

 <b>ORGANIZATION</b>	DOC NO.	:	NR/ORG/ESG/POL/006/00
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## TITLE: QUALITY POLICY

### 1. Purpose Statement and Targets

Natural Remedies Pvt Ltd declares its commitment to **produce genuine, effective, safe, and consistent herbal products**, utilizing a unique blend of traditional knowledge with modern science. Our aim is to ensure the highest levels of quality, reliability, and customer satisfaction across all products and processes. We strive for continual improvement in everything we do.

### 2. Framework and Standard Used

This policy is developed in alignment with the **ISO 9001:2015** standard for Quality Management Systems. The company is committed to meeting the requirements of ISO 9001:2015 and continually improving the effectiveness of its quality system in line with global best practices and regulatory standards.

### 3. Stakeholder Applicability

This policy applies to all employees, business units, departments, and functions within Natural Remedies. It also extends to external stakeholders, such as suppliers and partners, who are involved in contributing to or supporting our product and service quality.

### 4. Roles and Responsibilities

All employees at every level are responsible for adhering to and supporting the quality policy. The senior management team is accountable for setting quality objectives, ensuring resource availability, and reviewing performance. Department heads and quality representatives are responsible for the implementation and monitoring of quality processes.

### 5. Implementation Process

Quality standards are embedded into our systems and processes through planning, documentation, training, and active engagement at all levels of the organization. NRPL is committed to clearly communicating this policy and ensuring its understanding throughout the organization. Quality objectives are cascaded across departments and are aligned with customer expectations and regulatory requirements.

### 6. Monitoring Mechanism

The effectiveness of the quality management system will be monitored through internal audits, performance reviews, customer feedback, and continual analysis of process metrics. Results are evaluated against predefined quality objectives to ensure alignment with our commitment to excellence and compliance with ISO 9001:2015.

### 7. Policy Review and Version

The quality policy and its objectives shall be reviewed periodically to ensure relevance, effectiveness, and alignment with the organization's goals and regulatory expectations.

- **Policy Owner:** Quality Assurance Department
- **Review Frequency:** Annually or as required by operational or regulatory changes



**AUTHORIZED SIGNATORY**

**Associate vice president**