



CSL/2025-26/132  
22<sup>nd</sup> August, 2025

To, <b>BSE Limited</b> Corporate Relationship Department 1 <sup>st</sup> Floor, New Trading Ring Rotunda Building, P J Towers Dalal Street, Fort, Mumbai – 400001. Scrip Code : 532443 Scrip ID: CERA	To, <b>National Stock Exchange of India Limited</b> 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

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**Cera Sanitaryware Limited**

Registered Office & Works : 9, GIDC Industrial Estate, Kadi 382715. District : Mehsana, North Gujarat, INDIA  
Tele : +91-2764-242329, 243000 E-Mail : kadi@cera-india.com www.cera-india.com  
**CIN No. : L26910GJ1998PLC034400**



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# Cera Sanitaryware Limited

Investor Presentation  
August 2025

CERA

# Disclaimer

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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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Company Overview

1

Management team  
& Shareholding

2

ESG, Technology  
and R&D

3

Marketing and  
Customer Connect

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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

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## 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

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## Strong Retail Presence & Distribution Network

6,600+ dealer partners<sup>1</sup>, 25,500+ retailers<sup>1</sup>, 1,850 brand stores<sup>1</sup>, and 13 company owned experience centres<sup>1</sup> – ensuring pan-India presence and enhanced customer experience

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## Robust Financials & Disciplined Capital Allocation

FY25 Revenue of Rs. 1,915 crore | Cash reserves Rs. 778 crore<sup>1</sup> | Consistent dividend payout | Zero debt company | AA/Stable rated company

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## 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

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# Robust Financial Position and Protocols

## Zero Debt Company

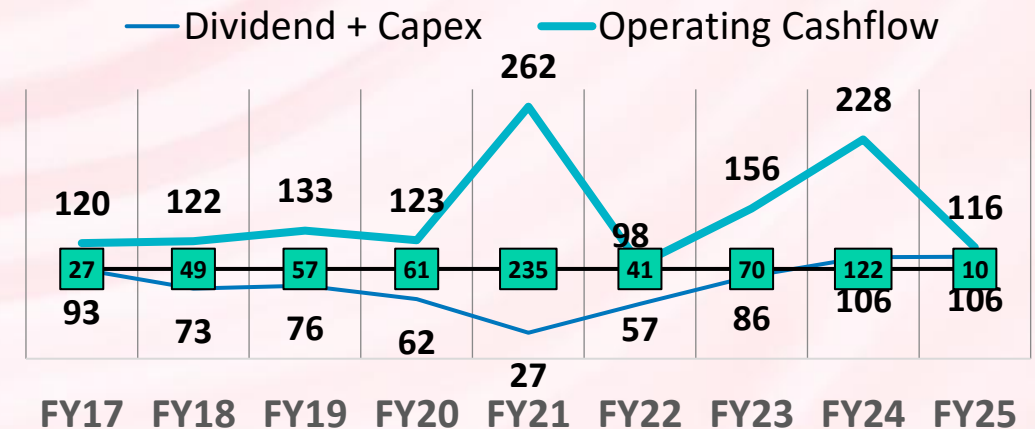
- Maintains a debt-free balance sheet
- Cash and Cash Equivalents of Rs. 778 crore (primarily liquid investments)
- No contingent liabilities from joint ventures

## 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 31<sup>st</sup> 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 8 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)

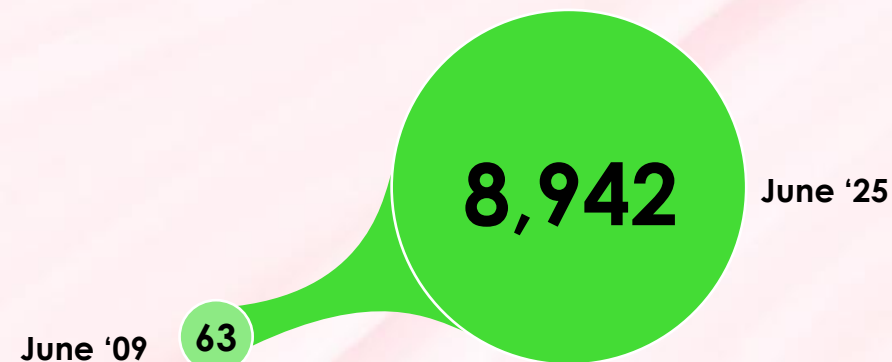
- BE in Mechanical Engineering
- 28 years of experience
- Worked with Kohler, LG Electronics, and Electrolux
- Leads all aspects of Sanitaryware manufacturing at CERA

