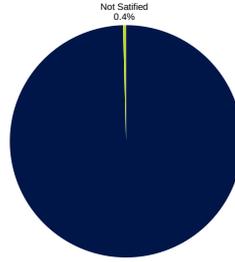
- 16 Years straight of 98% satisfaction or higher.
- Future goal remains at 95% satisfaction

Sent 209 surveys - 24 respondents.
11.5% response rate

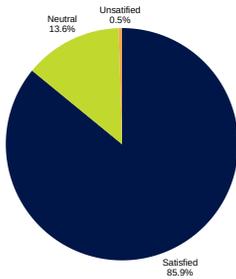
Overall 94.6% Satisfaction



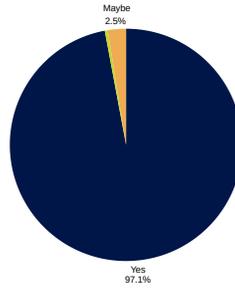
Rate of satisfaction shopping experience - 95.8%



Rate of satisfaction with store clean & welcoming - 99.6%



Rate of satisfaction with donation experience - 85.9%



97.1% would recommend ThriftWorks

Trends & Future Goals:

- **Year over year shopping experience and store appearance/welcoming comes in at 95% or above. Donation ratings rose by nearly 3% over 2024. Donation rating comments tend to focus on when we say no to donors due to space constraints. Future goal remains at 95% satisfaction**

Sent 4337 surveys - 238 respondents.
5.5% response rate