

# HINDUSTAN ZINC

## Customer Delight Policy

At Hindustan Zinc Limited, our commitment is to provide outstanding products and services, surpassing customer expectations while nurturing long-lasting relationships based on fairness, honesty, and integrity. This policy extends to all employees, contractors, suppliers, and partners who interact with our customers in any capacity. Our customer delight initiatives are based on the NGRBC principles, and ISO 9001:2015, and ISO IEC 17025:2017 requirements:

**Hindustan Zinc Limited shall :**

### 1. Understand and Anticipate the Customer Needs:

- ❖ Develop efficient product and service differentiations to achieve customer delight while meeting applicable regulatory requirements.
- ❖ Proactively anticipate customer needs and preferences through primary and secondary market research, customer feedback, and closely monitoring the industry trends.

### 2. Provide High-Quality Products and Services:

- ❖ Continuously improve the quality of our products and services by adhering to strict quality control measures, employing advanced testing techniques, and continuously improving our production processes.
- ❖ Benchmarking and sharing the best practices throughout the organization.

### 3. Communication and Responsiveness:

- ❖ Provide accurate & timely information, products, and services to our customers.
- ❖ Handle customer complaints promptly and impartially in time bound manner.

### 4. Build Strong Customer Relationships:

- ❖ Foster strong relationships with customers based on trust, honesty, integrity & mutual respect and engage customers with professionalism.

### 5. Employee Engagement and Accountability:

- ❖ Ensure that every employee understands their role in achieving customer delight and undergo relevant trainings to achieve the same.
- ❖ Foster a culture of innovation and continual improvement.

The content and implementation of this policy will undergo regular reviews to serve as a framework for building a world class customer centric organization.

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**Arun Misra**  
CEO & Whole Time Director, HZL



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