# Ownership and stakeholder value creation

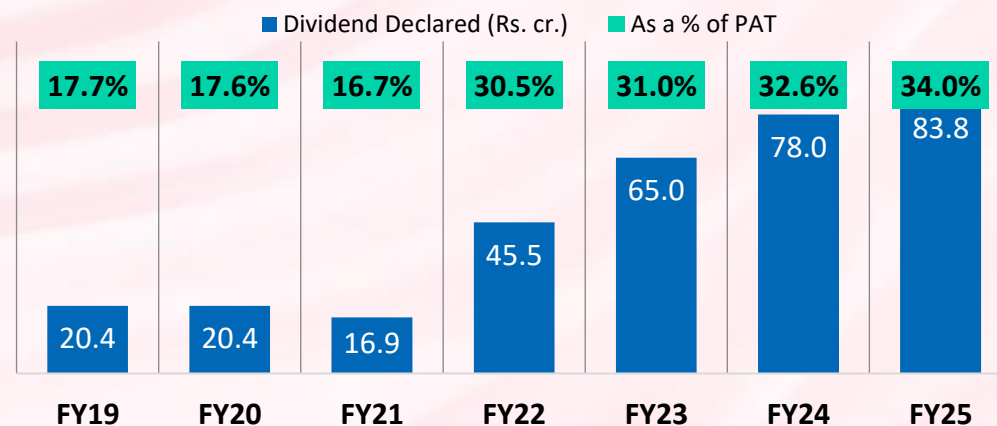


Key Institutional Shareholders	As on 30 <sup>th</sup> June 2025
Nalanda India Equity Fund Ltd.	9.6%
HSBC Small Cap Fund	2.6%
Canara Robeco MF	2.3%
Government of Singapore & Monetary Authority of Singapore	1.6%
Vanguard MF	1.5%
HDFC Life Insurance Company Ltd.	1.2%
Edelweiss Small Cap Fund	0.9%
ICICI Lombard General Insurance Company Ltd.	0.7%
Bajaj Finserv Flexi Cap Fund	0.6%
JP Morgan Indian Investment Trust Plc	0.6%
SBI Life Insurance Co. Ltd.	0.5%
Mirae Asset Flexi Cap Fund	0.5%
UTI Small Cap Fund	0.4%
Government Pension Fund Global	0.3%
ITI Multi Cap Fund	0.3%
Other institutional Shareholders	6.0%
<b>Total</b>	<b>29.6%</b>

