## QUALITY & PRODUCT STEWARDSHIP POLICY

This Policy is based on Product Stewardship Policy, Quality and Customer Service Policy of Advanced Materials Business of Aditya Birla Group.

Aditya Birla Group is a Global Conglomerate, a Purpose led and Values driven organisation. Integrity, Commitment, Passion, Seamlessness and Speed are the Group Values. 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.

This policy applies to all employees, contractors, and visitors at CTP Advanced Materials GmbH. We expect our suppliers and business partners to comply with our quality standards and product stewardship principles, especially in areas that directly impact our processes and objectives.

CTP Advanced Materials GmbH as part of Advanced Materials Business of Aditya Birla Group, a global epoxy and coatings manufacturer, recognizes that effective management of Quality is fundamental to the functional performance of the products on the applications and to customer satisfaction and safety in our business. The business shall strive to integrate sound Quality Management and Customer Service practices across the business management and governance systems to maximise Customer Satisfaction and Product performance which will help us attain a leadership position in Quality, right from initial contact, through product and service design, development and delivery, to after-sales care and technical support. We have forged associations with eminent bodies that foster development of products based on biogenic materials as well as materials that are circular in nature and can be recycled at the end of use cycle.

**CTP Advanced Materials defines quality primarily as absolute customer satisfaction, which we aim to achieve through consistently high quality in our products, delivery service, punctuality and reliability.** We will continue to:

- Maintain positive legal compliance to applicable statutory and regulatory requirements and conformance to the Aditya Birla Group Sustainable Business Framework.

- Implement quality assurance and control systems according to international standards to ensure product and process integrity at all times.
- Identify substances and processes of high risk to health and environment and adhere to the substitution principle, to find safer alternatives that reduce risks to customer health and safety.
- Implement product testing to ensure product safety, enable viable responsible communication in the supply chain and enhance transparency to all stakeholders.
- Ensure product stewardship is engaged across the life-cycle of our products: sourcing, development, commercialization and discontinuation of products.
- Identify and pursue opportunities to enhance Product Quality and 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.
- Establish clear accountability by assigning adequate resources and responsibilities for the effective management of risks to the quality of the product or service.
- Influence our contractors, suppliers and other organisations with whom ABG Advanced Materials Business has the leverage to adopt Aditya Birla Group Sustainable Business Framework and to encourage and support the development of equivalent management systems for quality.

**Quality through know how and reliability** – We will achieve this with commitment to:

- Motivate and empower our employees in achieving quality at all stages and customer satisfaction by providing them with the necessary tools, knowledge, systems and workplace environment
- Set objectives to drive continual improvement through efficient business processes, best sustainability practices and optimal customer relationships.
- Monitor, measure, and report the progress on the performance of product stewardship as well as Quality & Customer Service, including Product quality risks and issues, in compliance with internationally recognised protocols and communicate approach and achievements to relevant stakeholders.

- Undertake internal and third-party audits at regular intervals to assess Quality and Customer Service performance and conduct due diligence during mergers and acquisitions and new projects.

### Measurable Commitments and Targets

To support our commitment to customer satisfaction and to minimize potential negative impacts of our products on customer health and safety, we set the following measurable targets:

- The number of customer complaints related to chemical deviations (e.g., viscosity, colour, etc.) must not exceed 0,6 per 1,000 metric tons sold.
- The batch failure rate should remain below 0.5% of all batches produced per fiscal year.
- An initial root cause analysis must be completed within 10 working days for 100% of internally produced failed batches.
- 100% of internal audits must be completed without critical deviations.
- All measuring instruments used must be 100% calibrated and documented in accordance with the inspection plan.
- All employees in production and quality assurance must complete at least one annual training on ISO 9001 and ISO 14001 standards.

We communicate this policy within the organization through a structured internal communication framework. This includes:

- Making the policy available on the company intranet and external homepage.
- Providing policy training to all employees as part of onboarding and regular awareness sessions.
- Engaging internal stakeholders through updates and discussions to ensure understanding and alignment with our quality and product stewardship objectives.

This policy will be reviewed at least once every two years for its suitability and updated as necessary. Material topics are defined through internal stakeholder engagement and periodic materiality reviews. External input is considered when it supports the company's strategic objectives for quality

and responsible product management.

The responsibility for implementing this policy lies with all levels of the organization. Senior leadership provides direction and oversight, while department heads ensure quality principles are applied in their areas. All employees are expected to support the policy through their actions and decisions, contributing to a culture of continuous improvement and customer satisfaction.

**Pramod Kumar**
**Managing Director CTP Advanced Materials GmbH**

26.08.2025

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**Managing Director CTP Advanced Materials GmbH**

26.08.2025