



CSL/2025-26/261

3rd March, 2026

To, BSE Limited Corporate Relationship Department 1 st Floor, New Trading Ring Rotunda Building, P J Towers Dalal Street, Fort, Mumbai – 400001. Scrip Code :532443 Scrip ID: CERA	To, National Stock Exchange of India Limited Exchange Plaza Bandra Kurla Complex Bandra (East) Mumbai – 400051. Scrip Code: CERA
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Dear Sir/Madam,

Sub: Regulation 30 of the SEBI (LODR) Regulations, 2015 - Investor Presentation

Pursuant to Regulation 30 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith Investor Presentation.

The same is also available on the website of the Company.

We hope you will take the same on your records.

Thanking you,
For Cera Sanitaryware Limited.

Hemal Sadiwala
Company Secretary
Encl: As Above

Cera Sanitaryware Limited

Registered Office & Works : 9, GIDC Industrial Estate, Kadi 382715. District : Mehsana, North Gujarat, INDIA
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CIN No. : L26910GJ1998PLC034400



Cera Sanitaryware Limited

Investor Presentation
March 2026

CERA

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This Presentation has been prepared by the Company based on information and data which the Company considers reliable, but the Company makes no representation or warranty, express or implied, whatsoever, and no reliance shall be placed on, the truth, accuracy, completeness, fairness and reasonableness of the contents of this Presentation. This Presentation may not be all inclusive and may not contain all of the information that you may consider material. Any liability in respect of the contents of, or any omission from, this Presentation is expressly excluded.

This presentation contains certain forward-looking statements concerning the Company's future business prospects and business profitability, which are subject to a number of risks and uncertainties and the actual results could materially differ from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, competition (both domestic and international), economic growth in India and abroad, ability to attract and retain highly skilled professionals, time and cost over runs on contracts, our ability to manage our international operations, government policies and actions regulations, interest and other fiscal costs generally prevailing in the economy. The company does not undertake to make any announcement in case any of these forward-looking statements become materially incorrect in future or update any forward-looking statements made from time to time by or on behalf of the company

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& Shareholding

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Premier Sanitaryware Company in India



Pioneering Legacy with Proven Trust

~44 years of industry leadership, delivering design-led innovation, product quality, and customer trust



Comprehensive Portfolio Across Price Points

Offering a full spectrum of sanitaryware and bathware solutions under three brands – Senator, CERA Luxe & CERA – catering to evolving consumer aspirations across segments



Strong Retail Presence & Distribution Network

6,900+ dealer partners¹, 28,000+ retailers¹, 2,057 brand stores¹, and 13 company owned experience centres¹ – ensuring pan-India presence and enhanced customer experience



Robust Financials & Disciplined Capital Allocation

FY25 Revenue of Rs. 1,915 crore | Cash reserves Rs. 757 crore¹ | Consistent dividend payout | Zero debt company | AA/Stable rated company



Growth Fueled by Innovation & Brand Strength

Investments in R&D, 3D design, and smart retail experiences; marketing initiatives with strong recall across digital, TV, OTT and architect-led platforms

Robust Financial Position and Protocols

Zero Debt Company

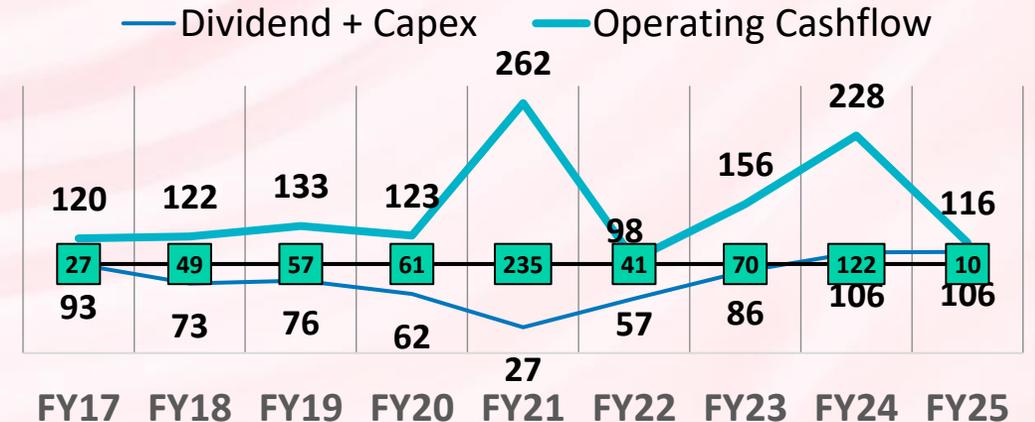
- Maintains a debt-free balance sheet
- Cash and Cash Equivalents of Rs. 757 crore (primarily liquid investments)

Sharp Focus on Efficient Capital Management

- Fixed Asset turnover of $\sim 5.6x^1$
- Strong receivables monitoring policy – growth not driven by extended credit

Positive Free Cash Flow with Robust Cash Position

- Free cash flow consistently exceeds annual capex requirements
- Cash generation comfortably covers dividend and reinvestment needs
- Dividend paid consistently for 30+ years



Strong Balance Sheet and Cash Flows Powering Long-Term Growth

Note 1: As on 31st March 2025

Note 2: FY25 Dividend and Capex figures exclude the share buyback of Rs. 162 crore (including taxes and related expenses)

Promoters

Mr. Vikram Somany (Founder and CMD)

- B.Sc., FCMI (U.K.)
- Founded the business in 1980
- Deep industry knowledge and experience
- Known for hands-on involvement in all aspects of the business, from strategy initiation to execution
- Instrumental in maintaining high governance standards



Mrs. Deepshikha Khaitan (Joint Managing Director)

- B.Sc. Hons. (Economics), LLB
- Actively associated with CERA for over 11 years
- Plays a key role in driving design innovation, product development, and R&D initiatives
- Leading efforts to expand channel outreach, enhance sales & marketing strategies, and achieve a balance between profitability and product development



Leadership Team



Mr. Anupam Gupta
Executive Director (Technical)

- BE in Electrical Engineering; MBA
- Over 33 years of experience across industries such as Cement, Textiles, Chemicals, and Ceramics
- Spent the last 17 years with Aditya Birla Group
- Responsible for all aspects of manufacturing activities at CERA



Mr. Vikas Kothari
Chief Financial Officer

- A Chartered Accountant with over two decades of diverse experience across industries including Steel, Petrochemicals, Textiles, Polymers, and Ceramics
- Brings demonstrated expertise in strategic financial management, operational efficiency, and value-driven decision-making
- Has held leadership roles at prominent organizations such as Bic World (India Operations), Aditya Birla Group, and Reliance Industries
- Currently heads the finance function at CERA, with responsibilities spanning budgeting, costing, MIS, treasury and investments, financial reporting, and investor relations



