


Customer Satisfaction Survey 2024

company	Total number of industrial customers (persons)	Number of customers who have completed the satisfaction assessment (persons)	Number of customers who are satisfied with the target set	target (%)	average satisfaction results (%)
 RATCH PATHANA	50	50	50	90.00	93.13
 SAHACOGEN GREEN CO., LTD.	2	2	2	95.00	95.10
 SAHAGREEN FOREST CO., LTD.	2	2	2	97.00	97.29

Performance Results on Customer Complaint Handling in 2024

Topic	Number (Times)
Customer data leakage incidents	0
Consumer rights violation complaints or incidents	0
Disputes or customer complaints regarding company operations	0

Customer Relationship

Activities	Photo
Football Friendship Activities Building relationships and fostering closer connections with customers through friendly football matches held throughout the year.	 
Customer Training and Seminar A customer seminar was organized to provide knowledge on corporate greenhouse gas management. The session was led by Assistant Professor Dr. Warakorn Wongchai, an expert in greenhouse gas management, on November 28, 2024,	 