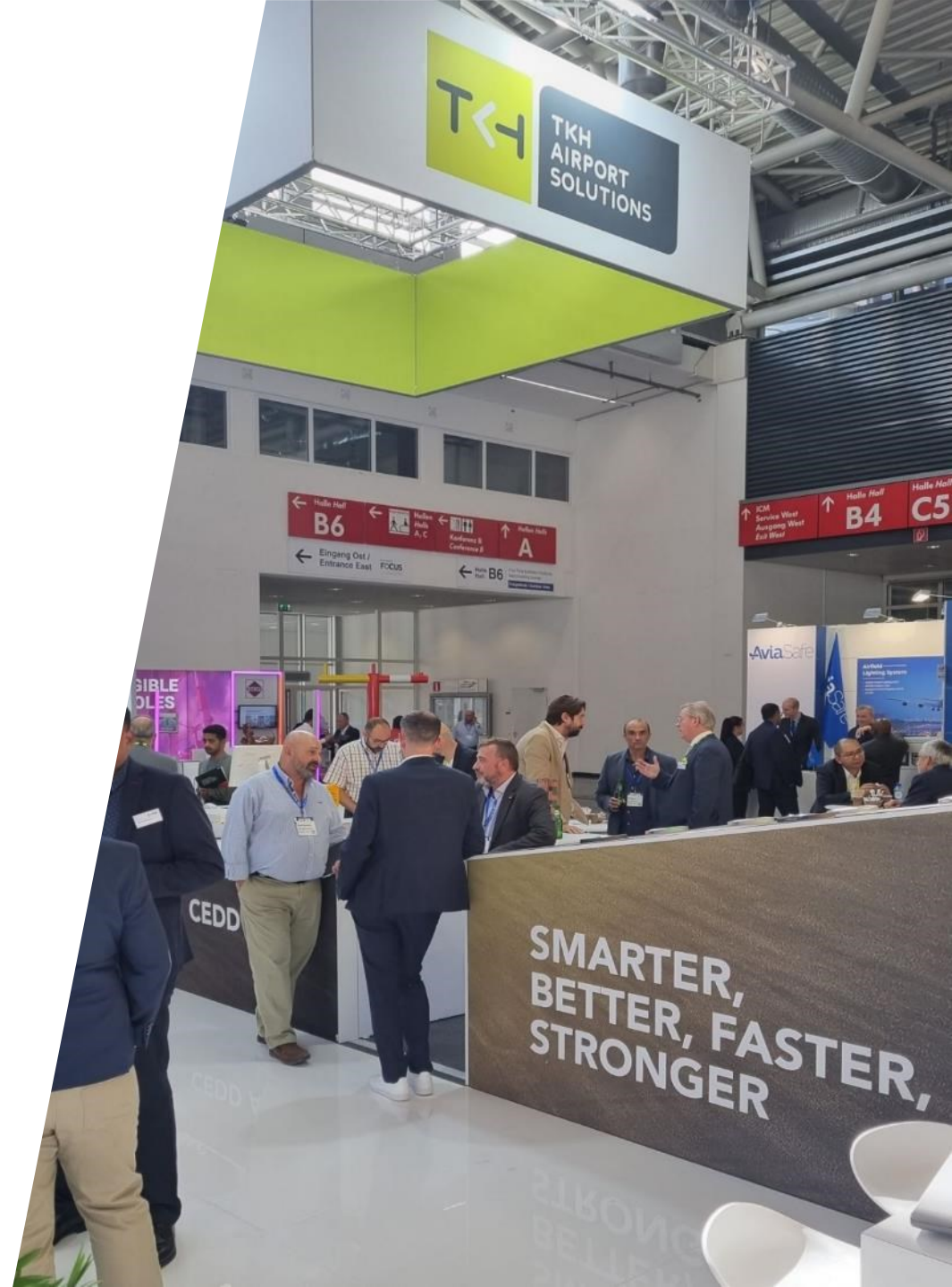




CUSTOMER SURVEY 2023 RESULTS



CUSTOMER SATISFACTION SURVEY SCORE 2023

Average Customer Satisfaction (on a scale of 1-10)

2023	8,5
2022	8,1
2021	7,9

Industry benchmark: 8,4

TKH Group benchmark: 8,6



RESPONSE OVERVIEW

Response rate 2023 : (15%)

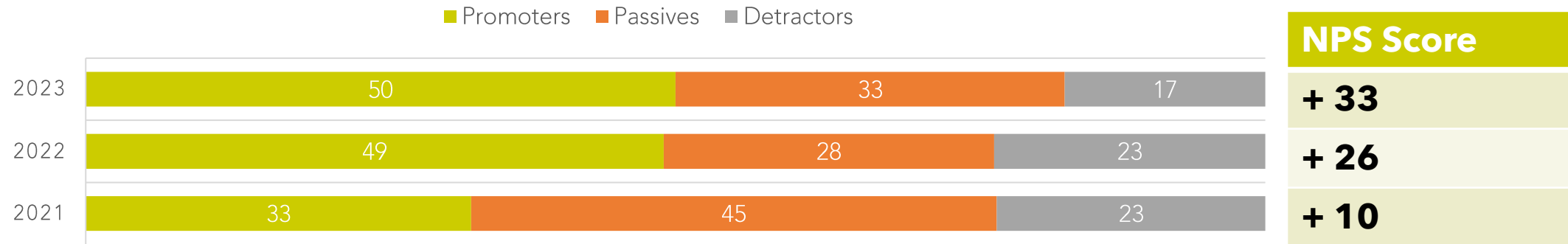
- 42 responses (23 distributors / 19 airports)
- All active clients since January 2022
- CEDD clients: 22%

Response rate 2022: 8.5%

Response rate 2021: 14%

IMAGE AND LOYALTY

NPS (NET PROMOTOR SCORE)



NPS is calculated by asking the question: How likely is it that you will recommend us to a colleague or business partner?