Mr. Ramesh Baliga
Chief Business Officer

- PGDM; over 38 years of industry experience
- Held senior leadership roles at Jaquar & Co. and served as CEO and later Executive Director at Watertec India. Associated with leading international brands such as Hansgrohe, WTS Italy, and Conti+
- At CERA, he is responsible for driving growth and execution of the Senator and premium businesses, overseeing brand strategy, product development, and business expansion



Mr. Sandeep Abraham
President - Sales

- M.Com, PGDMM, Senior Management Program – IIM Nagpur
- 28 years of experience
- Previously with Roca (RBPPL), Parryware Roca, EID Parry (India), Nuchem Ltd., Hutchison Max Telecom, and Maruti Zen
- Heads the Sales function at CERA

Leadership Team



Mr. Rahul Jain
President – Marketing

- MBA in Marketing
- 20 years of experience
- Held key marketing roles at Roca (RBPPL), Nippon India, Akzonobel
- Leads marketing and consumer engagement; focuses on innovation-driven brand and market share growth



Mr. Ajay Jain
Sr. Vice President (Faucetware Division)

- BE in Mechanical Engineering
- 23 years of experience
- Worked with HSIL, Kohler India, and Hindalco
- Heads all aspects of Faucetware manufacturing at CERA



Mr. Vivek Andankar
Vice President (Sanitaryware Division)

- BE in Mechanical Engineering
- 28 years of experience
- Worked with Kohler, LG Electronics, and Electrolux
- Leads all aspects of Sanitaryware manufacturing at CERA

Ownership and stakeholder value creation

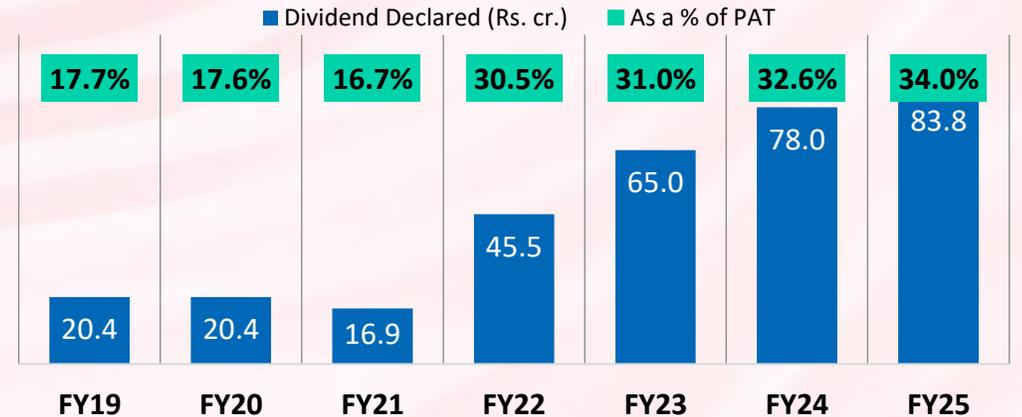


Key Institutional Shareholders	As on 31 st December 2025
Nalanda India Equity Fund Ltd.	9.6%
Canara Robeco MF	3.0%
HSBC Small Cap Fund	2.6%
UTI MF	2.5%
Vanguard MF	1.3%
HDFC Life Insurance Co. Ltd.	1.2%
Bandhan Flexi Cap Fund	0.8%
Mirae Asset ETF	0.8%
ICICI Lombard General Insurance Company Ltd	0.7%
Emerging Market Funds	0.6%
SBI Life Insurance Co. Ltd.	0.5%
Tata India Consumer Fund	0.5%
Other Institutional Shareholders	4.3%
Total	28.4%

Market Cap. (in Rs. Crore)



Dividend Distributed (Rs. cr.)



Strong Brand Promise

Senator



CERA Luxe



Cera



- CERA's product portfolio encompasses every aspect of the price and design matrix
- Niche brands for deeper engagement with varied customer and market segments

Brand Promise carefully cultivated over 44 years by consistently delivering on quality, value, expectations

Strong Brand Promise – **Senator**



Senator by Cera: Elevating standards, redefining luxury, and capturing the essence of future-forward elegance

Strong Brand Promise – CERA Luxe



CERA Luxe: Pinnacle of innovation and luxury, shaping unparalleled bathroom elegance and indulgence

Strong Brand Promise – CERA



The latest from CERA: Designed with pristine perfection, elevating bathroom space to unprecedented levels of sophistication, style, and functionality

Polipluz – Expanding Reach with Value-Focused Innovation

POLIPLUZ



Smart. Stylish. Affordable

Bridging the Value Gap in India's Rural Market

- CERA's new brand Polipluz aims to deliver reliable, high-quality, and affordable sanitaryware solutions tailored to rural and semi-urban markets
- Targets a segment currently dominated by unorganized players offering substandard products

Smart Expansion Strategy

- Polipluz complements CERA's premium brands, enabling the company to cater to the full consumer spectrum—from value to luxury
- Focused on functionality, durability, and design, suited to regional needs

Strategic Advantage

- Leverages CERA's strong brand trust and manufacturing capabilities
- Well-positioned to capture high-volume, high-margin growth from underpenetrated markets
- Backed by CERA's robust distribution network and after-sales support

Polipluz – Extending CERA's Promise of Smart Living to Every Indian Home



**World Class
Manufacturing Facility**



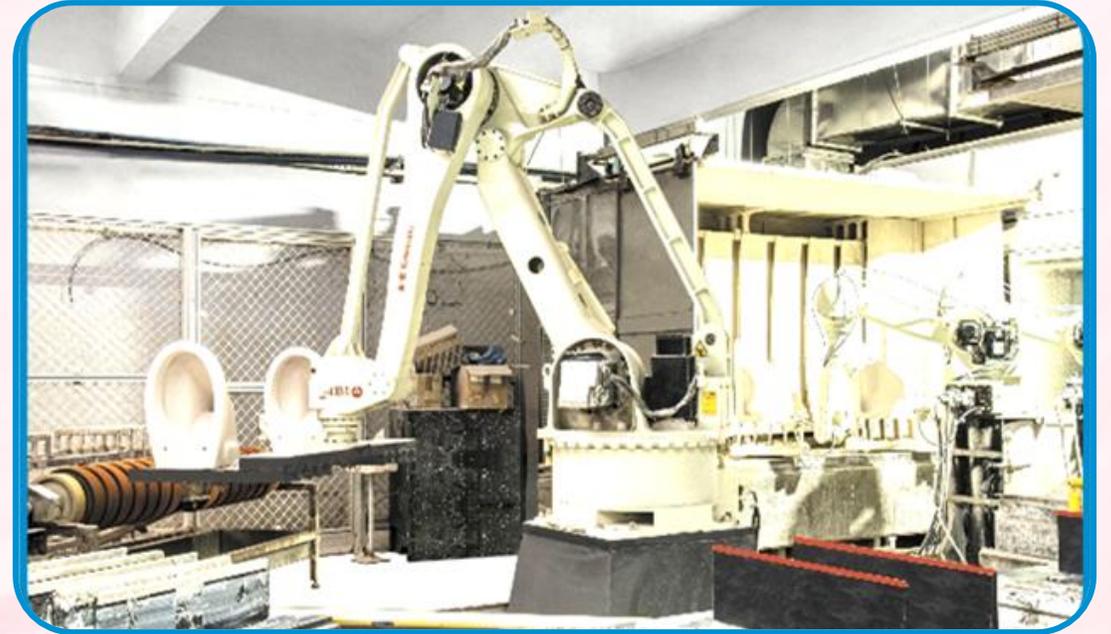
Quality Control and Process Excellence.. 1

