



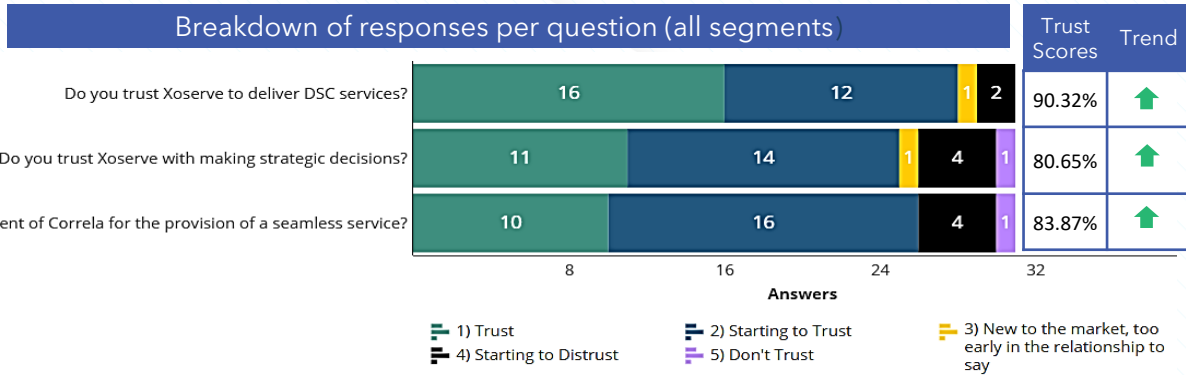
KPM Results - Relationship Management

Q3 2021/22 (December '21 Survey)

KPM Relationship Survey Q3 - All Segment Results

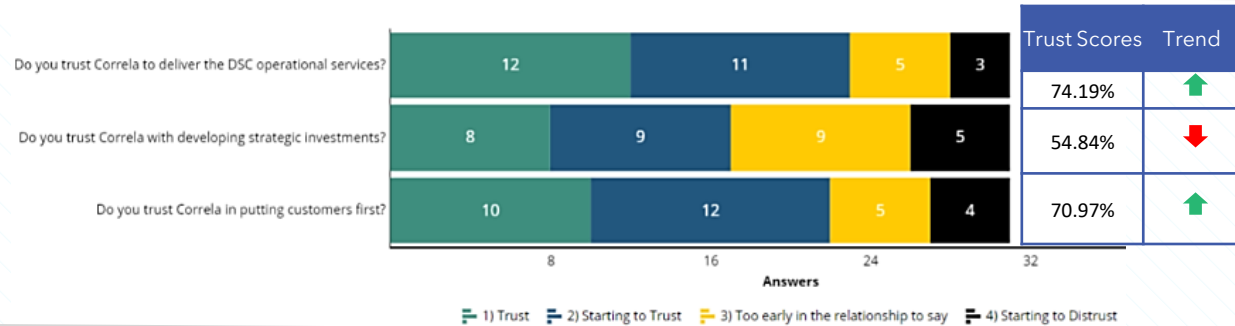
Xoserve

Target	Dec 21 (Incl. too early to say)	Dec 21 (Excl. too early to say)
95%	84.95% ↑	86.84%



Correla

DSC+ Target	Dec 21 (Incl. too early to say)	Dec 21 (Excl. too early to say)
85%	66.67% ↑	83.57%

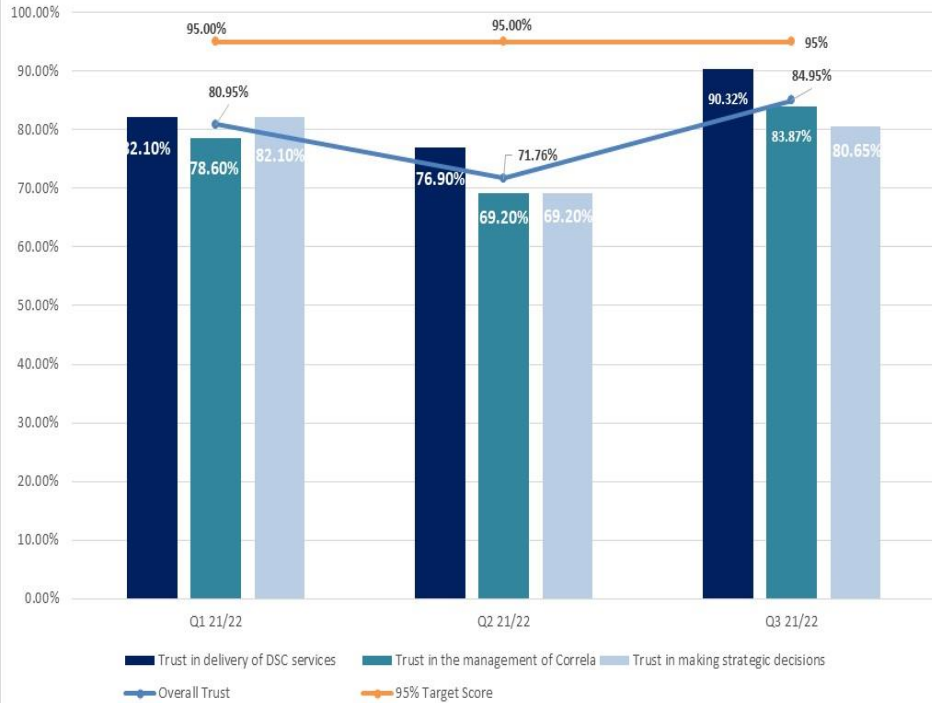


Commentary:

- Xoserve scores have significantly increased by 13.19% compared to September 2021 (Q2).
- 29% of customers scored 'too early to say' when answering 'do you trust Correla with developing strategic investments?', the majority of these responses were made up of I&C Shippers (56%) and IGT's (33%).
- Small & Medium Shipper Trust is 100% across all Xoserve and Correla questions.
- Overall customer Trust for Correla continues to be low with frequent customer commentary regarding Xoserve's management of Correla since separation.

Quarterly Trends

Xoserve KPM Trust Score Trends



Correla KPM Trust Score Trends

