

# QUALITY POLICY

## Our Goal: Meeting Expectations and Achieving Quality Standards

### Our Commitments

- To provide services that meet or exceed the requirements and specifications determined in relevant regulations, codes, contracts, and agreements.
- To deliver customer satisfaction through the provision of a high standard of service, timely performance, and cost efficiencies.
- To continually improve our Quality Management System through monitoring programs and stakeholder feedback.
- To ensure employee involvement and awareness in understanding, implementing, and improving the Quality Management System.

### Our Responsibilities

- To provide resources that are adequate and competent to deliver the service.
- Everyone is responsible for understanding and taking ownership of quality deliverables and service standards.
- To conduct monitoring, measurement, and necessary corrective and preventive actions to improve the quality and efficiency of services.
- Establishing procedures to ensure compliance with standards and facilitate the control of documentation and records based on the Quality Management System.

### We Will

- CUSTOMER FOCUS**  
Establishing communication avenues with customers through surveys, service information, progress updates, and feedback to enhance the Quality Management System.
- LEADERSHIP**  
Take accountability for the effectiveness of the Quality Management System and its outcomes.
- COMPLIANCE**  
Comply with all relevant laws, regulations, standards, and codes related to quality service.
- EXCELLENCE**  
Strive for excellence and endeavour to meet or exceed expectations in delivering the services.
- PROCESSES**  
Establish consistent processes for our services with due consideration of potential risks and opportunities.
- EFFICIENT**  
Conducting performance evaluations, identifying wastage, implementing technology, regular monitoring and evaluation, and ensuring efficient resource utilization with minimal or no reworks.
- TRAINING**  
Providing training and necessary resources to ensure employees and related stakeholders, including technical personnel, are competent in carrying out their duties.
- CONTINUAL IMPROVEMENT**  
Establishing performance indicators, conducting regular evaluations, and reviewing the effectiveness of the Quality Management System, processes, and methods.
- INNOVATION**  
Encourage innovation to increase service and quality performance.
- CONSERVATION**  
Striving to optimize the efficient and sustainable utilization of resources in the production process, with a focus on minimizing waste and maximizing utilization.
- INVOLVEMENT**  
Ensuring open communication with employees, customers, and stakeholders to promote understanding, implementation, and continuous improvement in the quality management system.
- COMMUNICATION AND AWARENESS**  
Implementing feedback mechanisms, reaffirming leadership commitment, and delivering clear information.
- RECTIFICATION**  
Identifying and rectifying emerging issues, as well as implementing preventive measures to prevent new problems from occurring.



Clark Wu

General Manager Operations  
PT Merdeka Tsingshan Indonesia



Mark Mitchell

Chief Operating Officer  
PT Merdeka Battery Materials Tbk



Devin Antonio Ridwan  
President Director

PT Merdeka Battery Materials Tbk