

**Jubilant FoodWorks Ltd.  
Customer Services Policy**

Document Name	Customer Services Policy
Approved By	SCSR Committee and Board of Directors in their meetings held on 19 <sup>th</sup> April, 2017
With effect from	1 <sup>st</sup> January 2017

Jubilant FoodWorks Limited ('JFL') prides itself on delivering only the highest levels of quality, service and cleanliness to all of our customers in each and every restaurant. We have worked towards a culture that is focused on Customer and Customer delight. Our ambition is to "Make Guest Service an Obsession at every Moment of Truth and be the Best in Retail Industry". We bring fun, happiness and convenience to the lives of our consumers by serving delicious products and offering exemplary service to our guests. Keeping our customer centric ethos, activities and processes in mind, JFL commits to the following:

- Our services will be undertaken with the intention of assuring customer satisfaction and customer delight and our products and services will be offered in a safe and hygienic manner at all our restaurants.
- We will continually monitor and review complaints, enquiries, suggestions and act on the feedback shared by our customers.
- JFL shall encourage customers to voice concerns within our restaurants to allow the restaurant management team an opportunity to resolve the problem on the spot. Adequate grievance handling mechanisms and escalation processes will be put in place to address customer concerns and feedback.
- JFL will ensure accurate disclosure regarding our products through increased opportunities for appropriate product labelling.
- JFL will promote products and services in a manner that is not misleading or confusing to customers. Further, our advertising will not violate our policies and principles in any way.
- JFL will ensure that it does not restrict freedom of choice or free competition while designing, promoting and selling our products.
- JFL may from time to time conduct internal/ external evaluation for the implementation and adherence of this policy.
- The Customer Services Policy is intended to be a living document and any suggestions for improvement and grievance redressal may be shared to the Sustainability & Corporate Social Responsibility Committee.
- Any two jointly amongst Chairman, Co- Chairman and CEO & Whole time Director of the Company may amend, abrogate, modify or revise any or all clauses of this Policy from time to time.
- In case any provision(s) of this Policy is contrary to or inconsistent with the provisions any Statutory Provisions, the Statutory Provisions shall prevail.

**On behalf of the SCSR Committee and Board of Directors of Jubilant FoodWorks Limited**



Shyam S. Bhartia  
Chairman



Hari S. Bhartia  
Co-Chairman & Director