



## QUALITY POLICY

Aditya Birla Group is a Global Conglomerate, a Purpose led and Values driven organisation of Aditya Birla Group. Integrity, Commitment, Passion, Seamlessness and Speed are the Group Values and the Group's Purpose is to "Enrich lives, by building dynamic and responsible businesses and institutions, that inspire trust." Our Group Purpose and values form the foundation for all actions and decisions within our business.

Aditya Birla Group recognizes the need for effective implementation of Quality Systems which in turn is fundamental to the functional performance of the products. The business shall strive to integrate Quality Management across business processes right from initial contact, through product and service design, development and delivery, to after-sales care and technical support to maximize Customer Satisfaction and Product performance.

**Applicability:** This Policy shall apply and be adopted by all sites and offices owned, controlled and managed by Aditya Birla Chemicals (Thailand) Limited.

**Oversight:** The Director signing this Policy is accountable for the Policy and the Unit Heads are responsible for implementing the policy at their respective sites.

Aditya Birla Group is committed to quality excellence towards which we will continue to:

- Maintain legal compliance to applicable statutory and regulatory requirements on Quality and conformance to the Aditya Birla Group Sustainable Business Framework
- Identify and pursue opportunities to enhance Product Quality /Customer Satisfaction
- Provide mechanisms to raise issues or concerns regarding the quality of a product or service and to address those issues or concerns in a timely and appropriate manner
- Collaborate with our contractors, suppliers and partner organizations to adopt Aditya Birla Group Sustainable Business Framework and to encourage and support the development of good Quality Management system.
- Set objectives to drive continual improvement through efficient business processes, best quality practices.
- Monitor, measure and report the progress on the performance on Quality & Customer Service and communicate achievements to relevant stakeholders.

This policy will be reviewed periodically for its suitability and updated as necessary.

  
Director

Aditya Birla Chemicals (Thailand) Limited

Date: 4<sup>th</sup> September 2025

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### Aditya Birla Chemicals (Thailand) Limited

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**Advanced Materials Division**  
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