











**RHI MAGNESITA**

**RHI MAGNESITA INDIA LTD.**  
(Formerly Orient Refractories Ltd.)  
E corporate.india@rhimagnesita.com  
www.rhimagnesitaindia.com

**Principle 7:****Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner**

While pursuing policy advocacy, the Company will ensure that its advocacy position is consistent with this Policy and to the extent possible, the trade and industry chambers and associations and other such collective platforms be utilized to undertake such policy advocacy.

As a corporate citizen, the Company shall operate within the democratic setup and constitutional framework.

The Company as a part of industry associations/chambers shall strive to make recommendations/ representations before regulators and associations for advancement and improvement of industrial climate in India.

The Company shall strive to perform the function of policy advocacy in a transparent and responsible manner while engaging with all the authorities and will take into account the Company's as well as the larger national interest.

**Principle 8:****Businesses should support inclusive growth and equitable development**

The Company understands the impact of its operations on social and economic development and would take appropriate action to minimise negative impact, if any. It would innovate and invest in products, technologies and processes that promote the wellbeing of society.

Business units operating in regions which are underdeveloped shall be sensitive to local concerns and make efforts to complement and support the development priorities at local and national levels. In case any operation causes any displacement of communities, appropriate resettlement and rehabilitation of communities would be facilitated by the Company.

**Principle 9:****Businesses should engage with and provide value to their customers and consumers in a responsible manner**

The overall well-being of the customers and that of society will be taken into account while serving the needs of customers. The Company will not indulge in restricting the freedom of choice or free competition either at the time of designing, promoting or selling the products.

Care would be taken that all requisite information will be truthfully and factually disclosed through labelling or other means, including wherever required, the risks to the individual, to society and to the planet from the use of the products, so that the customers can exercise their freedom to consume in a responsible manner.

Wherever required, customers may be educated on the safe and responsible usage of the products and services. Product Promotions or advertisements shall not be done in a manner which is not misleading or violating the principles of this Policy. Due care and caution will be exercised while providing goods and services that result in over exploitation of natural resources or lead to excessive conspicuous consumption.

The Company's Customer Grievance Redressal mechanism, Shareholder Servicing Policy, Whistle Blower Policy etc. which have been laid down shall provide a facility to its customers, shareholders and others to record their grievances/ feedback. Further, grievances can also be addressed to [Bhi\\_info@RhiMagnesita.com](mailto:Bhi_info@RhiMagnesita.com).