



With an average of **8.92** out of 10 possible stars, we achieved a great result that reinforces us in our customer- and service-oriented corporate focus.

2022

CUSTOMER SURVEY

NPS: +63,16%

Net Promoter Score = Promoters (% of all respondents) - Detractors (% of all respondents). Measures the extent to which customers would recommend a company to others. Ranges from -100% (very poor) to +100% (very good).



+63,16%

- ~ +50% exceptional score
- ~ +30% very good score
- ~ +10% good score
- ~ + 0% not a good score
- ~ - 20% bad score



We thank all participants for their contribution and feedback in this year's customer satisfaction survey. The feedback we receive helps us respond to exact needs and requirements even more precisely. We look forward to continuously providing innovations, exceptional quality and top service.

For each survey participation, 100 trees will be planted in cooperation with Eden Reforestation Projects. We are pleased to be able to support valuable climate- and international reforestation-projects in cooperation with Eden Reforestation Projects and to contribute to a sustainable CO2-neutral future.

- Arash Ranjbar [CEO, RECALO GmbH]