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***





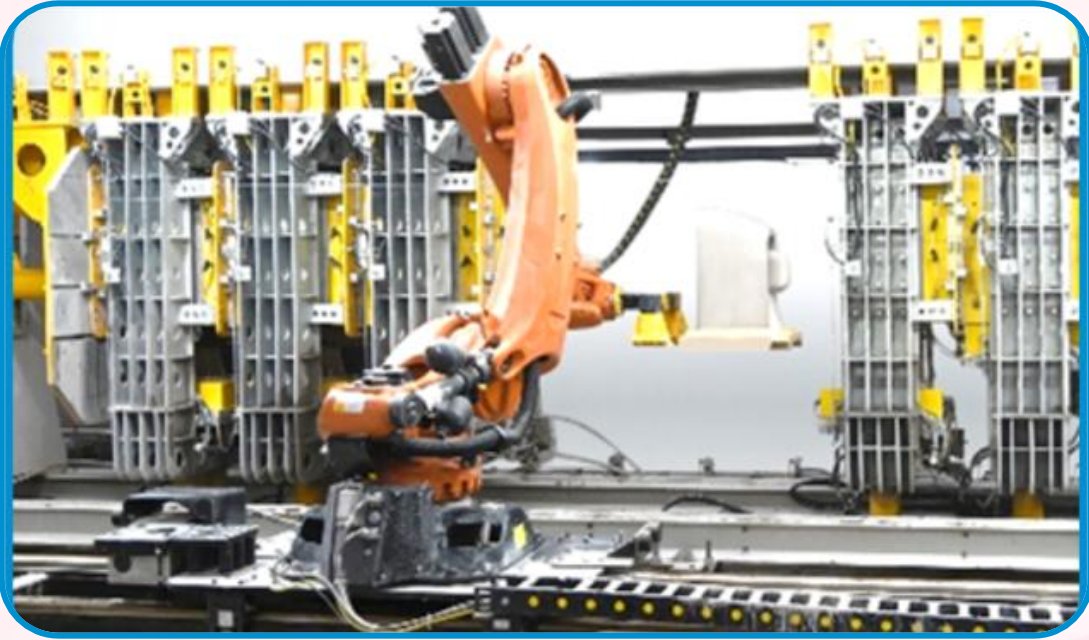
# World Class Manufacturing Facility





# Quality Control and Process Excellence.. 1

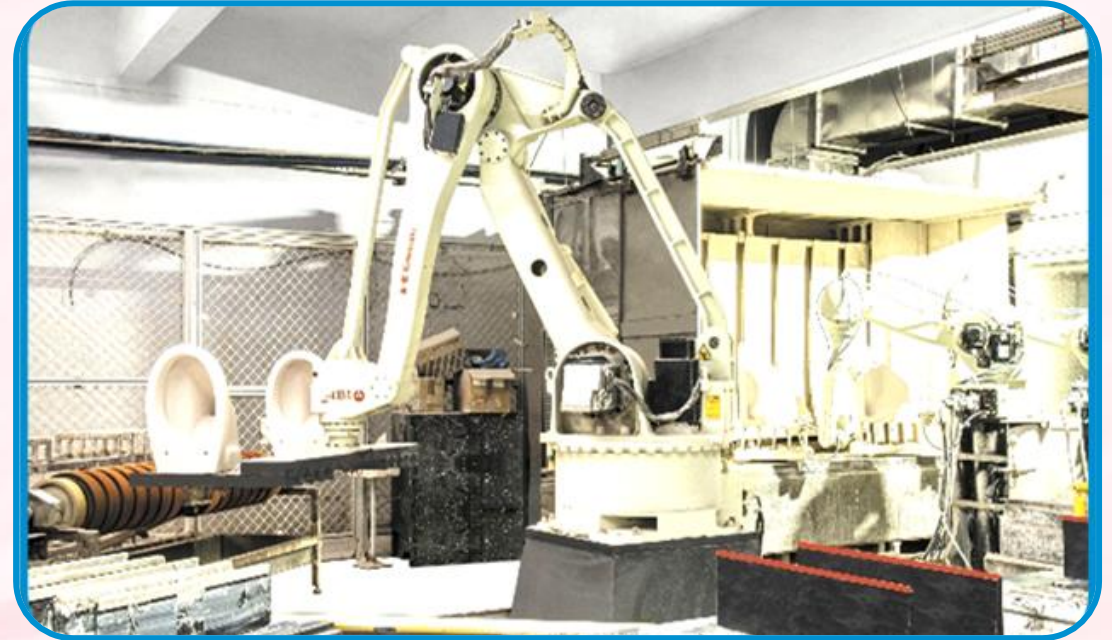
## Rapid Technology Adoption –Robotics for Sanitaryware Finishing



### **Sanitaryware Robotic Pressure Casting:**

For producing high end sanitaryware in large quantities

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### **Sanitaryware Robotic Glazing:**

glazing ensuring smooth surface with minimum wastage

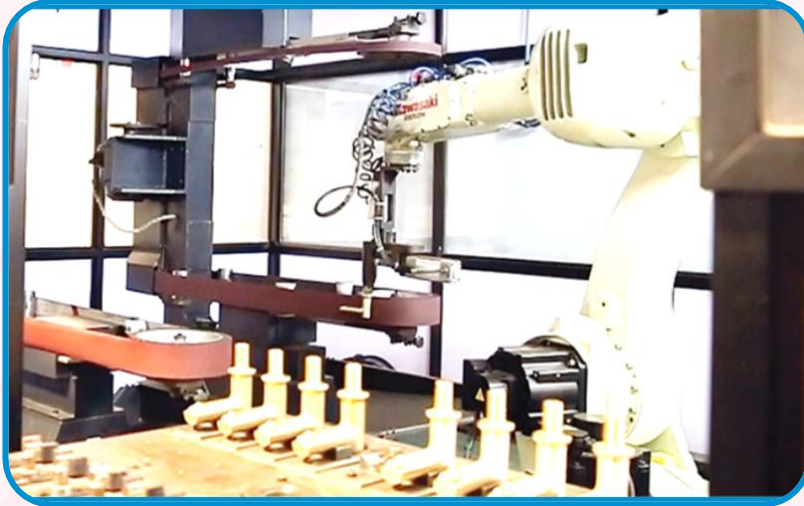
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**First Indian sanitaryware company to implement ISO 9002 and ISO 14001 certifications for Quality Management Systems and Environment-friendly Manufacturing Systems**



# 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

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### Faucet Peeling Machine:

Delivers flawless body finish for premium product appeal

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### Computer Numerical Control Machine:

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

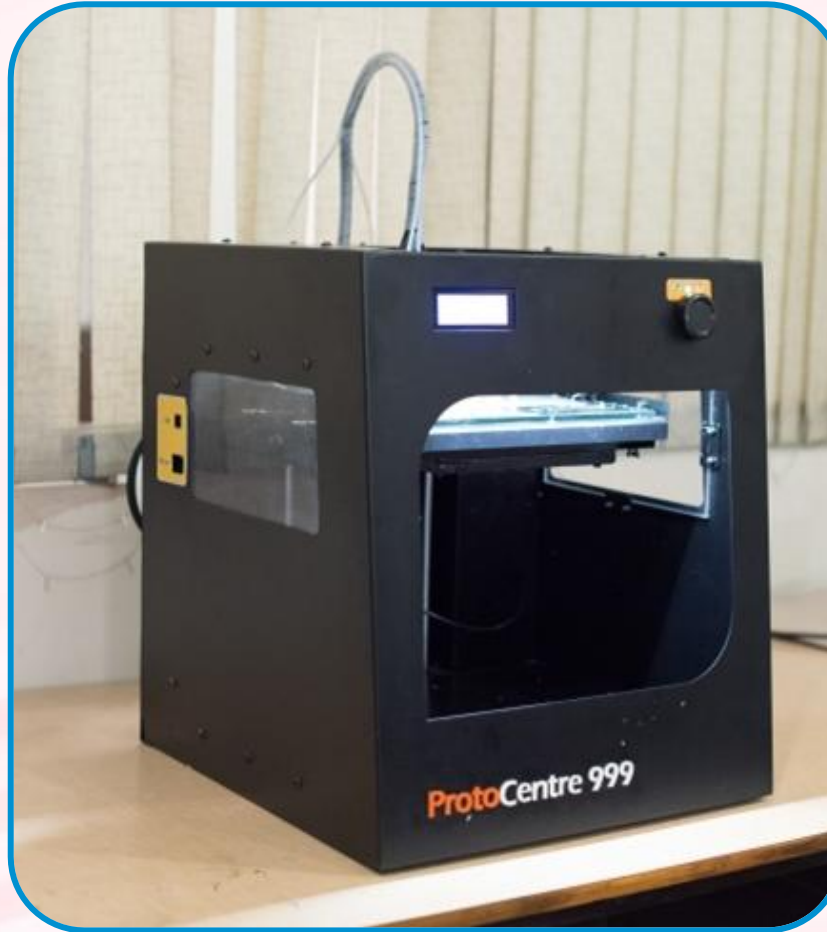
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**First Indian sanitaryware company to implement ISO 9002 and ISO 14001 certifications for Quality Management Systems and Environment-friendly Manufacturing Systems**

# 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

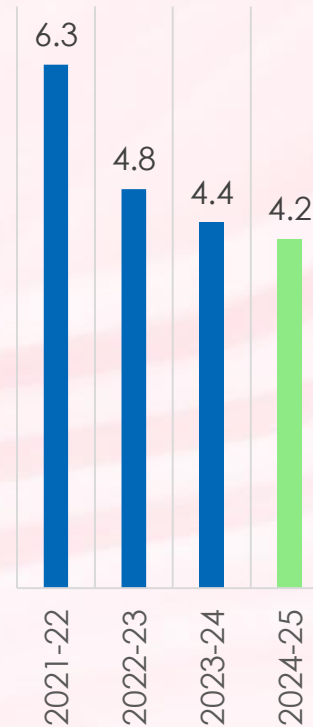
Year-on-year downward trend in specific consumption of utilities



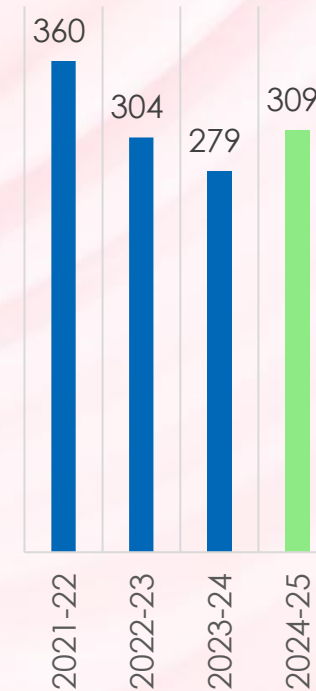
## Upgradation of Zero Liquid Discharge (ZLD) plant

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

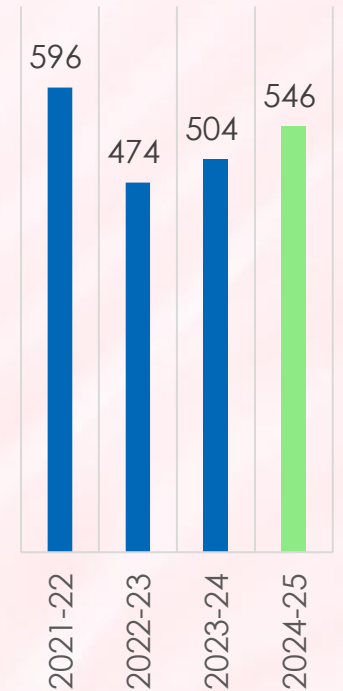
Water Consumption  
wrt sent to  
warehouse (KL/MT)



