

# 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 satisfaction supplying 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-going 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.

**Benn Beardshaw**  
Group CEO

June 2024  
Revision 9  
Page 1 of 1

