



**RESPONSIBILITY TO THE CUSTOMERS AND THEIR ENGAGEMENT POLICY**  
**OF**  
**PARAS DEFENCE AND SPACE TECHNOLOGIES LIMITED**

**Document Control**

Document Title	Responsibility to the customers and their engagement policy
Version	1.0
Effective Date	September 04, 2023
Document Owner	Secretarial and Compliance
Document Approver	Board of Directors

## **POLICY ON RESPONSIBILITY TO THE CUSTOMERS AND THEIR ENGAGEMENT**

---

### **THE MINDSET-**

The predominant cynosure is to meet consumer requirements and strive and toil towards meeting customer expectation. The company firmly believes in delivering the excellence not only in the quality of its product but also in the services it renders by its execution capability to meet customer satiety level and its impact on all related parties. Company has strong personal conviction that, its product & services have served its intended functions and performance and the value & benefit of the customer that is being derived to the optimum possible level.

### **THE POLICY-**

The company holds many quality certification being in the niche segment of defence and possesses well versed and implemented Quality Management System which improve the companies capability to satisfy its duties & commitment and meets the demand and expectation of its customers and interested parties. The company implements this answerability to its customer through the ISO 9001 standard QMS. The key principles guiding this policy are:

- Comply with all regulatory requirements.
- Enable customers in making informed purchase decisions through truthful disclosure of relevant information.
- Allow freedom of choice in a competitive environment while promoting and selling products.
- Have robust mechanism for taking feedback of the customers and continuously improve upon the same.

Comply with all regulatory requirements pertaining to health and safety of products.

### **IMPLEMENTATION-**

- This policy is being dissipated to all employees in meaningful manner.
- All company's units have appropriate systems and process in place to adhere compliance with the Policy and with legal provisions, including dispute resolution through members of Management committees.
- Regular onlooker of compliance with the Policy by Senior Management Committee whoshall review on quarterly basis. The CSR committee of the Board is envisaged to supervise the implementation of the Policy.
- The company through this policy engage to measure the following criteria at regular time gap: Consumer contentment feedback, Product availability conformity feedback, Swift delivery of products & service, Training & conversant of end user.