Rapid Technology Adoption –Robotics for Sanitaryware Finishing



Sanitaryware Robotic Pressure Casting:

For producing high end sanitaryware in large quantities



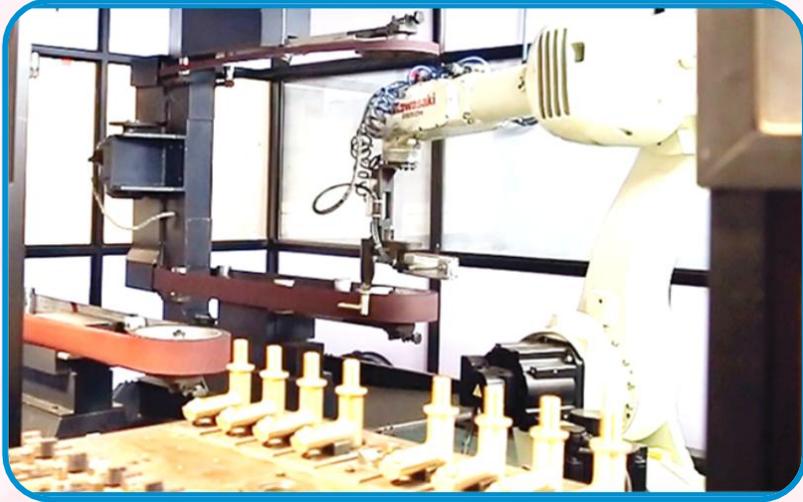
Sanitaryware Robotic Glazing:

glazing ensuring smooth surface with minimum wastage

First Indian sanitaryware company to implement ISO 9002 and ISO 14001 certifications for Quality Management Systems and Environment-friendly Manufacturing Systems

Quality Control and Process Excellence.. 2

Rapid Technology Adoption –Robotics for Faucet Finishing



Faucet Robotic Surface Grinding:

Ensures uniform chromium plating for superior surface durability



Faucet Peeling Machine:

Delivers flawless body finish for premium product appeal



Computer Numerical Control Machine:

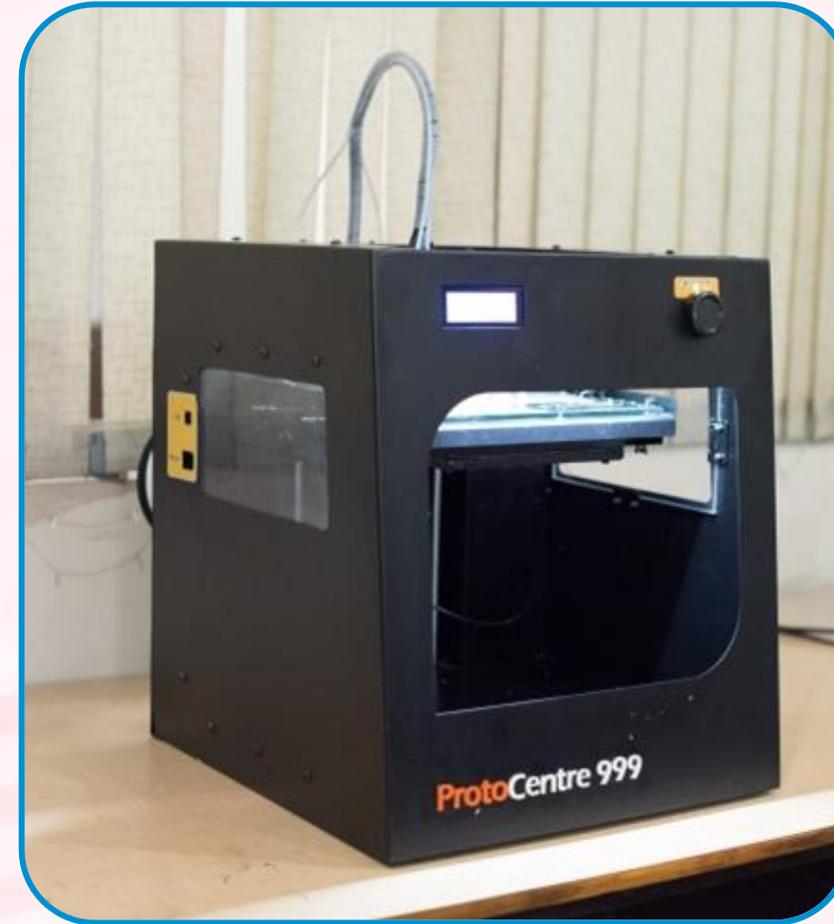
India's first: Enables high-precision manufacturing and greater output efficiency

First Indian sanitaryware company to implement ISO 9002 and ISO 14001 certifications for Quality Management Systems and Environment-friendly Manufacturing Systems

Design Excellence and deep technology imprint



First Sanitaryware Company to design and install 3D printers



Installed 3D printers for Faucet design – A complete automated design process

Successfully installed 3D printers which has considerably shortened the duration for conversion of concept into launch for new designs

Environmental & Social Compliance... 1

Environmental Stewardship

- Through innovation, we minimize our environmental footprint and actively promote renewable energy.
- Our Material ESG Themes include:
 - GHG and Energy Management
 - Water Management
 - Waste Management

Key Highlights:

- ISO 14001 and 45001 certified facilities
- ~10.3 MW of renewable energy capacity meeting nearly half of our energy requirements
- Responsible water management through STP, ETPs, and ZLD compliance

Social Responsibility

- We foster a positive impact on stakeholders, including customers, employees, and communities.
- Our Material ESG Themes include:
 - Community (CSR)
 - Human Rights
 - Employee Safety

Key Highlights:

- Recognized by customers as “Trusted” & “Responsible Brand”
- Engaging communities through CSR

