

Policy Title: Quality Policy
Document Reference: AGGL-PO-0004
Issue Number: 2

Classification: Public

Author: Harris Tzoutzos

1 Purpose / Scope and Ownership

- 1.1 The purpose of this policy is to define the Agratas organization's commitment to maintaining the highest standards of quality in all aspects of its operations.
- 1.2 Ownership of this document is the responsibility of the Company Quality department.

2 Useful Information

- 2.1 The Quality policy will be communicated to the business employees and any interested parties via the Integrated Management System portal.
- 2.2 The Quality policy shall be used in orientation programmes or onboarding sessions for new starters.

3 Quality Policy Statement

- 3.1 At Agratas, we are dedicated to delivering exceptional quality products and services to our customers while continuously striving for excellence in all aspects of our operations. Our commitment to quality is reflected in everything we do, and we are committed in pursuing customer satisfaction and continuous improvement.

Our Quality Policy statement captures the following principles:

- **Customer Focus:** We prioritize understanding and exceeding the needs and expectations of our customers, delivering products and services that consistently meet or exceed their requirements and expectations.
- **Compliance:** We adhere to all relevant regulatory and statutory requirements, international industry standards, and internal integrated quality management system to ensure the highest levels of quality and safety in our products and processes.
- **Continuous Improvement Culture:** We foster a culture of innovation and continuous improvement, empowering our employees to identify opportunities for enhancing efficiency, effectiveness, and quality throughout our organization. We're committed in promoting the Tata Group Business Excellence Model across our global operations.
- **Employee Involvement & Engagement:** We recognize the invaluable contributions of our employees and encourage their active participation in quality-related initiatives, fostering a sense of ownership and accountability.
- **Training and Development:** We invest in the ongoing training and development of our employees, equipping them with the knowledge and skills necessary to uphold our standards of quality excellence.
- **Risk Management:** We systematically identify, assess, and mitigate risks that could impact product and process quality standards or the customer satisfaction, ensuring proactive measures are in place to safeguard against potential issues that could have an adversely affect to our workforce, business products and processes. This is applicable to internal and external risks.

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- **Supplier Cooperation:** We maintain mutually beneficial relationships with our suppliers, working collaboratively to uphold shared standards of quality and reliability in the products and materials they provide.
- **Measurement, Reporting and Analysis:** We establish robust metrics and processes for monitoring, reporting and analysing quality performance, leveraging data-driven insights to drive informed decision-making and continuous improvement.
- **Communication:** We prioritize open and transparent communication channels both internally and externally, ensuring alignment on quality objectives and fostering the spirit of trust and collaboration amongst stakeholders.
- **Ethical Standards:** We conduct our business with the highest ethical standards and integrity, ensuring honesty, fairness, and respect in all our interactions and transactions related to quality. This ensures the organization's commitment against the Agratas ethical standards as these are defined on relevant company policies and the TATA Group Code of Conduct.
- **Documentation and Documentation Control:** We maintain accurate and up-to-date documentation of processes, procedures, and quality standards, implementing effective control mechanisms to ensure consistency and reliability.
- **Responsibility and Accountability:** We encourage clear definition of roles and responsibilities for quality management across our organization, allowing individuals and teams to be appropriately engaged and committed to their roles and their contributions to achieving our quality objectives. The Senior Leadership Team are responsible for establishing the framework for setting and reviewing quality objectives that are aligned with this policy and our organisational strategic goals. These objectives are measurable and are aimed at continually improving the QMS.
- **Leadership Support:** Our leadership team is fully committed to all the above principles outlined in our quality policy, providing visible support and guidance to ensure its effective implementation & deployment that drives continuous improvement.
- **Review and Improvement:** We regularly review the effectiveness of our Quality Policy and associated processes, soliciting feedback from stakeholders and making necessary adjustments to drive continual improvement and ensure alignment with our organizational goals.

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By upholding the principles outlined in our quality policy, we strive to exceed the expectations of our customers, enhance our competitive position in the highly demanding battery manufacturing market, and achieve sustainable growth and success.

The Quality policy will be reviewed annually on a minimum basis and any revisions will be communicated appropriately using the organization’s official communication channels.

Signed by:

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Penchala Kankanala
 Chief Operating Officer - Manufacturing

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Change History

Change Made By	Change Description	Change Date
H Tzoutzos	Version 1 released for publication as a controlled document	21/05/2024
H Tzoutzos	Version 2 released to reflect updates on the “Responsibility & Accountability” section for definition of how objectives and targets are set	02/04/2025