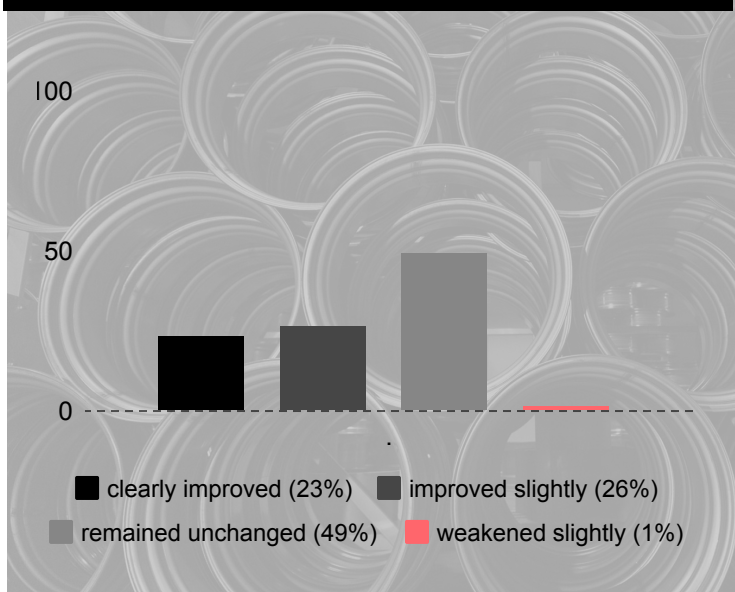


CLIENT SATISFACTION SURVEY 2018

Levvyörä conducted a client satisfaction survey in November - December 2018 to map customer satisfaction as well as to collect feedback for developing their operations. The survey was conducted as a combination of phone interviews and e-mail survey and it was executed by Innolink.

DEVELOPMENT OF PERFORMANCE



49%

estimated Levvyörä's performance to have improved over the last year.

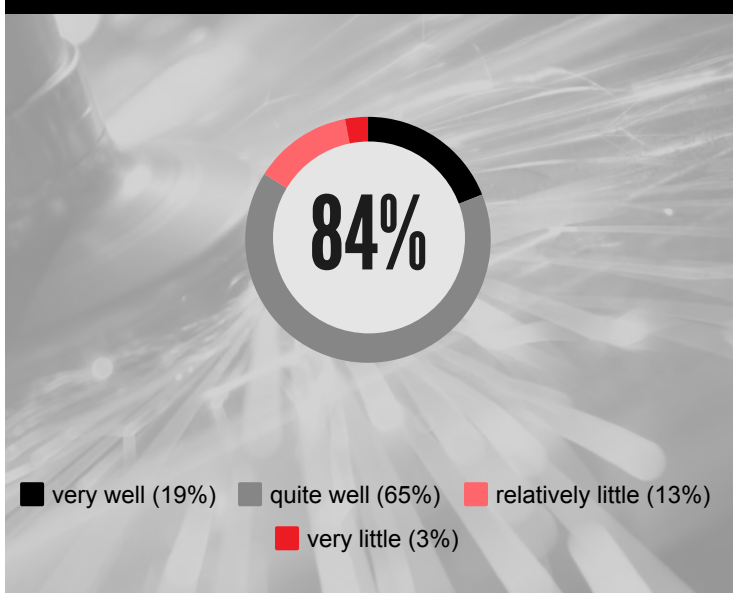
84%

felt that cooperation with Levvyörä contributed well to their organisation's business goals.

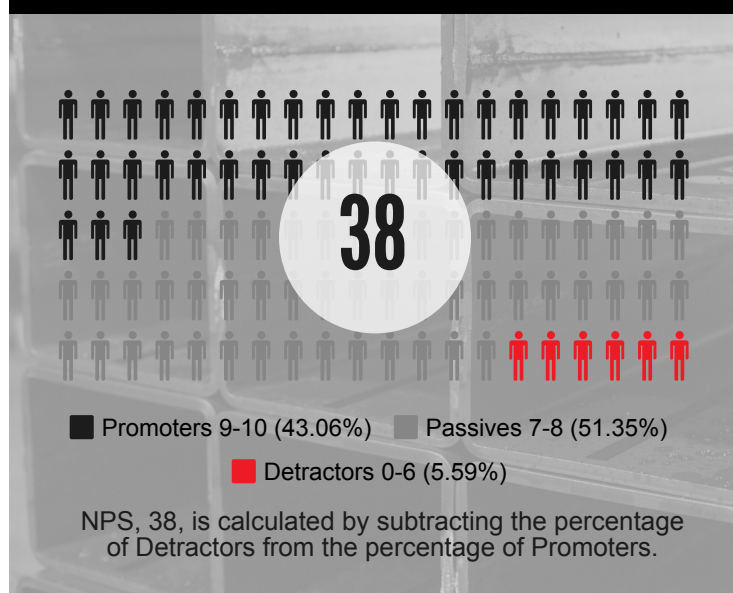
94%

scored their recommending likelihood with a grade of 7 or better (on a scale of 0-10).

CONTRIBUTING TO BUSINESS GOALS



NET PROMOTER SCORE



HIGH LEVEL OF SATISFACTION

Levvyörä has succeeded well in its operations and clients are satisfied.

The most successful operational factors are:



product quality



service and friendliness



knowledge and competence



possibility to purchase small batches



products match customer needs / customisation

Scale: 1=succeeded very poorly ... 5=succeeded very well

THANK YOU!

"Thank you to all respondents for your valuable feedback. We are especially delighted that our efforts to develop our operations are visible to our customers. Thank you also for your open comments. Feedback is essential to guide our operations and our goal is to be the best possible partner also in the future.

We wish you success for 2019!"

Lars Ojansuu
Levvyörä's CEO