

**CG Power and Industrial Solutions Limited**

Registered Office:

CG House, 6th Floor, Dr Annie Besant Road, Worli, Mumbai 400 030, India

T: +91 22 2423 7777 F: +91 22 2423 7733 W: [www.cgglobal.com](http://www.cgglobal.com)

Corporate Identity Number: L99999MH1937PLC002641



Smart solutions.  
Strong relationships.

## Customer Care Policy

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**murugappa**

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### **Policy Name:**

CG Global Group Customer Care Policy

### **Content:**

- Our Vision
- Objective
- Applicability
- Our Commitments
- Governance and Monitoring

### **Our Vision:**

At CG Power and Industrial Solutions ("CG"/ "Company"), we are committed to continuously exceed customer expectations and provide best quality products and services to our customers. We aim to have an effective customer relationship management and become the most admired organisation in the industry we cater to.

### **Objective:**

The objective of this policy is to establish a framework for consistently delivering positive customer experiences. This involves setting clear standards for how customer interactions are handled, ensuring efficient problem resolution, and fostering customer loyalty. Ultimately, the policy aims to enhance customer satisfaction, protect the company's reputation, and drive business growth through strong customer relationships.

### **Applicability:**

This policy applies universally across the CG, encompassing all subsidiaries, joint ventures, acquisitions, managed sites, licensees, outsourcing partners, corporate offices, and research facilities. . Coverage extends throughout the entire lifecycle of our projects, from exploration and planning through evaluation, operation, and closure.

### **Our Commitments:**

Through this policy, we endeavor to respect customer rights and are committed to:



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- Ensure the health and safety of the customers by following correct product labeling guidelines and by ensuring ethical marketing practice with respect to communication and advertising.
- Ensure safe and responsible usage of our product offerings by communicating all the relevant technical, environmental and social impacts about the product.
- Raise awareness among customers about the proper management of products (about usage and end of life management of the product).
- Ensure customer's data privacy through a combination of appropriate control, cyber security, transparency and consent mechanisms relating to the collection and use of their personal data.
- Maintain a robust mechanism in place for recording and escalating their grievances/feedback that customers may have.

### **Governance and Monitoring:**

This policy is a part of CG's ESG Policies and all of CG's businesses shall implement this policy. CG Corporate ESG function will be accountable for controlling and setting the policy, and CG's functional teams at Business Units are responsible for the full implementation of the policy and associated standards. The Board Risk Management Committee will review this policy as in when required and recommend appropriate revisions to the Board as may deem necessary.

**The policy has been approved by the Board of Directors on 18 March, 2025.**