Governance Excellence

- Maintaining high standards of governance is fundamental to our corporate culture and long-term success.
- Our Material ESG Themes include:
 - Product Quality & Brand
 - Supply Chain

Key Highlights:

- Building long-term partnerships across the value chain



“

At Cera, we integrate ESG principles into our operations, recognizing their impact on sustainable development. We prioritize environmental stewardship, social responsibility, and governance excellence. Our commitment includes minimizing our footprint, fostering stakeholder well-being, and upholding transparency and integrity in all dealings

”

Environmental & Social Compliance... 2

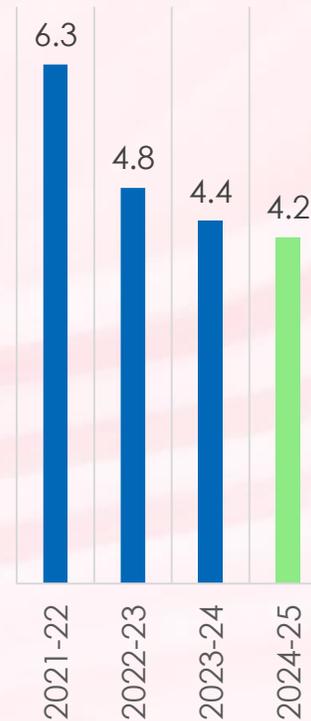
Year-on-year downward trend in specific consumption of utilities



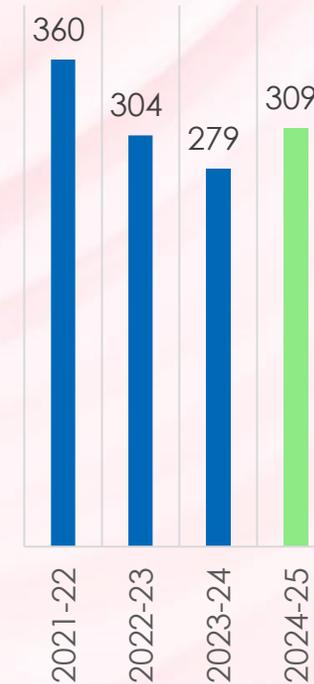
Upgradation of Zero Liquid Discharge (ZLD) plant

- Increase Plantation
- 90% Water Recovery
- Treatment Optimization
- Reuse of Waste Chemicals
- Reduction of Solid Waste

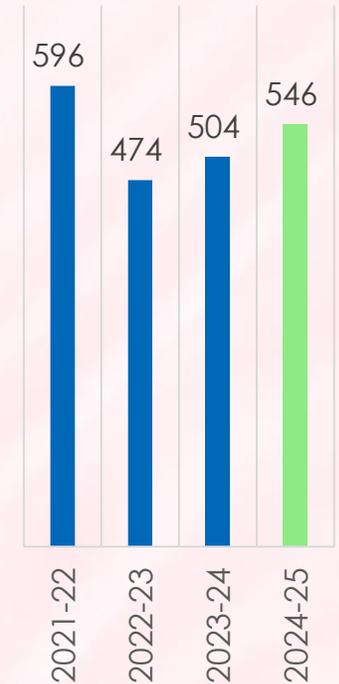
Water Consumption wrt sent to warehouse (KL/MT)



Gas Consumption wrt sent to warehouse (SCM/MT)



Power Consumption wrt sent to warehouse (KWHr/MT)



Global Quality Certifications & Standards Compliance



ISO 9001: Quality Management System



ISO 14001: Environment Management System



ISO 45001: Health & Safety Management System



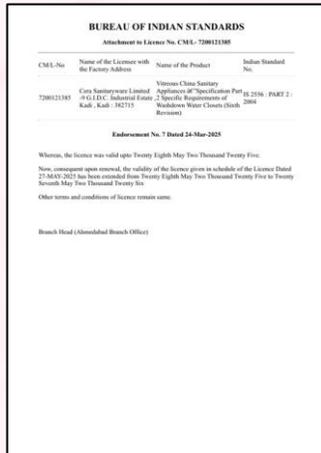
EN 997: EWC



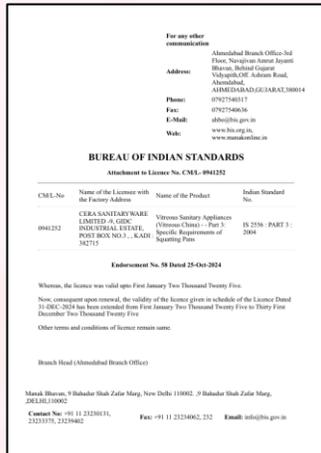
EN 13407: URINAL



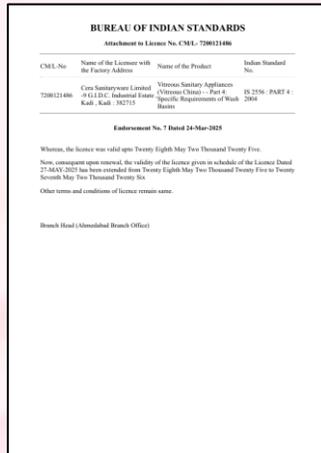
EN 14688: WASH BASIN



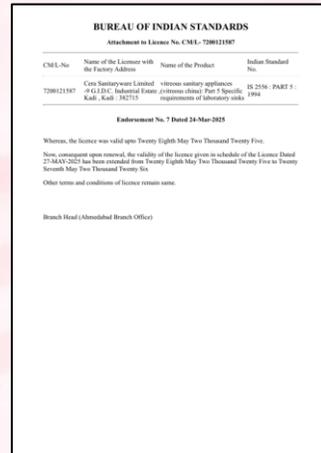
Bureau of Indian Standards Licence 2556: Part 2



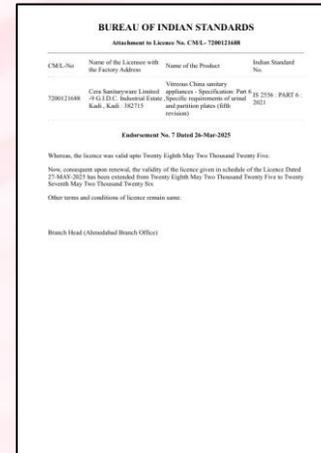
Bureau of Indian Standards Licence 2556: Part 3



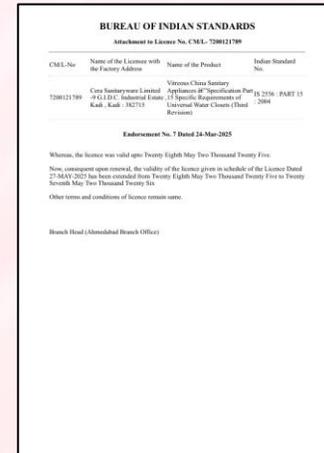
Bureau of Indian Standards Licence 2556: Part 4



