

## Quality Policy Statement

We at Empezar Digital Private Limited are committed to providing customers with services of the highest level of quality. In order to achieve this, we are continually improving the processes, products and services, meeting and exceeding customer satisfaction at all times. The implementation of the quality policy is the responsibility of all employees, with overall responsibility residing with the management representatives under guidance of Management. We have established Quality Management System as per ISO 9001:2015 which provides continually improved framework for measuring and improving our performance.

We demonstrate this by:

- Managing our business based on clear and measurable objectives and timelines
- Using our customers' feedback to improve our processes
- Ensuring our employees have the appropriate training, skills and experience.
- Competent and skilled employees are the cornerstone for accomplishing and maintaining a high-quality oriented organization.
- Following our leadership framework and commitments from Management
- Attaining and retaining a high standard of excellence in the operations of our business.
- Upholding our reputation for providing nimble and holistic solutions to our customer by ensuring its reflection throughout the organization
- Continuous assessment of our business to ensure that the quality of services we provide completely and consistently meets our customers' expectations and all current and impending legislative requirements.
- The effectiveness of our quality system is observed through planned audits, management reviews and customer satisfaction surveys

We will actively pursue continuous quality improvements through programs that enable every employee to do their job first time correct. Commitments to quality is made by all our employees and is an integral part of their responsibilities.

Empezar Digital Private Limited will take all necessary steps to ensure that its quality policy is understood, implemented, and maintained at all levels in the Organization.

**Date: 1<sup>st</sup> February 2025**

**Place : Mumbai**

  
**Managing Director Office**