Promoters: Customers who rate 9 or 10 are promoters (they actively recommend you)

Passives: Customers who rate 7 or 8 are passives (they recommend you passively)

Detractors: Customers who rate 0 to 6 are detractors (they hardly recommend you)

% Promoters - % Detractors = Net Promotor Score

SURVEY HIGHLIGHTS

IMAGE

Customers see TKH Airport Solutions mainly as an organization that:

- 90%** TKH Airport Solutions is a responsible and reliable partner
- 87%** TKH Airport Solutions stands for quality
- 87%** TKH Airport Solutions has an open and transparent culture

STRENGTHS

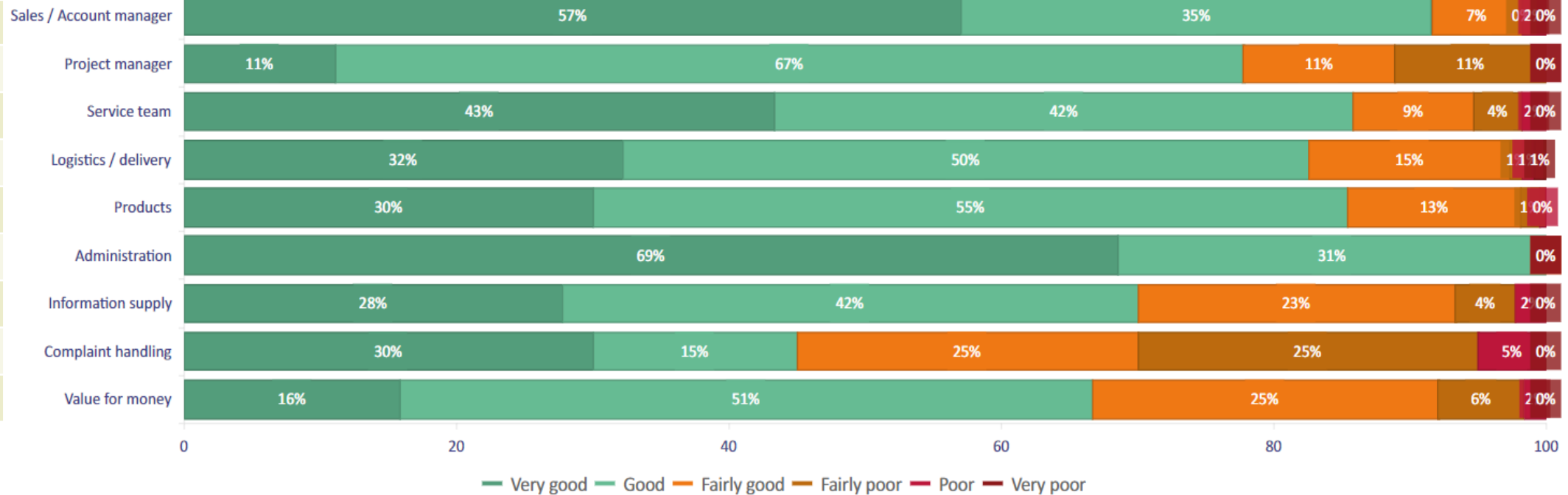
- Knowledge of customer, product, and market of the project manager
- Knowledge of customer, product, and market of the Service team
- Clarity of the invoice

POINTS OF IMPROVEMENT

- Complaint handling (speed, quality and communication)
- Delivery leadtime and delivery of complete order
- Ease of reaching the Service team and fulfilment of agreements by the Service team

SATISFACTION PER SEGMENT

Average 2021	Average 2023
8,39	9,01
N/A	7,80
7,64	8,60
8,11	8,37
7,76	8,44
8,59	9,43
7,57	8,00
7,00	7,12
7,35	7,71



MAIN IMPROVEMENT POTENTIAL

Action point

Quality of complaint handling

Speed of complaint handling

Provisional communication during the complaint handling

Responsiveness to questions by the project manager

Delivery leadtime (time from order to delivery)

Fulfilment of agreements by the service team

Speed of quotations

Quality of the products

Delivery of the complete order

POSITIVE FEEDBACK

"Good communication with the people I deal with."

"Quality of products, reliable delivery time situation and excellent cooperation in processing and communication."

"TKH Airport Solutions provides customers with modern and durable equipment and systems."

"The availability of the company to provide technical assistance and support to their customers."

"Professionality. Reliability. Good team."

"TKH is our LED airfield lighting products main supplier."

"Responsive, delivered on time, and provided excellent service."

The background of the slide is a photograph of an airport runway at sunset. The sun is low on the horizon, creating a bright, golden glow that fills the sky and reflects on the runway. The runway is marked with white dashed lines and side lights. In the distance, a city skyline is visible under the colorful sky.

THANK YOU FOR YOUR ATTENTION!