

RPSG Ventures Limited

Client Relations Policy

Clients/Customers are a key pillar to business growth and continuity. The Company believes customer satisfaction can be achieved through access to high quality products and services.

The Company along with its value chain partners will endeavour to:

- comply with local, regional and national legislative requirements on customer complaints management and data protection;
- define customer satisfaction metrics and targets;
- ensure freedom of choice and free competition in any form while formulating, promoting and selling their products or services;
- endorse and promote their products or services in ways that do not mislead or blur the consumers or disturb any of the principles in these Guidelines;
- bring forth awareness among consumers of their rights through awareness, education, product labelling, useful marketing communication, comprehensive details of contents and configuration and promotion of safe usage and disposal of their products and services and eliminate over consumption;
- make available to customers environment friendly products and services;
- incorporate efficient grievance handling mechanisms that are transparent, fair and accessible to address customers queries and feedback;
- maintain privacy of consumer's private and confidential data in the normal course of its business;
- make essential services available and should enable universal access for it;
- ensure that services if discontinued for any reason, is done in a non-discriminatory, ethical and responsible manner.

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