

Customer Relationship Management

GRI	Required Data	Unit	Data Collection Period			
			2019	2020	2021	2022
-	Net Promoter Score					
	Satisfied respondents	% of satisfied respondents	50	50	68	68
	Data coverage	% of customers	100*	100*	100*	82
	Customer Satisfaction Survey					
	Customer satisfaction result	Numerical	3.3	3.3	3.5	3.5
	Data coverage	% of customers	100*	100*	100*	82
	Customer satisfaction target at fiscal year	Numerical	3.3	3.3	3.3	3.3

*Prior to 2022, data coverage is calculated as percentage of active customers