

**GHCL LIMITED****BRR POLICY – 9: Customer Value**

[Regulation 34(2) (f) of SEBI Listing Regulations, 2015)

1. Philosophy:

GHCL Limited believe that for a successful business, a consistent efforts are essential to engage with and provide value to their customers and consumers in a responsible manner.

GHCL Limited is committed to engage with and provide value to their customers and consumers in a responsible manner.

2. Scope:

This policy is applicable to all the business divisions of the GHCL Limited.

3. Policy:

- i. GHCL Limited shall take into account the overall well-being of the customers and that of society while serving the needs of its customers.
- ii. GHCL Limited shall ensure that it does not restrict the freedom of choice and free competition in any manner while designing, promoting and selling its products.
- iii. GHCL Limited shall disclose all information truthfully and factually as per applicable laws through labelling and other means, including the risks to the individual, society and to the planet from the use of the products, so that the customers can exercise their freedom to consume in a responsible manner.

Further, wherever required, GHCL Limited shall educate their customers on the safe and responsible usage of its products and services.

- iv. GHCL Limited shall promoter and advertise its products in a way that do not mislead or confuse the consumers.
- v. GHCL Limited shall exercise due care and caution while providing goods and services that result in over exploitation of natural resources or lead to excessive conspicuous consumption.
- vi. GHCL Limited shall provide an adequate consumer feedback mechanism to address consumer concerns and feedback.



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4. Implementation:

- i. The policy shall be appropriately communicated within the Company across all levels and shall be displayed on the Company's intranet.
- ii. The Managing Director, through the Functional Heads of the Departments/ Unit Heads of the Company shall be responsible for ensuring that the policy is implemented throughout the Company.
- iii. Compliance with the Policy shall be monitored and evaluated by the Functional Heads of the Departments/ Unit and they shall submit their report to the Company Secretary on a regular basis.
- iv. Any grievances/ complaints with respect to violation of the policy shall be reported to the Company Secretary.
- v. Company Secretary shall report the non-compliance of the policy to the Board of Directors or duly constituted committee of the Board.

5. General:

- i. In case of any doubt with regard to any provision of the policy and also in respect of matters not covered herein, a reference to be made to the Company Secretary.
- ii. Company secretary in consultation with the Managing Director and / or Board of Directors, shall clarify the doubt and communicate the same to the respective person. In case, clarification or doubt is subject matter of policy then, Company Secretary shall refer the matter to the Board of Directors for their direction. On receipt of direction/ clarification, Company Secretary shall communicate the same to the respective person / division.

6. Modification / Amendment in the Policy:

Any or all provisions of this Policy would be subject to revision / amendment in accordance with the guidelines on the subject as may be issued by the Central Government, or Ministry of Corporate Affairs or SEBI and / or any other statutory authorities, from time to time.

