

UNIT-I

UNIT-II

Regd. Off. : 1501, Vikram Tower, Rajendra Place, New Delhi - 110008
Ph. : +91-11-43661111 (30 lines) • Fax : +91-11-43661100, 41538600
E-mail : info@bharatgroup.co.in • Website : www.bharatgroup.co.in
CIN : L24119DL1989PLC036264

PUBLIC CARE AND REGULATORY POLICY

1. Policy Statement

The company is committed to conducting its business operations with the utmost care for the well-being of the public and in compliance with applicable laws, regulations, and standards. This Public Care and Regulatory Policy establish guidelines and procedures to ensure the safety, health, and satisfaction of the public, as well as to maintain compliance with regulatory requirements. We strive to be responsible corporate citizens, fostering trust, transparency, and ethical behavior in all our interactions with the public.

2. Compliance with Laws and Regulations

- a) The company shall comply with all relevant local, national, and international laws, regulations, and standards that govern its operations. This includes, but is not limited to, environmental regulations, occupational health and safety standards, consumer protection laws, and data privacy regulations.
- b) Compliance shall be regularly reviewed, and necessary measures shall be taken to ensure adherence to evolving regulatory requirements.

3. Public Safety and Health

- a) The company shall prioritize public safety and health in all aspects of its operations. Measures shall be implemented to identify and mitigate potential hazards or risks associated with the company's products, services, or operations.
- b) Appropriate safety protocols, risk assessments, and preventive measures shall be established and communicated to employees to protect the public from any potential harm.

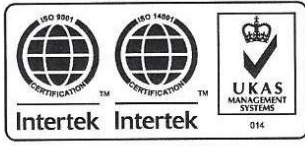
4. Product and Service Quality

- a) The company shall ensure the quality, reliability, and safety of its products and services to meet or exceed customer expectations and regulatory requirements.
- b) Robust quality control measures shall be in place to monitor and maintain product and service quality throughout the production, delivery, and post-sales processes.

5. Public Communication and Transparency

- a) The company shall foster open and transparent communication with the public, providing accurate and accessible information about its products, services, and operations.
- b) Clear and truthful communication shall be maintained in marketing materials, product labeling, customer interactions, and public statements to avoid misleading or deceptive practices.

6. Environmental Responsibility



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- a) The company shall operate in an environmentally responsible manner, striving to minimize its environmental footprint and promote sustainability.
- b) Environmental management systems and practices shall be implemented to conserve resources, reduce waste, and prevent pollution. This includes initiatives such as energy conservation, responsible waste management, and sustainable sourcing of raw materials.

7. Consumer Protection

- a) The company shall uphold the rights of consumers and protect their interests. Fair and transparent business practices shall be followed, ensuring that consumers are informed about product features, pricing, warranties, and terms of service.
- b) Any complaints or concerns raised by consumers shall be promptly addressed, and appropriate measures shall be taken to resolve the issues in a fair and satisfactory manner.

8. Data Privacy and Security

- a) The company shall respect and protect the privacy of personal data collected from the public, ensuring compliance with applicable data protection laws and regulations.
- b) Adequate safeguards and security measures shall be implemented to protect personal data from unauthorized access, disclosure, or misuse.

9. Stakeholder Engagement

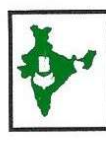
- a) The company shall engage with stakeholders, including the public, regulatory authorities, and community organizations, to understand their concerns, gather feedback, and address any issues promptly and effectively.
- b) Meaningful dialogue and collaboration with stakeholders shall be fostered to promote transparency, trust, and mutual understanding.

10. Continuous Improvement and Review

- a) The company is committed to continuous improvement in public care and regulatory compliance. Processes, policies, and procedures shall be periodically reviewed to identify areas for improvement and ensure alignment with changing regulatory requirements and industry best practices.
- b) Regular audits, assessments, and performance reviews shall be conducted to monitor the effectiveness of the company's public care and regulatory programs.

11. Training and Awareness

- a) Employees shall be provided with appropriate training and awareness programs to ensure their understanding of this policy, relevant regulations, and their roles in upholding public care and regulatory compliance.



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- b) Training programs shall be regularly updated to address emerging issues, new regulations, and best practices.

12. Reporting and Non-Retaliation

- a) The company shall establish mechanisms for employees, customers, and the public to report any concerns or violations related to public care or regulatory compliance.
- b) Whistleblower protection measures shall be in place to ensure that individuals reporting in good faith are protected from retaliation.

13. Review and Update

This Public Care and Regulatory Policy shall be reviewed periodically to ensure its continued relevance, effectiveness, and alignment with the company's values and business objectives. Updates or revisions to the policy shall be communicated to employees, stakeholders, and the public as appropriate.

This Public Care and Regulatory Policy demonstrates the company's commitment to public safety, health, and compliance with applicable regulations. It serves as a guide for ethical conduct, responsible business practices, and building strong relationships with the public and regulatory authorities.