Bureau of Indian Standards Licence 2556: Part 5



Bureau of Indian Standards Licence 2556: Part 6



Bureau of Indian Standards Licence 2556: Part 15

Demonstrating compliance with international and national standards for quality, safety, and product performance



Multi layered Marketing Infrastructure.. 1

- **13 CERA Experience Centres:** Ahmedabad / Mumbai / Bengaluru / Kolkata / Cochin / Hyderabad / Trivandrum / Morbi / Chennai / Mohali / Lucknow / Jaipur / Pune
- Offers a unique touch-and-feel experience for discerning customers, architects, and influencers
- No sales orientation — designed for experience
- Average size of each company-owned showroom is approx. 7,000 sq. ft.
- With over 14,000 sq. ft. of display space, the Hyderabad CSS is the largest company showroom

CERA Experience Centres

Newly Opened CERA Experience Centres



Chandigarh



Jaipur



Pune



Lucknow



Multi layered Marketing Infrastructure.. 2



- **257 CERA Style Galleries (CSGs):** Dealer-owned showrooms with pan-India coverage
- Designed to complement or substitute CERA Experience Centres
- Selection filters include: - showroom location, display area size, sales turnover history, and dealer commitment
- Exclusive product displays in a dedicated, branded space
- Trained sales staff assist customers in making informed purchase decisions
- Minimum showroom size typically exceeds 1,000 sq. ft.

Multi layered Marketing Infrastructure.. 3

- **272 CERA Style Hubs (CSHs):** Dealer-owned showrooms with pan-India presence
- Strengthening brand visibility in Tier B & C towns
- Dedicated display zones showcasing CERA's featured product range
- Showroom sizes typically range between 500–800 sq. ft.



Multi layered Marketing Infrastructure.. 4

- **1,528 CERA Style Centres (CSCs):** Retailer-owned units enhancing last-mile brand presence
- Over 1,400 CSCs planned over the next 3–4 years
- Designed to elevate retail engagement and product visibility
- Showroom sizes typically range between 100–500 sq. ft.





Branding & Communication

'CERA. This is your space, Play it your way'

CERA's brand campaigns reinforce its positioning around style, innovation, and modern living

CERA continues to invest consistently across TV, digital, OTT, outdoor and architect-led platforms to enhance visibility, strengthen brand recall and deepen consumer engagement across segments

Branding & Communication

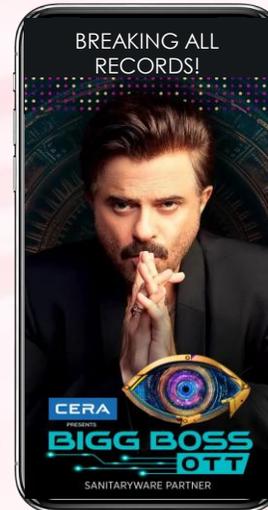
TV CAMPAIGN – NEWS



TV + OTT - IMPACT PROPERTY



BIGG BOSS - TAMIL



Product Integration



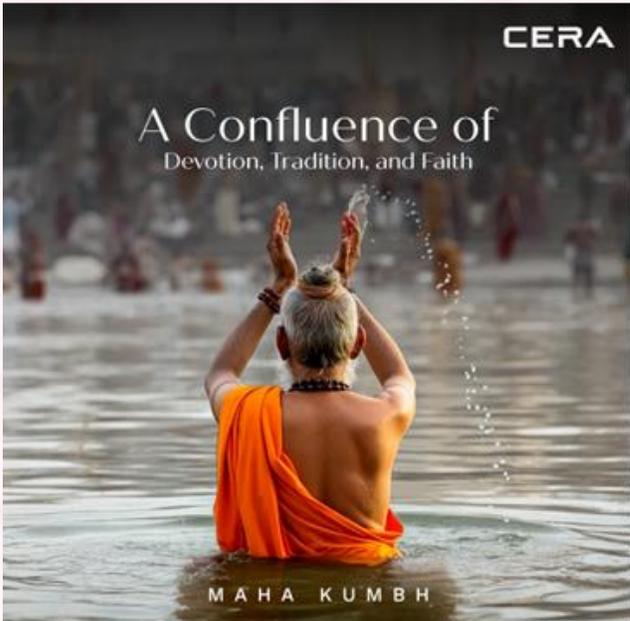
Winner Gratification



Active Integration & Gratification

Branding & Communication

OUTDOOR - MAHA KUMBH



CERA Supports Devotee Experience at Maha Kumbh 2025 in Prayagraj

By the Correspondent

Prayagraj Maha Kumbh 2025, the grand spiritual and cultural gathering set to take place in Prayagraj, holds unparalleled significance this year as it marks the completion of 12 full Kumbh Mela cycles, an event that occurs every 144 years. As millions of devotees, pilgrims, and visitors converge for this sacred event, efforts are underway to ensure a safe, organized, and enriching experience for all participants. Among the notable contributors to this year's gathering is CERA, a name recognized for its commitment to quality, innovation, and sustainable solutions placed across key transit points in Prayagraj, including railway stations and high-footfall areas, to create a warm and inviting atmosphere for visitors arriving from across the globe. Recognizing the vital role of local businesses in the event's ecosystem, CERA has also provided umbrellas to small vendors, helping them protect their stalls from extreme weather conditions. This thoughtful initiative reflects a focus on supporting livelihoods while ensuring convenience for devotees. To further aid the organization and safety of the event, CERA has collaborated with local authorities to provide booths and barricades at key locations. These contributions help manage the movement of pilgrims, prevent overcrowding, and streamline the overall flow of the massive gathering. Such measures are integral to ensuring that the event runs smoothly and that attendees can focus on their spiritual journey without logistical concerns. CERA's involvement in Maha Kumbh 2025 goes beyond functional contributions, symbolizing a deeper connection to India's cultural and spiritual ethos. As a brand rooted in values of integrity, accountability, and community service, CERA's efforts at the Kumbh Mela reflect its commitment to blending innovation with tradition to serve society. Through initiatives that prioritize hygiene, safety, and sustainability, the brand pays tribute to the spirit of unity and devotion that defines the Kumbh. Established in 1980, CERA has consistently set benchmarks in the sanitaryware industry with its focus on precision, excellence, and customer satisfaction. The company's participation in Maha Kumbh 2025 reinforces its dedication to enhancing lives and supporting meaningful cultural experiences, ensuring that this historic gathering becomes a cherished memory for all who attend.



