

Policy on Quality and Customer Centricity

1. Philosophy

Nesco is committed to operate every aspect of its businesses with an ambition to continuously exceed customer expectations. This policy lays out our approach towards managing our operations and ensuring service quality and customer focus.

2. Scope

This Policy covers all operations of the Company and the practices followed by permanent, non-permanent and contractual employees and workers.

3. Policy

- a. Ensure compliance with all applicable statutory and regulatory requirements.
- b. Ensure that the business minimizes and mitigates any adverse impact of its goods and services on its customers and consumers.
- c. Ensure that customers are provided with information and guidance on safe and responsible use of our products and utilization of our services.
- d. Ensure that there is no restriction on the freedom of choice and free competition in any manner while designing, promoting, and selling our products or providing services.
- e. Take a proactive and responsive approach to address customer concerns and ensure that our complaints mechanisms are transparent and accessible.
- f. Manage customer data keeping in mind all aspects of data privacy.
- g. Ensure appropriate training, systems and processes to ensure that employees take responsibility and are held accountable for Quality and customer centricity.
- h. Seek feedback from customers on their needs and the quality of our products and services through regular surveys.
- i. Set customer satisfaction and Quality objectives across our businesses, with monitoring mechanisms to ensure continuous improvement and aspire for appropriate certifications.

4. Implementation

- a. This policy is available on the website of the Company at www.nesco.in
- b. This policy will be reviewed by Board of Directors at regular intervals as it may deem fit.

1st version of this policy was approved by the Board of Directors on 13th February 2024.