

QUALITY POLICY

We at ESL Steel Limited shall strive to **delight our customers** by offering world-class products and services.

We are committed to drive **long-term value** via **continuous improvement** in all aspects of business, as well as foster a **culture of quality** in the organization.

ESL is committed to deliver its business objectives through **systematic implementation & periodical review of quality management systems** aligned with the best international practices and aimed at enhancing customer satisfaction and creating value for **“Stakeholders”**.

ESL Steel Limited strives to achieve the same through the following:

- Enhance **customer delight** through quality products & services.
- Establish **continual improvement** in all aspects of our business in a sustainable, inclusive and integrated manner through **Quality Framework, Digitalization & Automation**. This will be achieved through **Standardization, Certifications & Benchmarking** with the world class quality management systems.
- Invest in **efforts to upgrade the knowledge and skills** of employees & business partners to foster a **robust quality culture** and empower people to take independent decision.

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Ravish Sharma
CEO & WTD
ESL Steel Limited