

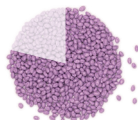
We are making improvements based on how our customers have rated ELIX compared to other suppliers*

(Industry average is 60%)

CUSTOMER JOURNEY FEEDBACK

Researching Supplier & Product

Web Page



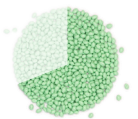
80%

Newsletter



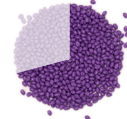
72%

Technical Articles



68%

Webinars



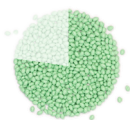
70%

ACTION

We have made improvements to our web page in addition to sending personalised mailings for customers in different industry segments.

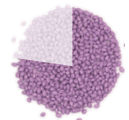
"In spite of the difficulties with logistics and the difficult market circumstances, ELIX did a great job. Thank you very much!"

Product Development



76%

Business Development



76%

ACTION

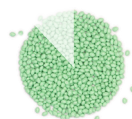
We are currently working on initiatives in Colour Laboratory to improve lead times.

Contact & Sampling

ACTION

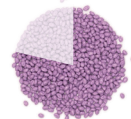
We continue efforts to improve lead times in complaint management achieving a more than 50% reduction so far. We have also adapted our Resilience Management System to assure supply and agility during these unpredictable times.

Customer Service



90%

Complaint Resolution



82%

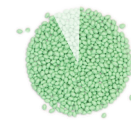
Reliability of Supply



86%

Purchase

Sales representative

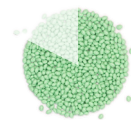


94%

"I can think of few of our suppliers where the co-operation is that good. We are in a good place".

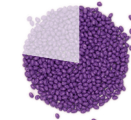
Order & Use of Material

Products



84%

Technical Support



80%

ACTION

We continue to introduce our range of sustainable solutions of E-LOOP products to customers.

Customer Support



ELIX
POLYMERS

A member of
Sinochem
International

Your feedback makes us better. Thank you!

* ELIX Annual Customer Survey, March 2022