



CENTURY ENKA LIMITED

PRODUCT RESPONSIBILITY POLICY

DOCUMENT CONTROL

Document version

This Policy named as 'Product Responsibility Policy' is version 1.1.

Preparation/Revision history

Sr. No.	Date of preparation / modification	Version No.	Modified by	Reviewed and approved by
1	09.06.2020	1.0 (MD/LC/02)	Marketing Department	Board of Directors
2	18.05.2023	1.1	Marketing Department	Board of Directors

Issuing Authority

The Product Responsibility Policy ('this Policy') is approved by the Board of Directors ('the Board') of Century Enka Limited ('the Company').

Author and Responsible Official

This Policy is to be maintained and updated by way of additions, deletions, and modifications, only by the Marketing Department in consultation with Legal and Secretarial Department. In case of any additions, deletions and modifications, this Policy shall be reviewed by the Managing Director and subsequently approved by the Board.

Whenever this Policy is amended, the version increases by one unit and the version is to be mentioned in the Document Control section.

Applicability and Usage

This Policy is applicable to the Company including its sites viz. manufacturing, project locations, offices etc.

OBJECTIVE

The Company believes in fair trade practice and provide goods that are safe and make value addition. To achieve this objective, a mechanism has been developed so that goods are offered by the Company to the customer, priced competitively and safe in use.

ENDEAVOURS TO ACHIEVE OUR OBJECTIVE

We endeavour to achieve our objective by adopting the following practices:

- There is no restriction to freedom of choice in purchase of the Company's products by customers.
- Disclose product information accurately through labelling, website of the Company or such other means so that customers have first-hand information about products.
- The collection of customer information/data does not infringe their right of privacy.
- Customers should be guided for the technical properties of the products and safe use of products.
- To provide pre and post sales service by capable and qualified person.
- To promote and advertise the products in a way, that do not mislead the customers or violate the principle of fair-trade practice.
- Establish a system for customer feedback and complaint.
- Provide appropriate grievance redressal mechanism that are transparent, appropriately address and resolve the complaint.

DISSEMINATION

This Policy shall be hosted on the website of the Company for accessibility to stakeholders of the Company and reference or web-link of this Policy, may be disclosed in the Annual Report & other reports of the Company.

INTERPRETATION OR MODIFICATION

The Board of the Company shall have authority to amend or modify this Policy to align with any amendments made to the Listing Regulations, the Companies Act, 2013, National & International conventions/directives/principles/standards or such other circulars, guidelines, standards or regulations issued by any statutory or regulatory authority or as and when deemed fit.

In the event of inconsistency of this Policy with any statutory provisions, then the relevant provisions of such applicable law shall prevail upon the provisions of this Policy.