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**



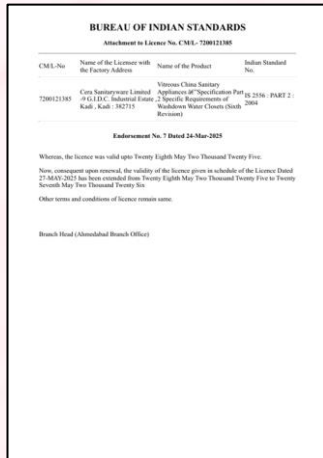
**EN 997: EWC**



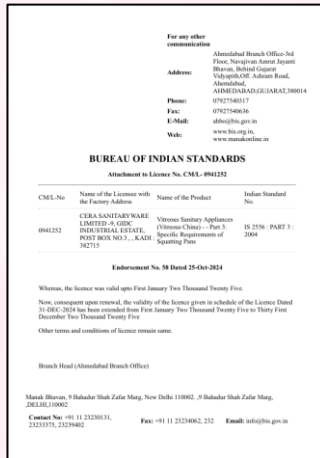
**EN 13407: URINAL**



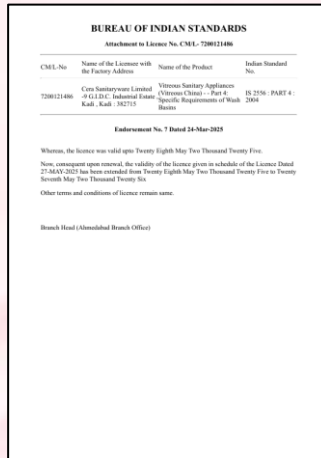
**EN 14688: WASH BASIN**



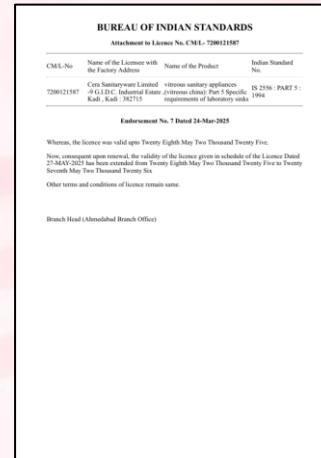
**Bureau of Indian Standards Licence 2556: Part 2**



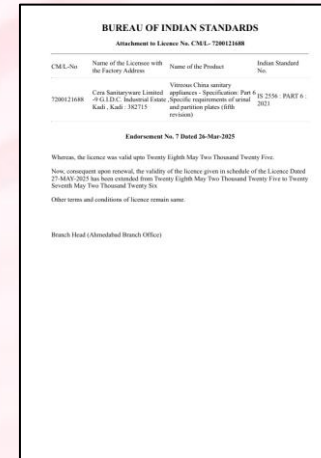
**Bureau of Indian Standards Licence 2556: Part 3**



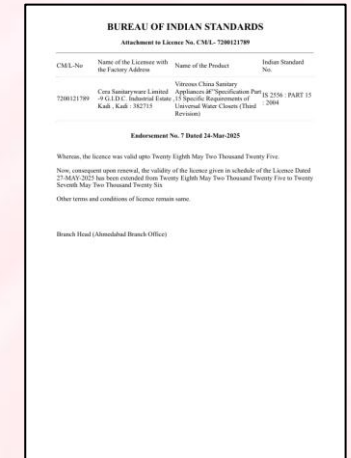
**Bureau of Indian Standards Licence 2556: Part 4**



**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

- **243 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

- **243 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

- **1,364 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.



**CERA** Style Centre



**CERA**

# Branding & Communication

**‘CERA.** *This is your space, Play it your way’*

**Ms. Kiara Advani,  
CERA’s brand  
ambassador, continues  
to play a pivotal role in  
strengthening brand  
identity and deepening  
consumer engagement**

CERA’s campaign featuring brand ambassador Ms. Kiara Advani reflects the brand’s commitment to style, innovation, and modern living — supported by consistent investments across TV, digital, OTT, and architect-led platforms to enhance visibility and consumer connect



