

QUALITY POLICY

Special Steel Co. Ltd is committed to continually improving the effectiveness of the company management system and shall apply the quality management principles to:

- Focus on customer success, supply the optimum level of service. Develop trust, remain impartial and be experts in our field of supply.
- Lead by giving purpose and direction. Create and maintain an environment to achieve the company objectives. Share our results. Ensure governance to the company's approvals and accreditations.
- Engage employees and ensure competence. Maintain effective communication. Ensure personnel familiarise themselves with the Special Steel Group/company Quality Manual and implement the company documentation (including procedures/works instructions) in their daily tasks.
- Communicate and ensure full understanding and adherence to the Special Steel Group policies and Employee Handbook.
- Develop best practice processes to bring optimised performance.
- Develop a culture of objective evaluation and improvement.
- Consider risk and ensure statutory and regulatory requirements are met.
- Manage relationships with our interested parties.
- Understand their needs and expectations.



Employees should remember that:

- ✓ Quality drives reputation
- ✓ Reputation is built when we meet our customers commitments
- ✓ Improved reputation supports growth and prosperity for the company and employees alike
- ✓ Quality is everyone's responsibility

Special Steel Co. Ltd shall develop methods to monitor, measure, analyse and evaluate:

- Customer quality and service requirements.
- Delivery Performance
- Non-conforming product, service and process outputs.
- External provider's performance.
- Employee training and on-gong requirements.

The Group Quality Department shall support the Group companies, aiming to protect and enhance their reputation in all aspects of governance, assurance and improvement.

Simon Marshall
Group CEO

October 2022
Revision 8
Page 1 of 1