Guiding your journey at every step

CERA Supports Devotee Experience at Maha Kumbh 2025 in Prayagraj

Prayagraj Maha Kumbh 2025, the grand spiritual and cultural gathering set to take place in Prayagraj, holds unparalleled significance this year as it marks the completion of 12 full Kumbh Mela cycles, an event that occurs every 144 years. As millions of devotees, pilgrims, and visitors converge for this sacred event, efforts are underway to ensure a safe, organized, and enriching experience for all participants. Among the notable contributors to this year's gathering is CERA, a name recognized for its commitment to quality, innovation, and sustainable solutions placed across key transit points in Prayagraj, including railway stations and high-footfall areas, to create a warm and inviting atmosphere for visitors arriving from across the globe. Recognizing the vital role of local businesses in the event's ecosystem, CERA has also provided umbrellas to small vendors, helping them protect their stalls from extreme weather conditions. This thoughtful initiative reflects a focus on supporting livelihoods while ensuring convenience for devotees. To further aid the organization and safety of the event, CERA has collaborated with local authorities to provide booths and barricades at key locations. These contributions help manage the movement of pilgrims, prevent overcrowding, and streamline the overall flow of the massive gathering. Such measures are integral to ensuring that the event runs smoothly and that attendees can focus on their spiritual journey without logistical concerns. CERA's involvement in Maha Kumbh 2025 goes beyond functional contributions, symbolizing a deeper connection to India's cultural and spiritual ethos. As a brand rooted in values of integrity, accountability, and community service, CERA's efforts at the Kumbh Mela reflect its commitment to blending innovation with tradition to serve society. Through initiatives that prioritize hygiene, safety, and sustainability, the brand pays tribute to the spirit of unity and devotion that defines the Kumbh. Established in 1980, CERA has consistently set benchmarks in the sanitaryware industry with its focus on precision, excellence, and customer satisfaction. The company's participation in Maha Kumbh 2025 reinforces its dedication to enhancing lives and supporting meaningful cultural experiences, ensuring that this historic gathering becomes a cherished memory for all who attend.

प्रयागराज महाकुंभ 2025 में श्रद्धालुओं के अनुभव को बेहतर बनाने में सेरा है अहम योगदान

प्रयागराज महाकुंभ 2025, एक विशाल आध्यात्मिक और सांस्कृतिक महोत्सव, प्रयागराज में आयोजित होने वाला है। इस वर्ष का महोत्सव विशेष रूप से महत्वपूर्ण है क्योंकि यह 12 पूर्ण महाकुंभ मेलों का पूर्ण चक्र पूरा करता है। हर 144 वर्षों में एक बार आयोजित होने वाला यह महोत्सव करोड़ों श्रद्धालुओं, तीर्थयात्रियों और पर्यटकों को आकर्षित करता है। इस अवसर पर सुरक्षा, व्यवस्थापन और आराम के लिए बेहतर सुविधाएँ बनाने में सेरा का योगदान अत्यंत महत्वपूर्ण है।

महाकुंभ में श्रद्धालुओं के अनुभव को बेहतर बनाने में सेरा है अहम योगदान

प्रयागराज महाकुंभ 2025, एक विशाल आध्यात्मिक और सांस्कृतिक महोत्सव, प्रयागराज में आयोजित होने वाला है। इस वर्ष का महोत्सव विशेष रूप से महत्वपूर्ण है क्योंकि यह 12 पूर्ण महाकुंभ मेलों का पूर्ण चक्र पूरा करता है। हर 144 वर्षों में एक बार आयोजित होने वाला यह महोत्सव करोड़ों श्रद्धालुओं, तीर्थयात्रियों और पर्यटकों को आकर्षित करता है। इस अवसर पर सुरक्षा, व्यवस्थापन और आराम के लिए बेहतर सुविधाएँ बनाने में सेरा का योगदान अत्यंत महत्वपूर्ण है।

प्रयागराज महाकुंभ 2025 में श्रद्धालुओं के अनुभव को बेहतर बनाने में सेरा है अहम योगदान

प्रयागराज महाकुंभ 2025, एक विशाल आध्यात्मिक और सांस्कृतिक महोत्सव, प्रयागराज में आयोजित होने वाला है। इस वर्ष का महोत्सव विशेष रूप से महत्वपूर्ण है क्योंकि यह 12 पूर्ण महाकुंभ मेलों का पूर्ण चक्र पूरा करता है। हर 144 वर्षों में एक बार आयोजित होने वाला यह महोत्सव करोड़ों श्रद्धालुओं, तीर्थयात्रियों और पर्यटकों को आकर्षित करता है। इस अवसर पर सुरक्षा, व्यवस्थापन और आराम के लिए बेहतर सुविधाएँ बनाने में सेरा का योगदान अत्यंत महत्वपूर्ण है।

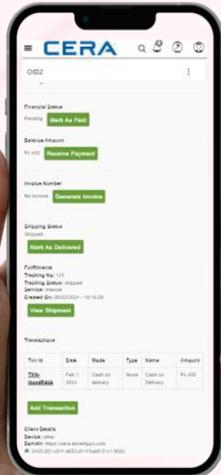
CERA Supports Devotee Experience at Maha Kumbh 2025 in Prayagraj

Prayagraj Maha Kumbh 2025, the grand spiritual and cultural gathering set to take place in Prayagraj, holds unparalleled significance this year as it marks the completion of 12 full Kumbh Mela cycles, an event that occurs every 144 years. As millions of devotees, pilgrims, and visitors converge for this sacred event, efforts are underway to ensure a safe, organized, and enriching experience for all participants. Among the notable contributors to this year's gathering is CERA, a name recognized for its commitment to quality, innovation, and sustainable solutions placed across key transit points in Prayagraj, including railway stations and high-footfall areas, to create a warm and inviting atmosphere for visitors arriving from across the globe. Recognizing the vital role of local businesses in the event's ecosystem, CERA has also provided umbrellas to small vendors, helping them protect their stalls from extreme weather conditions. This thoughtful initiative reflects a focus on supporting livelihoods while ensuring convenience for devotees. To further aid the organization and safety of the event, CERA has collaborated with local authorities to provide booths and barricades at key locations. These contributions help manage the movement of pilgrims, prevent overcrowding, and streamline the overall flow of the massive gathering. Such measures are integral to ensuring that the event runs smoothly and that attendees can focus on their spiritual journey without logistical concerns. CERA's involvement in Maha Kumbh 2025 goes beyond functional contributions, symbolizing a deeper connection to India's cultural and spiritual ethos. As a brand rooted in values of integrity, accountability, and community service, CERA's efforts at the Kumbh Mela reflect its commitment to blending innovation with tradition to serve society. Through initiatives that prioritize hygiene, safety, and sustainability, the brand pays tribute to the spirit of unity and devotion that defines the Kumbh. Established in 1980, CERA has consistently set benchmarks in the sanitaryware industry with its focus on precision, excellence, and customer satisfaction. The company's participation in Maha Kumbh 2025 reinforces its dedication to enhancing lives and supporting meaningful cultural experiences, ensuring that this historic gathering becomes a cherished memory for all who attend.

