

QUALITY POLICY



Our Policy

SPIRO Energy is committed to delivering safe, reliable and high-quality electric mobility and energy solutions that consistently meet customer needs and applicable statutory, regulatory and other requirements. Our Quality Management System supports our purpose, organizational context and strategic direction, provides a framework for establishing and reviewing quality objectives, and drives continual improvement of our processes, products, services and overall QMS effectiveness.

Our Commitments



1 Customer Focus

Understand customer needs, deliver consistent value, monitor satisfaction and act on feedback to strengthen customer confidence.



4 People & Quality Culture

Develop competence, accountability and employee involvement so that quality responsibilities are understood, applied and owned at every level.



2 Compliance & Product Conformity

Fulfil applicable statutory, regulatory, contractual and internal requirements while maintaining effective controls for product and service conformity.



5 Sustainable Operations

Promote responsible use of resources, waste reduction, energy efficiency and sustainable practices which are relevant to our operations and stakeholder expectations.



3 Continual Improvement

Use performance data, audits, corrective actions, risk-based thinking, Kaizen and other improvement methods to continually improve QMS effectiveness.



6 Supplier & Partner Quality

Work collaboratively with suppliers and external providers, communicate clear quality requirements and monitor performance to strengthen the reliability of our supply chain.

QUALITY OBJECTIVES – CURRENT PRIORITIES



FPY (First Pass Yield)
> 92%
by end of 2027



NCM Cost
< \$1 / bike
per month



Customer Satisfaction
95%
target score

Communication & Review

This policy is maintained as documented information, communicated, understood and applied within SPIRO Energy, made available to relevant interested parties as appropriate, and reviewed periodically for continuing suitability.

Approved by

Sign:

Kaushik Burman – CEO

Effective Date: 20 Feb 2026

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