Customer Relationship Management

GRI	Required Data	Unit	Data Collection Period			
			2020	**2021**	**2022**	**2023**
-	**Net Promoter Score**					
	Satisfied respondents	% of satisfied respondents	50	68	68	72
	Data coverage	% of customers	100*	100*	82	72
	Customer Satisfaction Survey					
	Customer satisfaction result	Numerical	3.3	3.5	3.5	3.5
	Data coverage	% of customers	100*	100*	82	72
	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