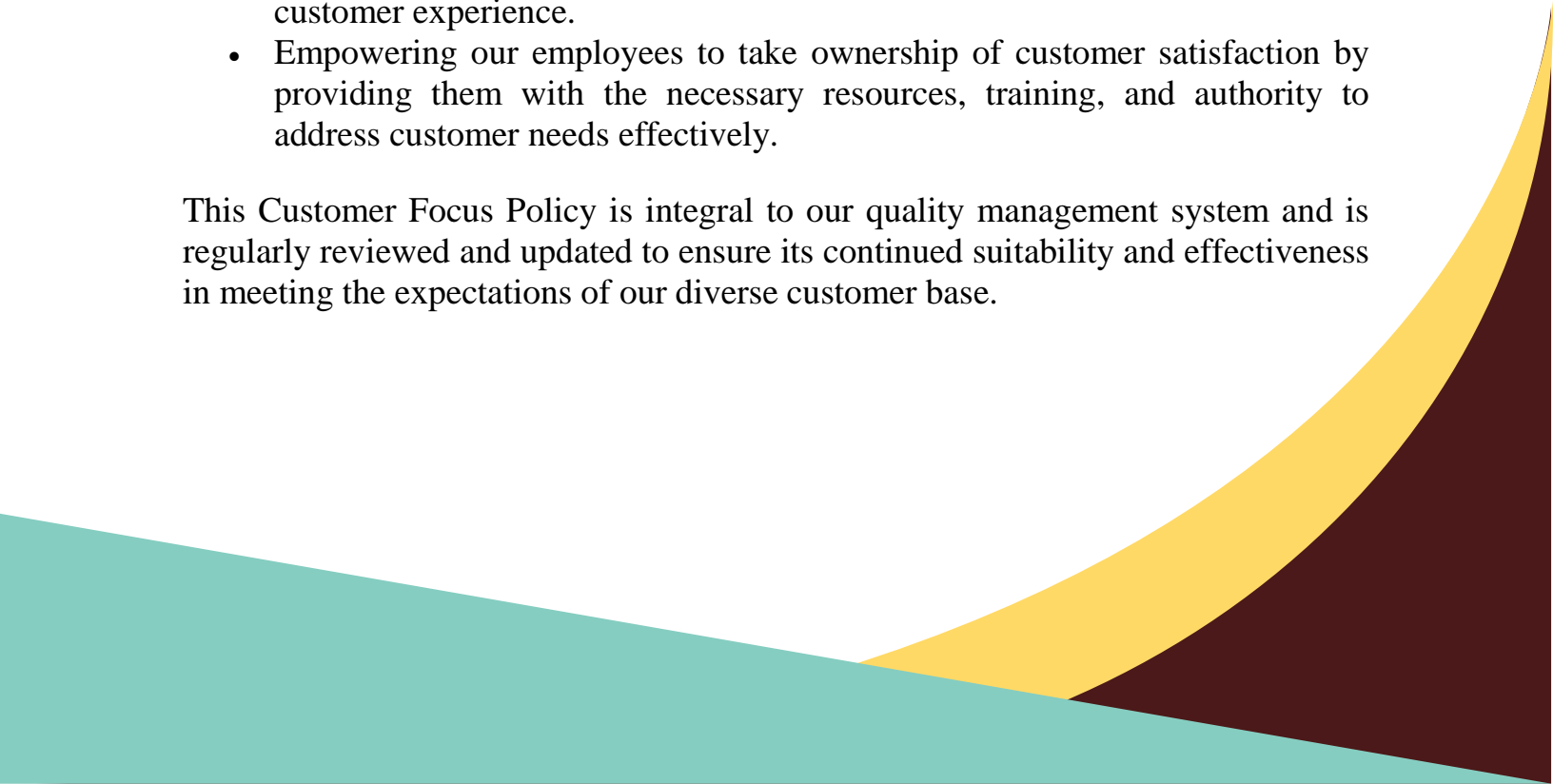

Customer Focus Policy

At **BerryBlues Export (OPC) Pvt Ltd**, we are dedicated to understanding and fulfilling the current and future needs of our customers. Our commitment to customer focus is demonstrated through:

- Engaging with our customers to gain a clear understanding of their requirements, expectations, and preferences.
- Providing products and services that consistently meet or exceed customer expectations in terms of quality, reliability, and performance.
- Maintaining open and effective communication with our customers to ensure their feedback is valued and incorporated into our continuous improvement processes.
- Striving for excellence in customer service by responding promptly to inquiries, resolving issues efficiently, and building long-term relationships based on trust and mutual respect.
- Monitoring customer satisfaction through surveys, feedback mechanisms, and performance indicators to identify areas for improvement and enhance overall customer experience.
- Empowering our employees to take ownership of customer satisfaction by providing them with the necessary resources, training, and authority to address customer needs effectively.

This Customer Focus Policy is integral to our quality management system and is regularly reviewed and updated to ensure its continued suitability and effectiveness in meeting the expectations of our diverse customer base.

A decorative graphic at the bottom of the page consisting of overlapping curved shapes in teal, yellow, and maroon colors.