



## POLYCAB's QUALITY POLICY

## **QUALITY POLICY**

### **Preamble**

We at Polycab give paramount importance to the quality and shall continue to strive providing best quality products and services to our stakeholders with their maximum satisfaction.

We believe that the Quality is achieved when a flawless product meeting customer expectation is created cost efficiently and correctly the first time and customers are satisfied with the service.

### **Purpose**

We are committed to continuous improvement and have established a Quality Policy which provides a framework for continuously measuring and improving quality performance.

Our Quality Policy specifies the degree of excellence as all activities of the organization will be carried out in a systematic manner as per the best standards and shall:-

- meet applicable legislative requirements;
- be visible and auditable; and
- ensure that the needs of staff and stakeholders are met.

### **Scope and Applicability**

We at Polycab realize that Quality is the responsibility of all personnel, and therefore will promote a Quality Culture within the organization by means of sharing information, including personnel in decision making. Where deficiencies are found, related to the operation of the Quality Management, corrective and preventative action will be taken to ensure continual improvement of policies and procedures. The Quality System has the full commitment of our Company's Management.

Our employees demonstrate that quality comes first by continuously increasing knowledge about our customers, business partners, products, and processes.

We operate in a profitable, professional, and ethical manner so as to provide security and prosperity to our employees and their families. We are very cautious towards our responsibility as a member of our community, therefore, we give regular charity and contribution towards other local good causes.

### **Polycab India Limited endeavors to achieve this policy by:**

- Maintaining positive legal compliance to applicable stakeholder engagement and disclosure regulations and conforming with the requirements of the Polycab India Limited sustainability framework;
- Ascertaining the nature of impacts on stakeholders, their legitimate concerns, interests and expectations as well as their potential influence on the Polycab India Limited analysing the implications of those factors on business operations;
- Embedding the principles of inclusiveness, transparency, materiality, completeness and cultural appropriateness in all our engagement activities;
- Seeking to disclose information about the Company's activities in a timely and culturally appropriate manner to allow for informed and meaningful engagement;
- Resolving stakeholder grievances in a timely and culturally appropriate manner;
- Establishing clear accountability by assigning adequate resources and responsibilities for effective stakeholder engagement;
- Designing appropriate engagement methods and plans that meet international standards, are tailored to the stakeholders' needs and have well-defined objectives and outcomes that can be documented and monitored;

- Promoting awareness of the principles and procedures for stakeholder engagement with employees at various levels of our operations through training and communication;
- Undertaking engagement in a non-discriminatory and interactive manner that encourages stakeholders to provide feedback and engage positively with the business operations;
- Continually improving stakeholder engagement performance by sharing good practices and learnings from the engagement process, setting, and reviewing targets and monitoring, reporting and disclosing performance; and
- Seeking to learn from globally recognised and accepted subject matter experts in order to strengthen the input data for our future proofing processes.

Polycab India Limited shall sign up to this policy or develop an equivalent that shall be implemented throughout its operations. This policy shall be reviewed periodically for its suitability and updated as necessary.

The Company reserves the right to amend or modify this Policy in whole or in part, at any time without assigning any reason whatsoever.

**The Company's focus on sustainable development reflects our commitment to be a concerned and responsible enterprise and therefore discharge the following responsibilities:**

- To work towards sustainable utilisation of natural resources while producing goods and services, as well as building social and environmental capital through initiatives such as afforestation, regenerative agriculture, integrated watershed development and harnessing renewable energy, for an inclusive and secure future for its stakeholders;
- To comply with regulatory requirements pertaining to its products and services, including marketing communication, advertising, promotion and sponsorship to enable customers to make informed purchase decisions;
- To have a robust food safety management system to meet regulatory requirements related to food safety, quality processes and hygiene, and also voluntarily adopt emerging safer processes and systems;
- To continue to progressively incorporate relevant social and environmental considerations in product / service development processes;
- To allow freedom of choice, in a competitive environment, while designing, promoting and selling its products and services;
- To provide appropriate mechanisms for customer / consumer feedback to drive continuous improvement in the value propositions of its products and services;
- To raise awareness of consumers on responsible disposal of packaging, post-consumption of products;
- To work towards safe and optimal resource use over the life-cycle of its products and services, including recycling of resources wherever possible; and
- To encourage consumers to make sustainable choices by introducing innovative and sustainable products and services.

**Sustainability of Products and Packaging**

The Company encourages and supports innovative and sustainable procurement of goods and services, products and package-design aimed at achieving conservation of resources and to shift from a linear material model of procurement, manufacturing, use and disposal towards a circular economy model.

Customer-centricity, ecological aspirations, digitalisation and a sharper focus on environment, sustainability and governance aspects will continue to drive our strategic decisions relating to procurement, product, and packaging. The procurement, product and package designing process shall continue to endeavour us to use sustainable packaging to reduce environmental

impact. This approach is governed by the overall sustainability commitments and environmental policy of the Company.

### **Product Responsibility**

At Polycab, product and process innovations have played a pivotal role in our journey of delivering excellence and staying ahead of the curve. The Company shall strive continually to raise the bar higher by breaking new grounds with consumer-centric, sustainable, and modern designs, value for money and improved quality products that are in sync with the changing aspirations of customers, economy, demography and shifting market dynamics. To fully unlock potential and achieving our purpose, we have embarked on a multi-year transformational journey aimed at taking our growth story to a higher trajectory whilst laying emphasis on governance and sustainability.

### **Stakeholder Engagement Policy**

The Company recognizes that effective stakeholder engagement is an essential component of our business. It is essential to identify our stakeholders and their needs, involve them in the processes, assess and manage risks, seek guidance & suggestions, and resolve conflicts at an early stage, thus ensuring a long term 'social license to operate' for our business together with achieving consumer-centric product portfolio. The Company further recognizes the need to constantly engage with its stakeholders, who are subject matter experts, on global mega trends and external factors materially affecting the sustainability of our businesses and products. The Company continues to engage with its stakeholders on business and product development taking into consideration environment, social and governance aspects. The Company engages and invites open and transparent communication with stakeholders and continually reiterates that respectful and mutually beneficial relationships with the stakeholders is essential for the overall success of the business. The Company during its interactions with stakeholders emphasis the need for the stakeholders to act responsibly, keeping in mind both attainment of business goals combined with sustainable business practices.

The Company has defined its stakeholders to mean and include its value-chain partners like suppliers, service providers, sales representatives, contractors, channel partners (including dealers), consultants, intermediaries like distributors and agents, joint venture partners; and lenders, customers, business associates and others with whom the Company has any financial or commercial dealings, human capital of third parties providing service / deployed for the Company's activities.

Human rights matters and with people in those communities, including indigenous peoples as well as other vulnerable and disadvantaged groups. It is important that we listen, understand, give due consideration and respond to the interests and concerns of its stakeholder groups. The Company is committed to acknowledging that local communities are stakeholders in all operations, that there will be access to reliable and timely information about exploration and development activities and transparent, sincere, and respectful consultation with them prior to, during and after operations.

### **Summary**

The policy is reviewed regularly and updated if required to ensure Quality objectives are set which meet the needs of Polycab's Stakeholders. It is communicated to all employees through induction training and is always available for reference on our Company's Intranet System.

### **Amendment**

The Company reserves the right to amend this policy at any time.

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