At CEV Engineering Pvt. Ltd., the health and safety of our customers is a top priority. We are committed to designing, producing, and delivering products and services that meet the highest standards of safety, quality, and regulatory compliance throughout the product life cycle. This policy supports our vision to be a responsible and trusted manufacturer.

This policy applies to all products, services, and interactions involving customers, including product design, production, labelling, packaging, usage, maintenance, and disposal.

Our Commitments

CEV Engineering Pvt. Ltd. is committed to:

- Designing products with safety, durability, and compliance in mind from concept to end-of-life.
- Complying with applicable health, safety, and product regulatory requirements, including national/international product safety regulations, industry standards, and customer-specific requirements.
- Conducting risk assessments and hazard analysis (e.g., FMEA) to identify potential customer health risks.
- Providing clear and accurate product labelling, safety instructions, and usage guidelines.
- Reporting, investigating, and resolving all customer complaints and product incidents.
- Continuously improving product quality and safety performance through audits, certifications, and innovation.

Our Targets

- Achieve 100% compliance with product safety regulations for all products and packaging.
- Ensure 100% of products carry clear safety labels, warnings, and instructions – by 2024.
- Ensure customer complaint resolution within 7 working days.

Implementation Measures

- Integrate customer safety requirements into product design, quality control, and product lifecycle management.
- Establish cross-functional Product Safety Review Committees.
- Monitor customer feedback, complaint data, and incident reports to identify and resolve emerging risks.
- Ensure that marketing and sales materials are accurate, safe, and not misleading.

Roles & Responsibilities

- The Quality Assurance (QA) Team is responsible for overseeing product safety protocols, testing, and compliance.
- The R&D/Design Team ensures health and safety is embedded in product design and specifications.
- The Customer Support Team manages customer complaints and safety-related feedback.

Review & Communication

This policy will be reviewed annually and revised as needed to reflect changes in regulatory requirements, stakeholder expectations, and organizational goals. Updates will be communicated to all relevant internal and external stakeholders.

Young Jin Kim
Managing Director

Effective Date: 02.01.2024