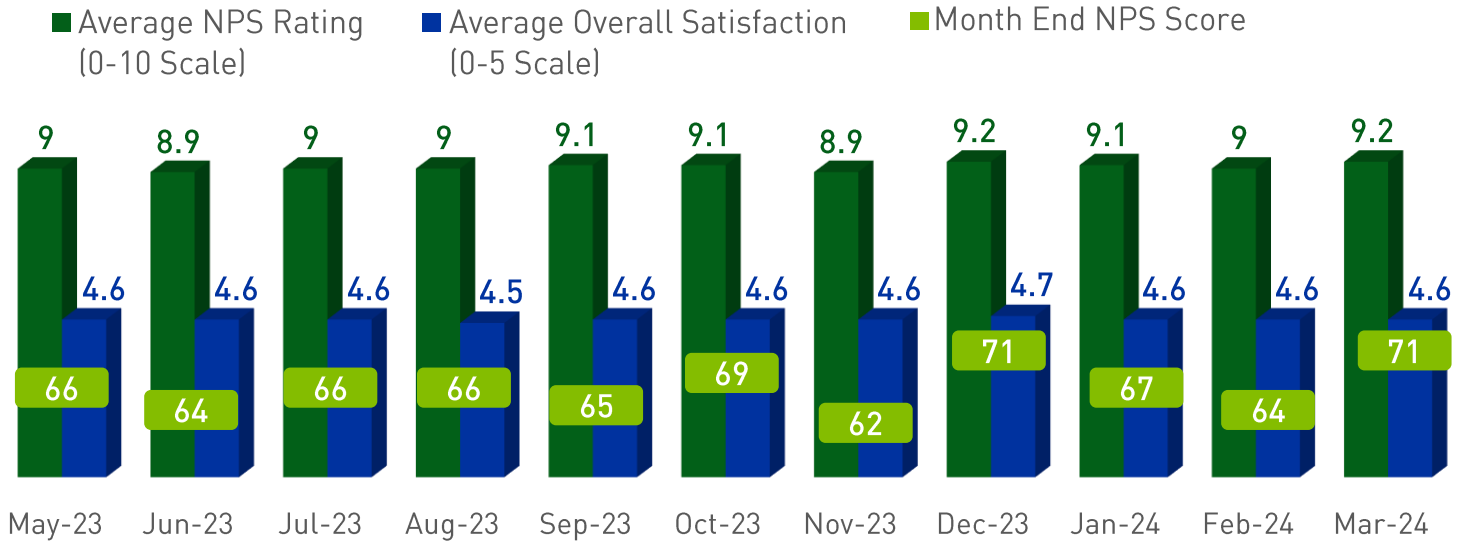


Customer Service by the Numbers

North America Industrial Packaging

Average NPS and Overall Satisfaction by Month



Customer Satisfaction Scores

4.5 / 5.0 - On Time Delivery or Removal

4.6 / 5.0 - Quality

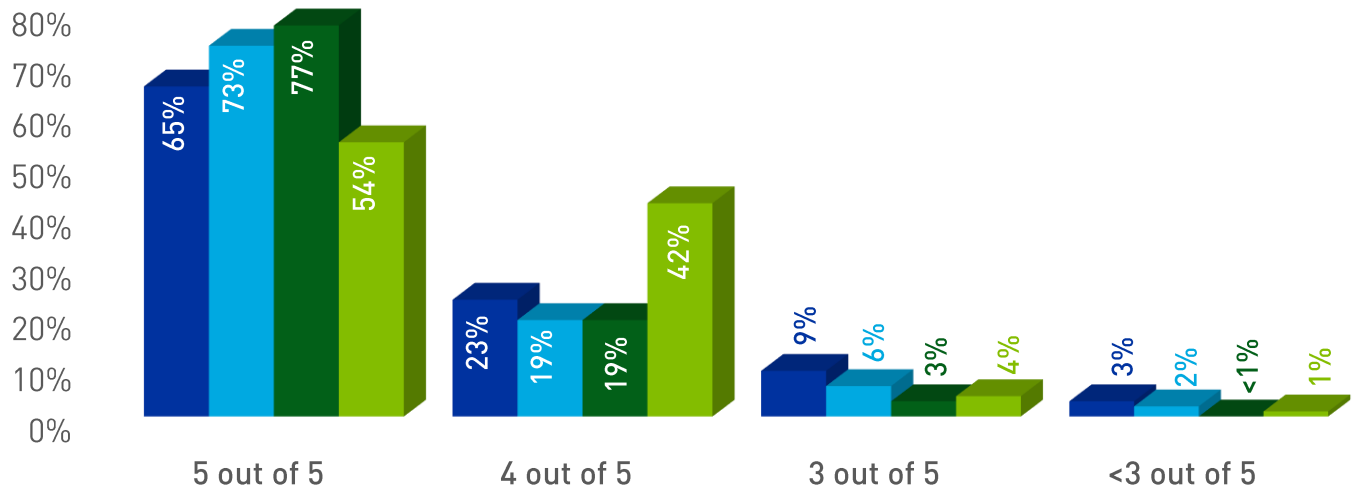
4.6 / 5.0 - Timely Order Confirmation

4.6 / 5.0 Overall Satisfaction

"It's easy to set up the account. Timely fashion to pick up. Straightforward and easy to do business with."

Ranking Percentages

■ On Time Delivery or Removal ■ Timely Order Confirmation ■ Quality ■ Overall Satisfaction



Other Notable Numbers

Overall Satisfaction for Customers placing their First Order – 4.5 / 5.0

Overall Satisfaction for New Customers placing within the First Year – 4.7 / 5.0

Overall Satisfaction for Customers with Mauser 10+ Years – 4.6 / 5.0