

JSC 'Dehkanabad Potash Plant'

Customer Satisfaction Measurement Policy

1. Purpose

This document establishes the procedure for monitoring, measuring, and setting quantitative targets to improve customer satisfaction at JSC "Dehkanabad Potash Plant" (hereinafter referred to as "the Company").

2. Measurement Methodology

The Company measures customer satisfaction using structured surveys and feedback collection forms among domestic and international clients.

- Measurement Unit: Percentage of satisfied customers.
- Assessment Frequency: Annually.
- Scope: All clients and long-term supply partners of JSC "Dehkanabad Potash Plant".

3. Quantitative Results and Targets

Satisfaction Measurement Table:

Satisfaction Measurement	Unit	FY 2021	FY 2022	FY 2023	FY 2024 (Actual)	FY 2024 (Target)
Percentage of satisfied customers	%	70	70	70	70	70
Data coverage (surveyed customers)	%	90	90	90	90	90

4. Data Collection and Analysis

- Customer satisfaction surveys are conducted using digital forms and interviews after product delivery.
- Data are compiled and analyzed by the Marketing and Quality Management Department.
- Results are used to identify key areas for improvement in product quality, logistics, and customer support.

5. Monitoring and Reporting

- The Company monitors satisfaction trends annually.
- Targets and improvement measures are approved by the Board of Directors.
- Results are communicated in the annual management review and may be included in sustainability disclosures under the parent company JSC "Uzkimyosanoat".

6. Continuous Improvement

The Company strives to achieve high levels of customer satisfaction through continuous product quality improvement, efficient service delivery, and transparent communication with customers.

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