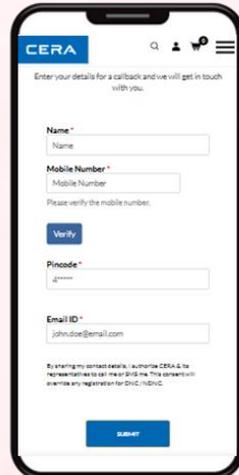
Branding & Communication

DIGITAL INITIATIVES

E Commerce @cera-india.com



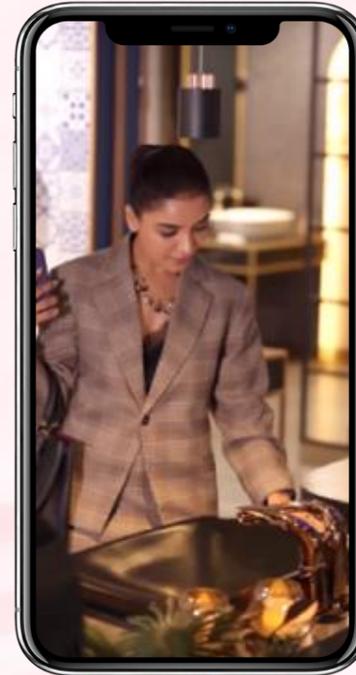
Lead Management System



Hyperlocal Marketing



DIGITAL PLATFORM – Influencer Marketing



10 Million+ Impressions



6 Million+ Video Views



Massive Engagement

#CeraMoodMatch

CERA

Retailer Loyalty Program



A specially curated program designed to reward and recognize retail partners based on their performance

Program Highlights:

- Offers a tiered structure of exclusive rewards, benefits, and privileges
- Aims to drive engagement, motivation, and sustained performance among retail partners
- Reinforces long-term loyalty and alignment with the CERA brand

28,000+

enrolments



Plumber Loyalty Program



- **CERA Plumber Loyalty Program:** A structured rewards initiative launched to engage and incentivize plumbers across the country
- **Program Highlights:**
 - Rewards plumbers for recommending and facilitating the sale of CERA products
 - Outreach supported through in-store posters at retail and dealer counters
 - Multi-channel engagement including SMS, phone calls, marketing creatives, and regular in-person connect by the sales and marketing teams

Customer-Centric After-Sales Service

After Sales Servicing Team

- 13 customer care offices across India
- 43 officers attending technicians
- 440 dedicated technicians to attend complaints spread across every state
- Periodical training on products for better quality service



WhatsApp



WhatsApp service implemented from Nov 2024

Nationwide Toll Free Number 1800 258 5500

Consistent and comprehensive training is provided on troubleshooting, installation, product specifications, and usage guidelines

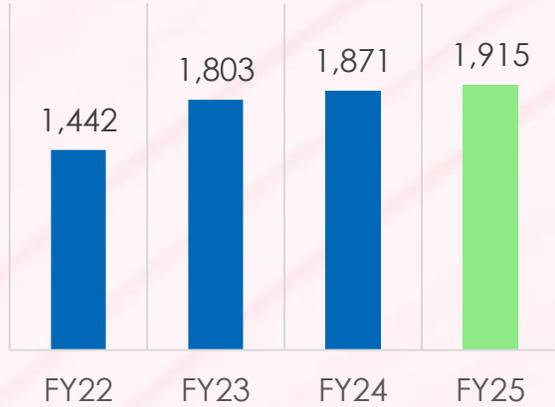


Complaints are attended within 24 hours (lowest TAT in the industry)

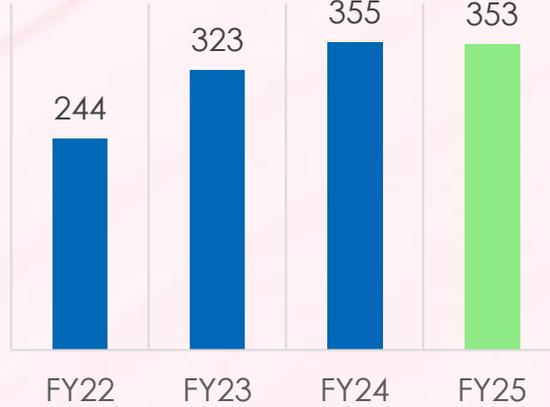
New C4C CRM – integrated with SAP

Financial Overview

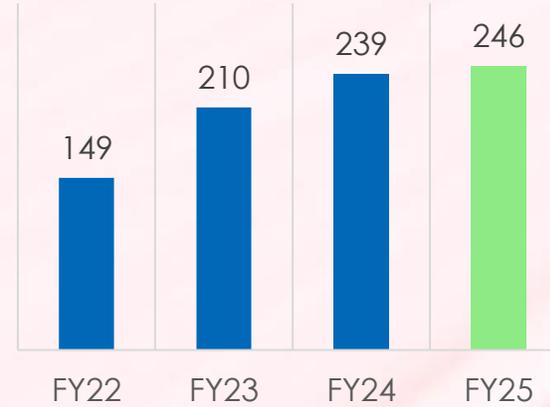
Revenue (Rs. In crore)



EBITDA (Rs. in crore)



PAT (Rs. in crore)



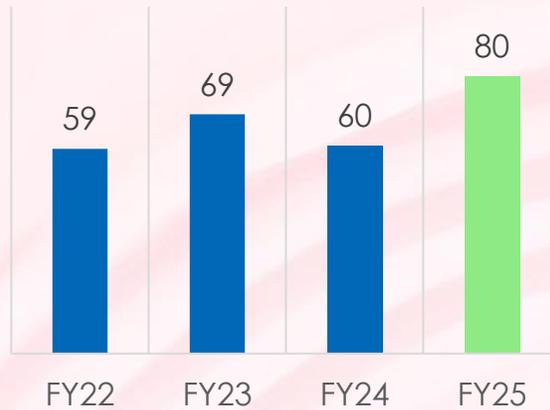
EPS (In Rs.)



