

Policy Title	Policy on Customer Satisfaction	Approving Authority	Any Director or Chief Financial Officer or Compliance Officer
Responsible Department	Business Development department and The CSR & ESG Committee		
Entity	Nexus Select Mall Management Private Limited (formerly known as Nexus India Retail Management Services Private Limited) (“Manager”) in its capacity as manager of Nexus Select Trust		
Responsibility for ensuring Compliance	Chief Operations Officer and Compliance Officer		
Objective	The objective of this policy is to provide guiding principles to effectively improve and achieve customer satisfaction.		
Applicability	This policy applies to business activities which are managed by Nexus Select Trust.		
Definition	Customer satisfaction refers to the entity’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	<p>Nexus Select Trust is a customer - centric organization and is committed in achieving customer satisfaction.</p> <p>We rightly ensure in providing the best services to our customers through the following measures:</p> <p><i>Customer Service:</i> 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 happiness destinations.</p> <p><i>Customer Engagement:</i> We continually aim in engaging with our customers and monitor their feedback through various relationship management and engagement programmes. We have Customer Satisfaction Index (CSI) to measure fulfillment of our customer expectations. We also have customer communication channels like Happiness Index, Customer Satisfaction Survey, E-mails, Grievance Redressal Mechanism and Customer touch points such as entrance atriums, building facades, food courts implemented.</p> <p><i>Customer Needs determination:</i> 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.</p> <p><i>Customer Grievance:</i> We also ensure availability of dedicated representatives at premises for customer support and customers can also reach out through our website at nexusselecttrust.com/contact.</p>		
Reporting	Nexus Select Trust 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	<p>Execute: The Business Development department shall have the primary responsibility to execute and implement the directives as per this policy.</p> <p>Review: The CSR & ESG Committee shall review the implementation of this policy supplement and adopt suitable procedures to support compliance.</p> <p>This policy shall be reviewed annually to ensure its effective implementation and amendments.</p>		

	Version	Drafted by	Approved by	Effective from
	1.0	Human Resources	Chief Human Resources Officer	1st April 2022
	1.1	Human Resources	Chief Human Resources Officer	20th Sep 2022
	1.2	Human Resources	Chief Human Resources Officer	June 2025