



CUSTOMER EXPERIENCE POLICY

EPL is committed to ensuring that customer experience is an integral part of the planning, resourcing, and delivery of all the products and services we provide. We have built our reputation by caring about our customers, partners and communities.

Our goal is to provide you, our customer, with a quality experience, meeting or exceeding your expectations with each and every order that you make. We want your experience with us to be so pleasant that you are eager to refer us to others.

We view the opportunity to serve you as a privilege. We operate in a competitive environment and understand that you have options. The quality of your experience is proportional to the quality of our efforts. As such, we view our relationship with you as a shared experience.

All our processes are designed to set us apart from the competitors and help us meet our customers' requirements. This customer-oriented strategy is a key factor in our success.

We shall:

- Be a customer focused organization with the mantle of leading printing services that never compromises on quality or integrity.
- Establish clear customer value based on understanding the customer's requirement and therefore creating a shared vision.
- Listen to, communicate clearly with, care for our customers and ensure that our performance meets customer needs and expectations, and continuously improves.
- Have dynamic plans towards our customers, understand their needs and translate them in to value adding for our customer and using innovative techniques and/or technologies as required.
- Establish trust and use discretion, be responsive and consistent and ensure the high quality of our work, co-operation and support to our customers.
- Maintaining privacy and confidentiality with our customer property, information and data.

These customer-oriented strategies shall be accomplished through consistent implementation of our customer experience policy and strict adherence to our Core Values, Code of Conduct and Ethics.

This Policy shall be monitored and reviewed for continuous relevance and suitability.

Shreeti Patel
Chief Finance Officer
August 2025