

Customer Relationship Management

| GRI | Required Data | Unit | Data Collection Period | | | |
|-----|---|----------------------------|------------------------|------|------|------|
| | | | 2018 | 2019 | 2020 | 2021 |
| - | Net Promoter Score | | | | | |
| | Satisfied respondents | % of satisfied respondents | 50 | 50 | 50 | 68 |
| | Data coverage | % of direct customers | 100 | 100 | 100 | 100 |
| | Customer Satisfaction Survey | | | | | |
| | Customer satisfaction result | Numerical | 3.3 | 3.3 | 3.3 | 3.5 |
| | Data coverage | % of direct customers | 100 | 100 | 100 | 100 |
| | Customer satisfaction target at fiscal year | Numerical | 3.3 | 3.3 | 3.3 | 3.3 |