



QUALITY POLICY

Grasim Industries Limited (“Grasim” or “the Company”) is in the business of production of Pulp & Fibre, Textiles, Chemicals, Paints, Insulators and B2B E-Commerce, among others. Grasim is a value driven organisation with Integrity, Commitment, Passion, Seamlessness, and Speed. Our Group 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.

Grasim’s goals are to go beyond our customers’ (“stakeholders”) expectations and to ensure the consistency, performance, reliability, safety and value of our products and services through robust quality systems and quality management processes. We recognise the importance of delivering the highest possible levels of customer satisfaction in every aspect of our business, from initial contact, through product and service design, development and delivery, to after-sales care and technical support.

Grasim is committed to continuous innovation and upgradation of its offerings ensuring that the products and services they provide conform to customer and applicable statutory and regulatory requirements, delivering our key aim of enhanced customer satisfaction.

This Policy shall be applicable to all businesses of Grasim Industries Limited and must be adopted by all sites and offices owned, controlled, and managed by Grasim.

Grasim endeavors to:

- Maintain positive legal compliance to applicable statutory and regulatory requirements and conformance to the Aditya Birla Group Sustainable Business Framework.
- Identify and pursue opportunities to enhance customer satisfaction.
- Communicate actively and regularly with our customers and other stakeholders.
- 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.
- Motivate and empower our employees in achieving customer satisfaction by providing them with the necessary tools, knowledge, systems and workplace environment.
- Explore opportunities to innovate new process technologies, materials and work practices.
- Influence our contractors, suppliers and other organisations with whom Grasim has the leverage to adopt Aditya Birla Group Sustainable Business Framework and to encourage and support the development of equivalent management systems.

- Establish clear accountability by assigning adequate resources and responsibilities for the effective management of risks to the quality of the product or service.
- Set objectives to drive continual improvement through efficient business processes, best sustainability practices and optimal customer relationships.

Grievance Redressals:

All stakeholders can report non-compliance under the policy without any risk in the form of retribution/retaliation and may directly report to the Company through an email to Grievance Officer 'bc.grievance@adityabirla.com' in line with the Grievance handling policy. (<https://www.grasim.com/Upload/PDF/grasim-grievance-handling-policy-fy21.pdf>).

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



Hari Krishna Agarwal
Managing Director, Grasim Industries Limited
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