# Branding & Communication

## AIRPORT BRANDING



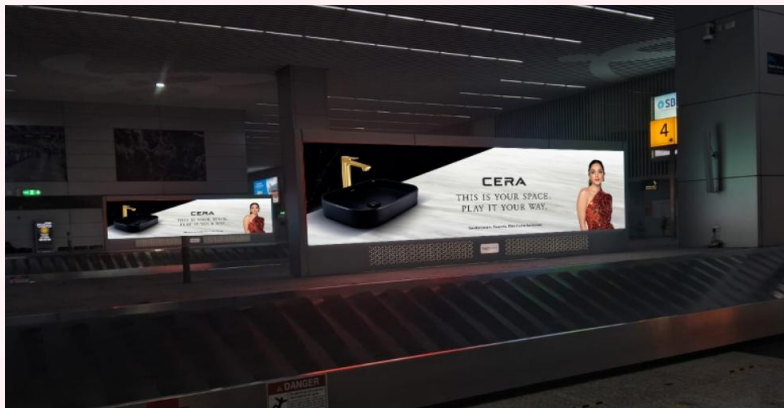
Hyderabad Airport



Goa Airport



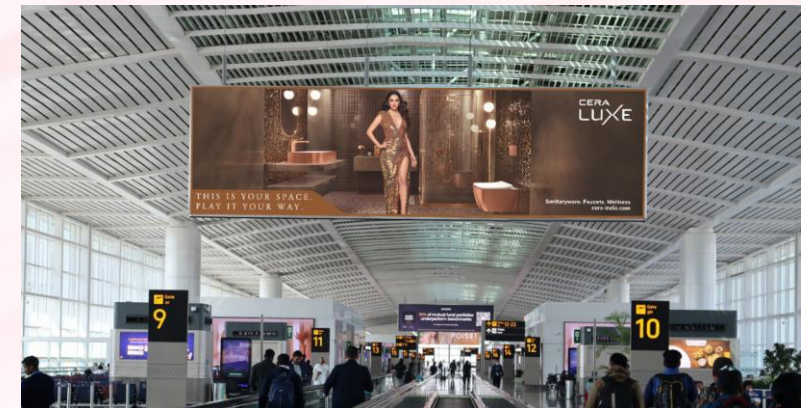
Delhi T3 Airport



Kolkata Airport



Indore Airport



Delhi T1D Airport



# Branding & Communication

## TV CAMPAIGN – NEWS



## TV + OTT - IMPACT PROPERTY



BIGG BOSS - TAMIL



Product Integration



Winner Gratification



Active Integration & Gratification

CERA



# Branding & Communication

## OUTDOOR - MAHA KUMBH





**संजय शर्मा, संवाददाता**



**महाकुंभ का तीसरा दिन आज**

### 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 once 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.

**CERA Supports Devotee Experience at Maha Kumbh 2025 in Prayagraj**

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**प्रयागराज महाकुंभ 2025 में श्रद्धालुओं के अनुभव को बेहतर बनाने में सहायता दे रहा है अहम योगदान**

प्रयागराज महाकुंभ 2025 में श्रद्धालुओं के अनुभव को बेहतर बनाने में सहायता दे रहा है अहम योगदान. 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.

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महाकुंभ में श्रद्धालुओं के अनुभव को बेहतर बनाने में सहायता दे रहा है अहम योगदान. 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 सहायता दे रहा है अहम योगदान**

प्रयागराज महाकुंभ 2025 में श्रद्धालुओं के अनुभव को बेहतर बनाने में सहायता दे रहा है अहम योगदान. 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.

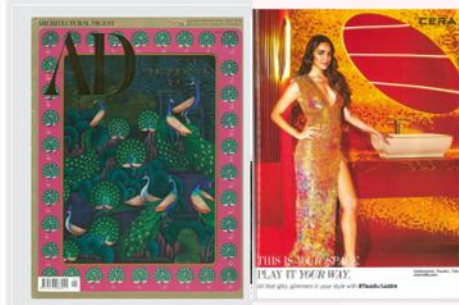
**CERA Supports Devotee Experience at Maha Kumbh 2025 in Prayagraj**

CERA Supports Devotee Experience at Maha Kumbh 2025 in Prayagraj. 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.



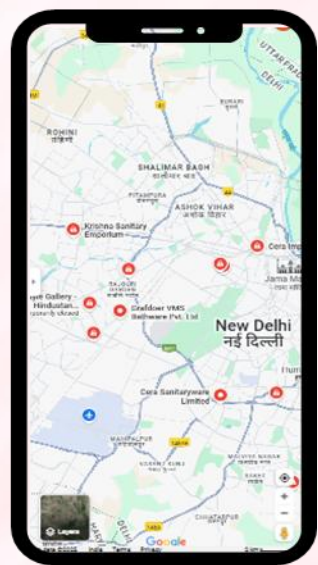
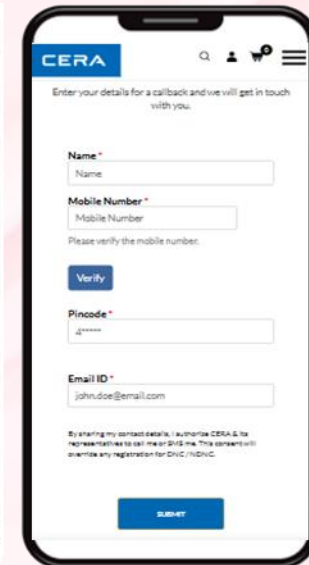
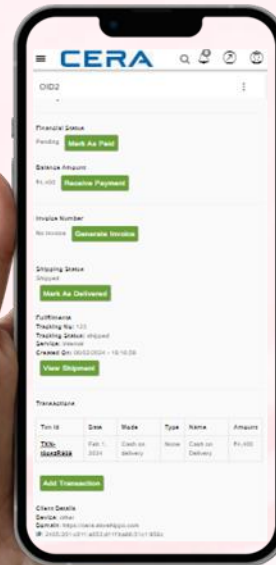
# Branding & Communication

