



Policy covering Consumer Value Development Policy

SUBJECT/ TITLE: Policy covering Consumer Value Development Policy for Ingersoll Rand (India) Limited (Principle 9 with respect to NGRBC's principles)

This page is a record of all revisions of the Procedure or Work Instructions.			For convenience, the nature of the revision is briefly noted, under the remarks column here below. Unless otherwise stated, any revisions revision/s should be implemented effective the date the Board of Directors of IRIL approves this policy.
REV.	BY	PAGES	REMARKS
00	Pramod Hegde	1	Original Release (reported @

Principle 9: Consumer Value Development Policy

At Ingersoll Rand India Limited (IRIL), we aspire to minimize and mitigate any adverse impact of our products on customers, the natural environment, and society at large, in line with Sustainable Development Goal 12. We strive to continuously exceed customer expectations by delivering superior products that are safe to use, in a manner that creates value for our customers and us.

Scope

The policy statement is applicable to IRIL and its functional units. This policy statement must be used in conjunction with the NIR Privacy Policy, Global EHS policy, and Whistleblower policy.

Our Policy

1. The company endeavors to conduct assessments of our products to ascertain their impact on the environment and society at large.
2. The company upholds fair competition and enables freedom of choice in customers while designing, promoting, and selling our products.
3. The company shall disclose information regarding the products transparently and accurately, including the risks that may arise from using the products.
4. The company will provide complete information regarding the usage and disposal of the product to the consumers to eliminate over-consumption.
5. Ethically and consciously use consumer data and ensure that their right to privacy is not infringed.
6. Ensure correct marketing and labelling of products in a manner that does not mislead the consumers.
7. Provide the consumers with an appropriate and prompt grievance redressal mechanism to raise concerns and provide feedback.

Communication of the Policy

This policy is made publicly available on our website. Hard copies of the policy are made available at all our operating units.