

Social

Customer Satisfaction Summary

Basic approach

With "Service First" as its corporate motto, the Daigas Group believes it is important to strive to improve our security and service quality as well as appropriately provide customers with information regarding the safety aspects of our products and services so that they can use them in a safer and more convenient manner. To provide services in excess of customer expectations, we are listening to their voices through various contacts with them, with the aim of improving our products and services.

In the Medium-Term Management Plan 2026, we have positioned co-creating advanced, diverse solutions that meet customer values as one of our materiality.

Theme	Items to be addressed	Specific initiatives	
Customer satisfaction ➡ P.112	• Maintenance and improvement of service levels by collecting and analyzing customer feedback and reflecting it in operations • Creation and sharing of manuals for each duty, aiming for higher level of service • Promotion of awareness-raising activities through training for managers and persons in charge	Policy and promotion system The General Manager of the Energy Solution Business Unit plans the basic policy for customer satisfaction improvement activities in accordance with the “Customer Service Rules,” and the head of each organization in charge formulates and implements specific measures.	
		Initiatives undertaken in FY2025.3 • Conducting a questionnaire after completing a duty, analyzing and sharing it within the Company, and reflecting it in the improvements in duties • Using an analysis system to analyze areas for improvement and continue to verify the causes, in order to quickly share feedback from customers and keep the improvement cycle in motion.	
	Materiality Co-create advanced, diverse solutions that meet customer values	KPIs based on the materiality Customer satisfaction rate	FY2025.3 results 92%