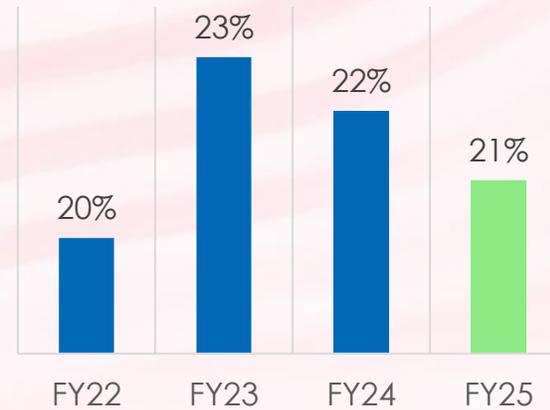
Networth (in crore)



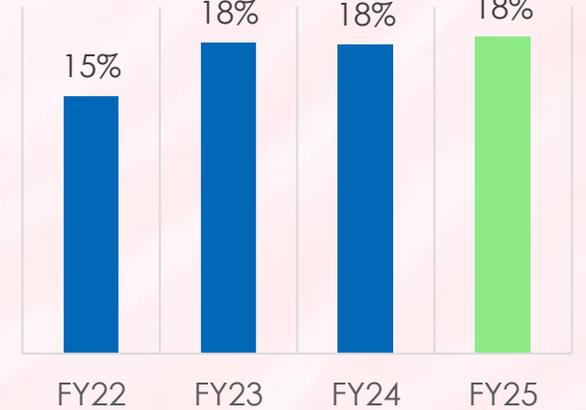
Working Capital Days (net)



ROCE (%)



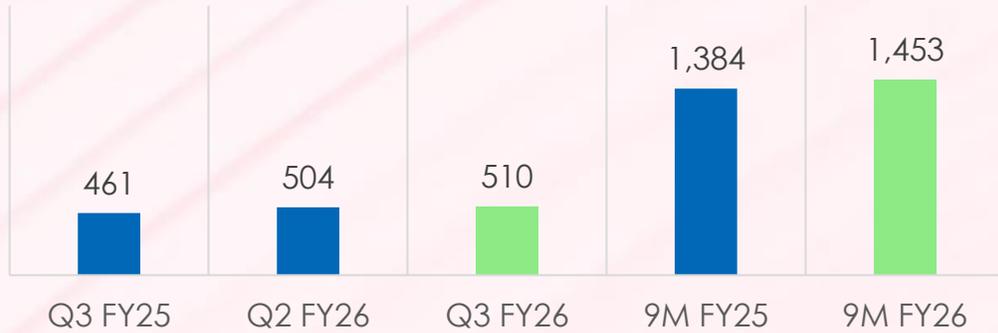
ROE (%)



Key Financial Highlights – Standalone Q3 FY26

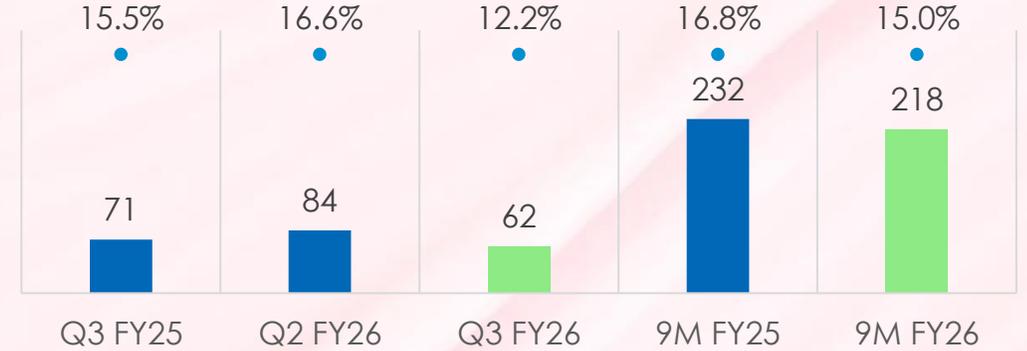
In Rs. crore

Total Income



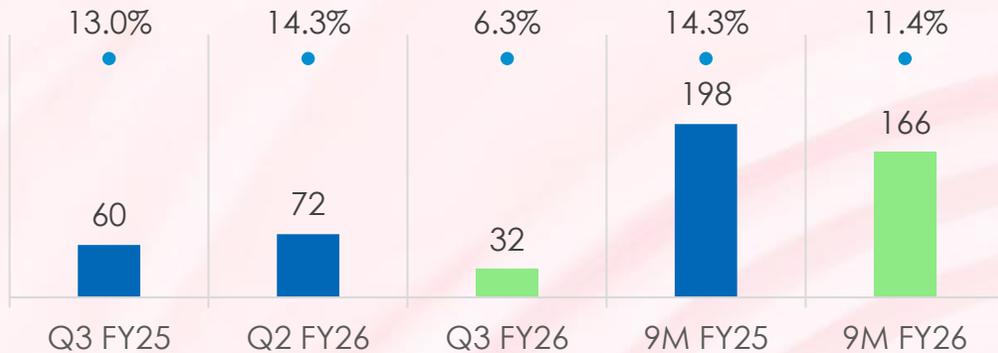
Shift (%)	QoQ: 1.2% ↑	YoY: 10.6% ↑	YoY: 5.0% ↑
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EBITDA • Margins



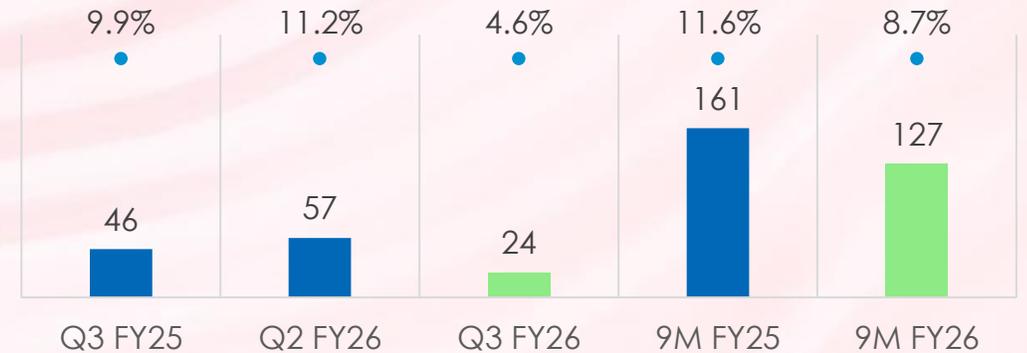
Shift (%)	QoQ: (26.2%) ↓	YoY: (12.7%) ↓	YoY: (6.0%) ↓
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PBT • Margins



Shift (%)	QoQ: (55.6%) ↓	YoY: (46.7%) ↓	YoY: (16.2%) ↓
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PAT • Margins



Shift (%)	QoQ: (57.9%) ↓	YoY: (47.8%) ↓	YoY: (21.2%) ↓
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Note 1: All figures mentioned in the slide are standalone financials

Note 2: Operating EBITDA & EBITDA Margins calculated including other income

CERA

Thank You

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