



POLICY ON ENGAGING WITH AND  
PROVIDING VALUE TO CUSTOMERS AND  
CONSUMERS

## POLICY ON ENGAGING WITH AND PROVIDING VALUE TO CUSTOMERS AND CONSUMERS

**PREFACE :**

<b>Title</b>	<b>Policy on engaging with and providing Value to Customers and consumers</b>
<b>Version Number</b>	<b>1.00</b>
<b>Effective Date</b>	<b>28.01.2013</b>
<b>Authorised by</b>	<b>Board of Directors</b>
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<b>Last Revised Date</b>	<b>N.A</b>

JSW's focus remains to be a supplier of choice by offering innovative products that address the market requirements while improving overall well being of customers and society. JSW is committed to operate its business processes and conduct marketing promotions in a transparent and responsible manner by sharing product information in a responsible manner. It strives to ensure an efficient customer feedback mechanism and conduct regular customer satisfaction surveys to understand their expectations and concerns.