

Policy on Product Stewardship

Philosophy

ITC is committed to providing products and services that offer best-in-class quality user experience and integrate sustainable practices across their lifecycle in accordance with the applicable laws.

Policy

It is ITC's Policy:

Product Quality, Safety and Consumer Health

1. To have a robust safety management system to meet regulatory requirements related to safety (including food safety), quality processes and hygiene, and to also work towards adopting emerging safer processes and systems;
2. To continuously train employees on quality and safety;
3. To raise awareness among customers on how to use and dispose its products and packaging;

Sustainable Design & Innovation

1. To continue to progressively incorporate relevant social and environmental considerations in product / service development processes;
2. To make concerted efforts to leverage deep consumer insights and in-house R&D capabilities to introduce science-based, innovative and sustainable products and services in line with customer preferences and requirements;

Consumer Trust & Transparency

1. To provide appropriate mechanisms for customer / consumer feedback to drive continuous improvement in the value propositions of its products and services;
2. To continue to make clear and verifiable claims backed by evidence in accordance with the applicable regulatory requirements;

Compliance & Fair Competition

1. To comply with applicable laws and regulations pertaining to its products and services, including their quality, safety, product labelling, advertising, promotion and sponsorship;
2. To allow freedom of choice, in a competitive environment, while designing, promoting and selling its products and services.

Governance and Implementation

- a. ITC has appropriate systems and processes in place to ensure compliance with the Policy and with statutory provisions, as applicable, including processing of grievances for redressal. It shall be the responsibility of the Divisional / SBU Chief Executives, through members of the respective Management Committees, to ensure progressive implementation of the Policy and its communication to the employees.
- b. Compliance with the Policy will be regularly monitored and evaluated by the Sustainability Compliance Review Committee (SCRC) of the Corporate Management Committee (CMC). The report of the SCRC will be reviewed by the CMC.
- c. The CSR and Sustainability Committee of the Board will supervise the implementation of this Policy and will annually review the progress of its implementation.

For additional information, refer to ITC's Policy on Resource Efficiency, ITC's Policy on Responsible Marketing, and ITC Foods Division's Nutrition Policy.