Quality Assurance Policy

Version 1.0

Approval and Effectiveness

This Policy was reviewed and approved by the Board of Directors of Saatvik Green Energy Limited during its meeting held on 11th December 2025. The Policy is effective from the same date and shall remain in force until amended or replaced by the Board/ ESG Council of Saatvik.

Prologue

Saatvik Group ("Saatvik") is committed to delivering products and services of the highest quality while ensuring compliance with all applicable national and international standards, statutory and regulatory requirements. Quality excellence is central to Saatvik's business strategy, sustainability performance, and stakeholder trust.

1. Objective

This Policy aims to:

1.1 To ensure that Saatvik's products and services consistently meet or exceed customer expectations.
1.2 To embed quality as an integral part of all processes, supported by risk-based thinking and continual improvement.
1.3 To comply with all applicable laws, regulations, and international standards relevant to Saatvik's operations.
1.4 To drive operational excellence through regular audits, certifications, and process improvement initiatives.

2. Scope of the Policy

This Policy, titled "Quality Assurance Control" ("Policy"), is applicable across operations of Saatvik Green Energy Limited and its subsidiaries (collectively referred to as the "Saatvik Group" or "Saatvik").

The Policy applies to all employees (including directors, officers, permanent staff, trainees (except summer interns), probationers, and temporary workers), as well as contractors, suppliers, agents, business partners, and any other third parties representing Saatvik directly or indirectly.

3. Policy Commitments

Saatvik shall:

3.1 Manufacture and deliver products and services that comply with applicable national and international standards, including relevant ISO certifications, such as ISO 9001:2015.
3.2 Fully comply with applicable statutory, customer-specific, and regulatory requirements related to product quality, safety, and performance.

3.3 Undertake periodic third-party and internal audits to verify Quality Management System (QMS) certification compliance and ensure continual improvement.
3.4 Encourage open communication, employee participation, and proactive problem-solving on all matters affecting quality and customer satisfaction.
3.5 Comply with all applicable product quality, safety, and certification regulations issued by national and international authorities.

4. Quantitative Commitments

4.1 Achieve and maintain ISO 9001:2015 certification across all manufacturing units within a couple of years of full-scale operation.
4.2 Conduct periodic third-party audits and half-yearly internal audits to assess QMS compliance and performance by FY 2026.

5. Training and Awareness

Saatvik shall provide continuous training to employees to enhance their technical knowledge, operational competence, and awareness of quality standards. Training modules shall include internal quality controls, customer requirements, and root cause analysis.

6. Quality Risk Identification and Controls

Saatvik shall regularly identify and assess quality-related risks and opportunities using structured methodologies such as Failure Mode and Effects Analysis (FMEA), six sigma, root cause analysis, and process control assessments. Risk-based thinking shall be integrated into process design and product lifecycle management to prevent defects and ensure consistency. Outcomes of these assessments shall inform updates to the Quality Management System and employee training needs.

7. Customer Satisfaction and Continuous Improvement

Saatvik shall actively measure and monitor customer satisfaction through feedback forms, service evaluations, and performance metrics. Results shall be reviewed periodically to identify improvement opportunities. Corrective actions shall be integrated into the Quality Management System. Saatvik is committed to continual improvement by leveraging technology, innovation, and process excellence to enhance product reliability and service delivery.

8. Reporting and Grievance Mechanism

Employees, customers, or partners may report quality-related issues, product defects, or deviations from established standards through Saatvik's Whistle Blower Policy or Grievance Redressal Mechanism and Vigil Mechanism, available on Saatvik's official website or directly to the Quality Assurance Head. All reports shall be acknowledged within seven (7) working days and investigated within thirty (30) working days. Corrective actions shall be recorded and tracked until closure.

9. Roles and Responsibilities

Saatvik's Managing Director and Executive Management shall provide leadership and resources for the effective implementation of this Policy. The Quality Assurance (QA) Department shall maintain and continually improve the Quality Management System, coordinate audits, and ensure compliance with applicable standards. Department Heads shall integrate quality control measures into daily operations and ensure corrective and preventive actions are implemented. All employees and contractors shall uphold quality standards in their respective functions and report any process deviation, product defect, or quality concern immediately to the QA Department.

10. Corrective Action Plan

Saatvik shall establish a documented system to analyse root causes of non-conformities and implement corrective measures. Lessons learned from audits, customer complaints, and performance reviews shall be used to strengthen process control and prevent recurrence.

11. Review and Amendments

This Policy shall be reviewed annually, or in the event of significant regulatory or operational changes, to ensure its continued alignment with best practices, stakeholder expectations, and legal requirements. Any amendments to this Policy shall be made in writing and will become effective upon approval by the ESG Council of Saatvik.

Disclaimer:

This Policy supersedes all previous policies or practices in Saatvik. The Quality Assurance Department of Saatvik is the final authority in interpreting and deploying the clauses, rules, and procedures mentioned in the Policy. Saatvik reserves the right to modify the Policy from time to time.