

Policy on Customer Satisfaction

NEXUS SELECT

Introduction

Nexus Select Mall Management Pvt. Ltd. (Nexus Select) is the Indian retail portfolio arm of world's leading investment firm, The Blackstone Group. The Company strives to create value to its relevant stakeholders and recognises that effective stakeholder engagement is an essential component of the business activities.

This policy is inspired by expectations of Global Reporting Initiative, S&P Global Corporate Sustainability Assessment, United Nation Sustainable Development goals (UNSDGs) and GRESB.

Objective

The objective of this policy is to provide guiding principles to effectively improve and achieve customer satisfaction.

Scope

This policy applies to business activities which are managed by Nexus Select.

Definition

Customer satisfaction refers to the company's sensitivity towards its customers' needs and is viewed as essential component for long-term success. It is an important element that provides insights on how the organisation has built relationship with its stakeholders.

Policy Statements

Nexus Select is a customer – centric organisation and is committed in achieving customer satisfaction.

We rightly ensure in providing the best services to our customers through the following measures:

Customer Service: We strive to deliver consistent, timely and reliable services. We constantly aim to provide our customers a holistic experience by making our shopping centres into *happyness* destinations.

Customer Engagement: We continually aim in engaging with our customers and monitor their feedback through various relationship management and engagement programmes.

Customer Needs determination: We sincerely believe in recognising the needs of our valuable customers and strive to meet all these needs as well as going beyond their expectations.

Reporting

Nexus Select intends to consistently monitor and report the implementation of this policy in our annual report. We are committed to establish suitable procedures and infrastructure to meeting this compliance.

Execution and Review

Execute: The Business Development department shall have the primary responsibility to execute and implement the directives as per this policy.

Review: The ESG Committee shall review the implementation of this policy supplement and adopt suitable procedures to support compliance.

This policy shall be reviewed annually to ensure its effective implementation and amendments

Version	Drafted by	Approved by	Effective from
1.0	Human Resources	Chief People Officer	1 st April 2022
1.1	Human Resources	Chief People Officer	20 th Sep 2022