

# QUALITY POLICY

**Quality drives  
reputation.**

**Reputation is built  
when we meet our  
customer  
commitments.**

**Improved reputation  
supports growth and  
prosperity for the  
company and  
employees alike.**

**Quality is everyone's  
responsibility.**



**Simon Marshall**  
Group CEO

**Special Steel Group Senior Management** 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.

**Special Steel Group Senior Management** 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-going requirements.

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

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