

<i>Policy Title</i>	Policy on Customer Satisfaction	<i>Approving Authority</i>	Any Director or Chief Financial Officer or Compliance Officer
<i>Organization</i>	Operations		
<i>Entity</i>	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		
<i>Responsibility for ensuring Compliance</i>	Chief Operations Officer and Compliance Officer		
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 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 organisation 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.</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>		
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	Execute: The Business Development department shall have the primary responsibility to execute and implement the directives as per this policy.		
	Review: The CSR & 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
1.0	Human Resources	Chief Human Resources Officer	1st April 2022
1.1	Human Resources	Chief Human Resources Officer	20th Sep 2022