## MAGAZINE AD'S



## DIGITAL INITIATIVES

E Commerce @cera-india.com



Lead Management System

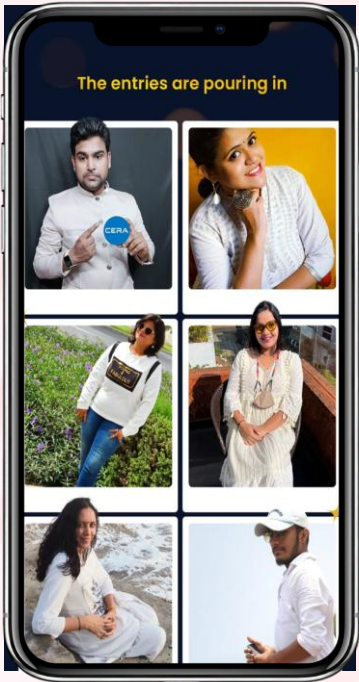
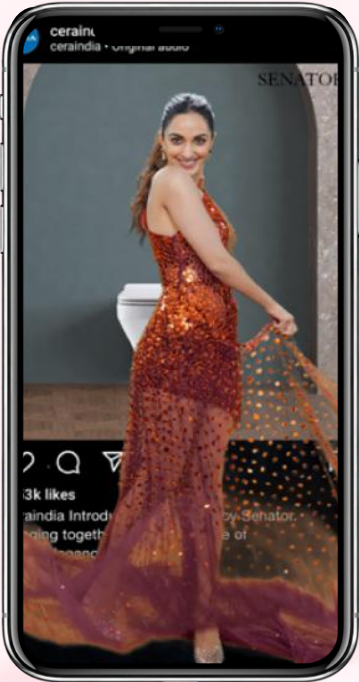
Hyperlocal Marketing



# Branding & Communication

## DIGITAL PLATFORM

## DIGITAL PLATFORM – Influencer Marketing



**10 Million+**  
Impressions

**6 Million+**  
Video Views

**Massive**  
Engagement

#CeraMoodMatch

# 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

# 25,500+

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
- 453 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**

