



QUALITY POLICY

Tata Chemicals is committed to becoming the company of choice by delivering on our promise to customers: safe products and services of superior quality and value at a competitive cost.

We will continually strengthen product quality and process performance by managing risks, building employee competence, and driving customer delight through outstanding experiences.

We are committed to satisfying all applicable statutory, regulatory, and customer requirements and to the continual improvement of our Quality Management System.

Quality Objectives

- Develop employee competencies to meet the requirements and expectations of internal and external stakeholders.
- Strengthen systems and processes to ensure quality and safety across the value chain through a deep understanding of stakeholders' evolving needs and expectations.
- Deliver pioneering products and services by actively engaging with customers and translating their requirements into innovative and sustainable solutions.
- Improve the satisfaction of suppliers, service providers, and channel partners through relationship building, collaboration, support, and development.
- Improve the Customer Satisfaction Index and reduce customer complaints and dissatisfaction.
- Maintain and continually improve a Quality Management System aligned with ISO 9001 and other applicable standards, embedding data-driven decision-making, risk-based thinking, organizational learning, and periodic management review.
- Ensure visible leadership commitment and accountability at every level, with quality objectives cascaded into departmental and individual performance goals and reviewed at defined intervals.
- Maintain the highest standards of food safety, food hygiene, and product quality through effective controls, compliance with applicable food safety requirements, and continual improvement across the value chain.

The policy shall be applicable to Tata Chemicals & all its subsidiaries

A handwritten signature in blue ink, appearing to read 'S. Mukundan', is written over a horizontal line.

Managing Director & CEO

Date: 29th July, 2026