



KPM Results - Relationship Management

Q4 2021/22 (March '22 Survey)

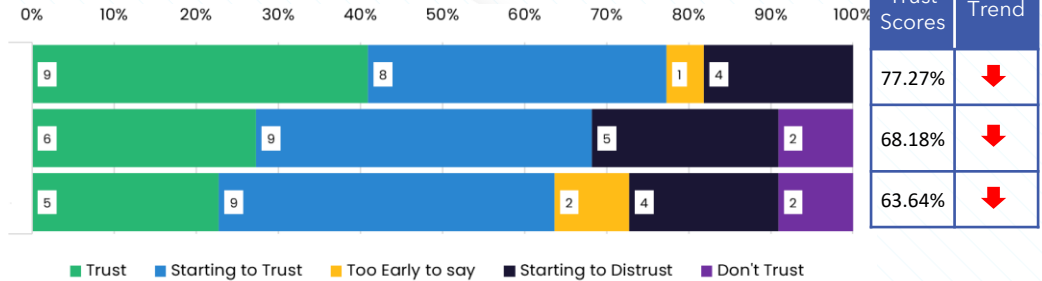
KPM Relationship Survey Q4 - All Segment Results

Xoserve

Breakdown of responses per question (all segments)

Target	March 22 (Incl. too early to say)	March 22 (Excl. too early to say)
95%	69.69% ↓	73.02%

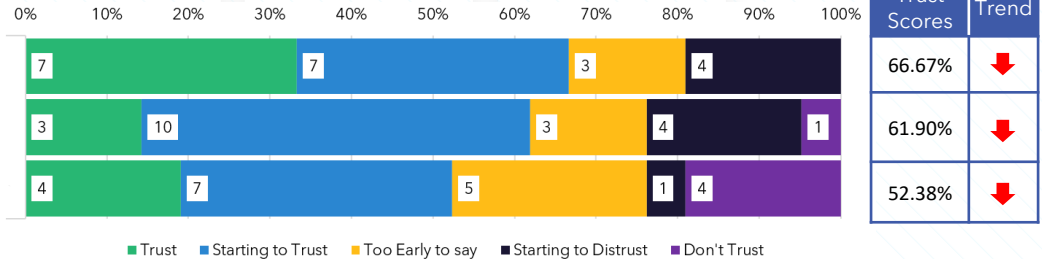
- Do you trust Xoserve to deliver DSC services?
- Do you trust Xoserve in the management of Correla for the provision of a seamless service?
- Do you trust Xoserve with making strategic decisions?



Trust Scores	Trend
77.27%	↓
68.18%	↓
63.64%	↓

Correla

- Do you trust Correla to deliver the DSC operational services?
- Do you trust Correla in putting customers first?
- Do you trust Correla with developing strategic investments?



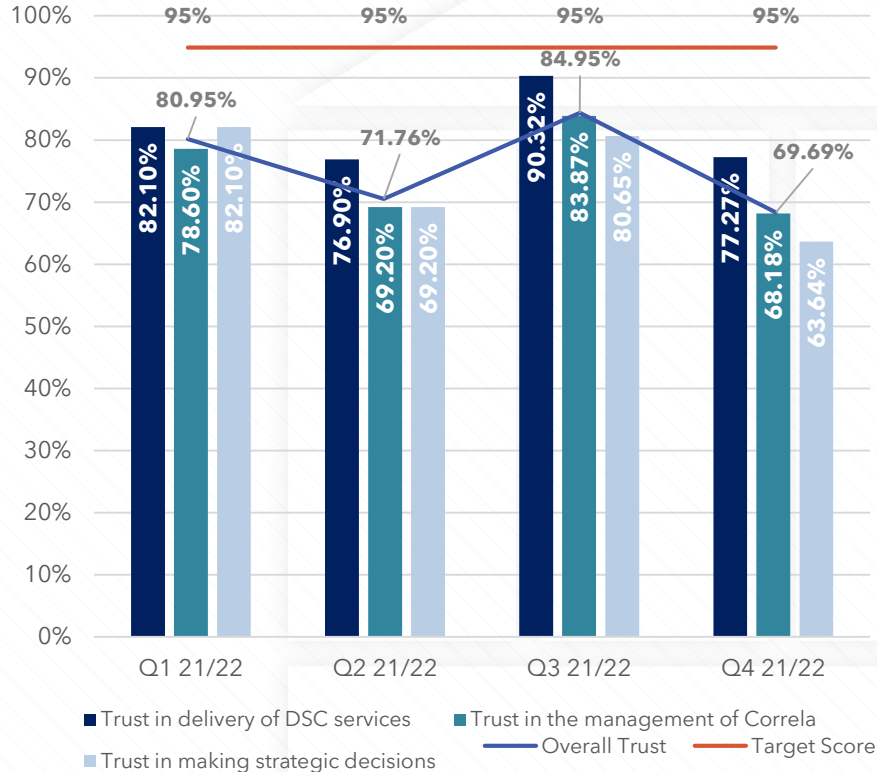
Trust Scores	Trend
66.67%	↓
61.90%	↓
52.38%	↓

Commentary:

- Xoserve trust score has decreased by 15.25% compared to December 2021 (Q3).
- 24% of customers scored 'too early to say' when answering 'do you trust Correla with developing strategic investments?'
- Low trust supported by customer commentary in regards to Xoserve's management of Correla since separation and Business Plan 22 strategic decisions.
- Xoserve and Correla teams are currently analysing the feedback to understand actions and next steps.

Quarterly Trends

Xoserve KPM Trust Score Trends



Correla KPM Trust Score Trends