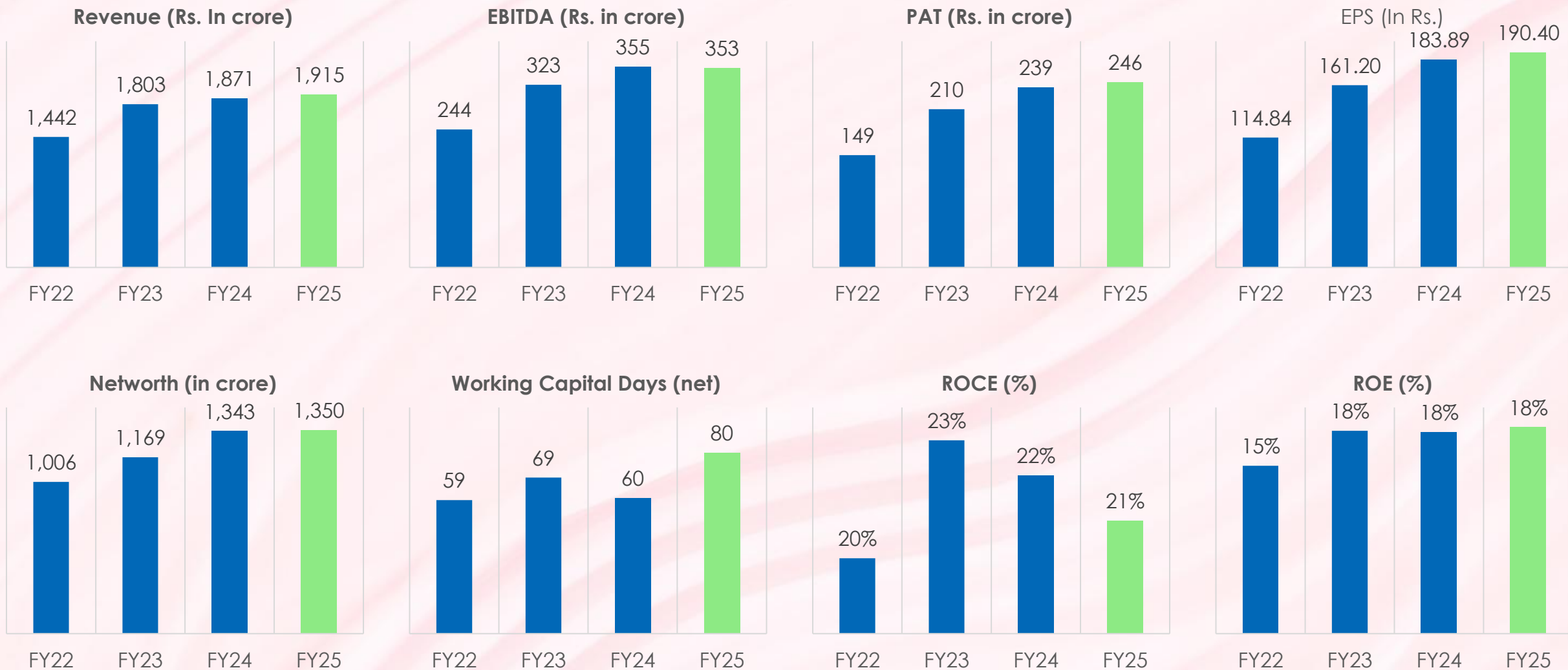


**Complaints are attended within 24 hours (lowest TAT in the industry)**

**New C4C CRM – integrated with SAP**



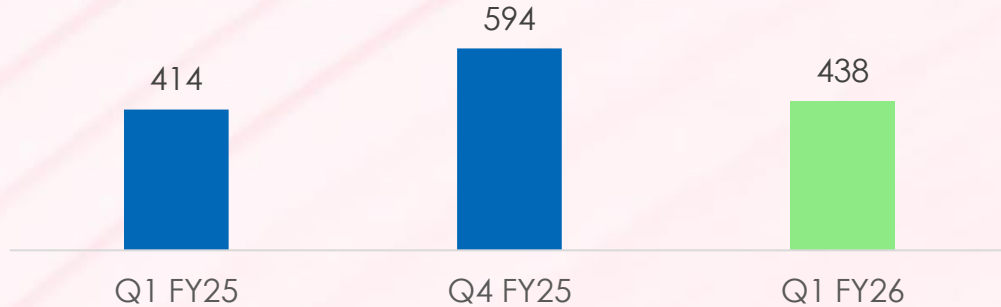
# Financial Overview



# Key Financial Highlights – Standalone Q1 FY26

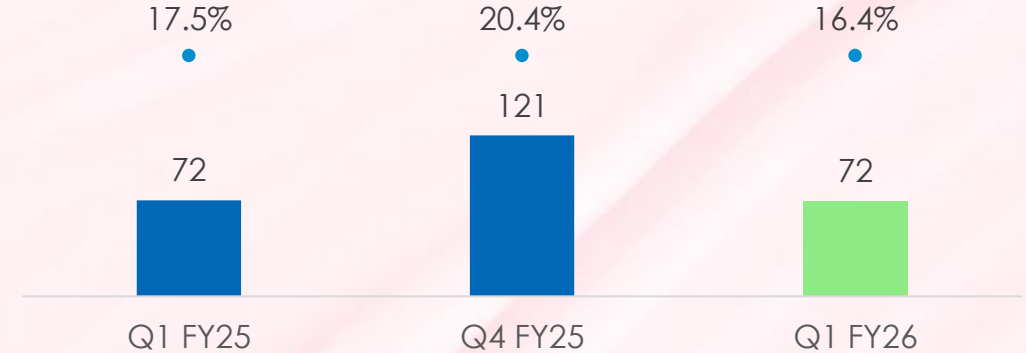
In Rs. crore

## Total Income



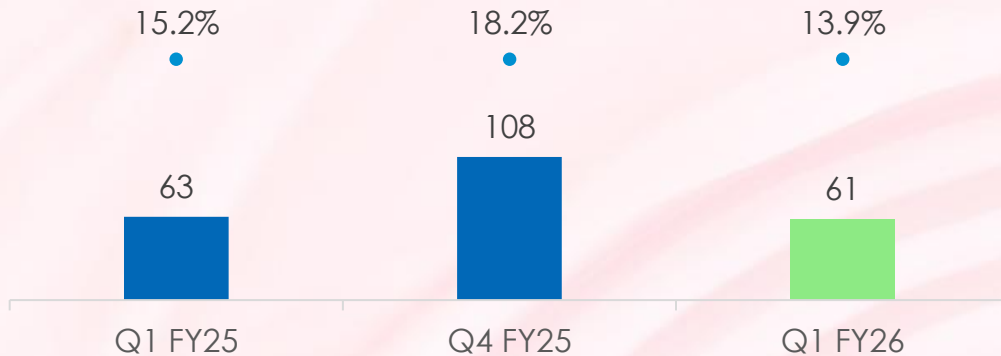
Shift (%) QoQ: (26.3)% ↓ YoY: 5.8% ↑

## EBITDA • Margins



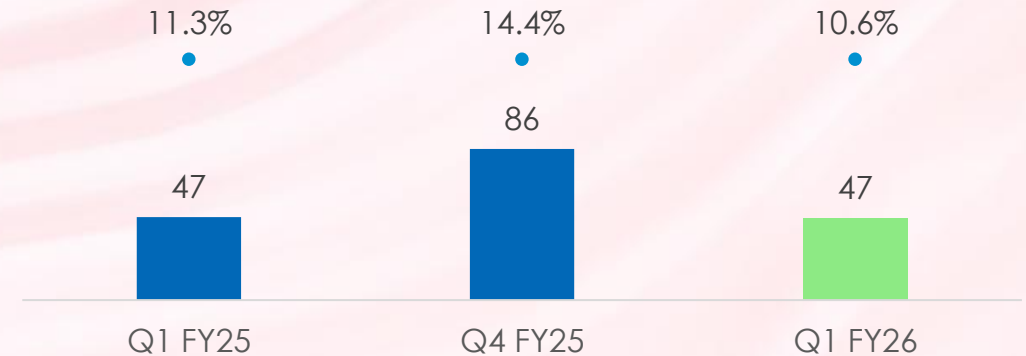
Shift (%) QoQ: (40.5)% ↓ YoY: NA

## PBT • Margins



Shift (%) QoQ: (43.5)% ↓ YoY: (3.2)% ↓

## PAT • Margins



Shift (%) QoQ: (45.3)% ↓ YoY: NA

**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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