



Hero MotoCorp Limited

Quality Policy

In line with our vision to “Be the Future of Mobility”, we strive to create the next generation mobility solutions to “delight” our customers while being the partner of choice for our pioneering innovation, solutions, and services. We shall continue to set global benchmarks, achieve and sustain leadership in quality whilst creating a sustainable future.

We are committed to achieving excellence through:

- Delivering an enhanced value to our customers by capturing, understanding, and swiftly fulfilling their ever-changing needs, and consistently exceeding expectations for the highest level of satisfaction;
- Designing and developing tech-laden and market-relevant products, assuring end-to-end quality throughout the design, manufacturing, and after-sales phases;
- Cleaner and greener manufacturing of products in the state of the art facilities, having the right combination of world-class infrastructure, and talent pool, creating an environment of engineering excellence, highest ecological and quality standards
- Inspiring people and foster a culture of diversity and inclusion, ownership, empowerment, integrity, and accountability through their actions, behaviours, and experience;
- Driving digital innovation across the business ecosystem;
- Ensuring compliance with all applicable statutory and regulatory requirements;
- Relentlessly pursuing continuous improvement in our “Total Quality Management” systems as a way of life;

The policy shall be applied equally, fairly across all the levels, and functions without any exception. We shall communicate this policy within the organization and would make it available to all the interested parties.

A handwritten signature in black ink, appearing to read 'Mike Clarke', written in a cursive style.

Mike Clarke
COO and CHRO

Date: 03/02/2021