



CONSUMER WELFARE POLICY

NRB aspires to be the recognised leader in the design and production of customised friction solutions with a presence in every vehicle in the world. We are committed to enhancing customer satisfaction and providing quality bearings by developing customer-centric culture at NRB and at Supplier end.

We shall help our customers to make informed choices by communicating responsibly, considering the overall well-being of customers and society.

We shall employ available communication channels to make our customers aware of the safe and responsible usage and disposal of our products (including reuse and recycling) and to eliminate over-consumption.

Our marketing efforts for our products and businesses shall be honest and clear with our customers following the principles in these guidelines.

We shall deploy effective complaints and feedback-handling mechanisms.

Amendment Record:

Revision no.	Revision Date	Details of Change	Approved By