



COMPANY QUALITY POLICY STATEMENT

The Company policy concerning quality is established by the Managing Director, communicated and implemented by Company Service Centre Managers, monitored and overseen on a continual basis by the Compliance Manager and QA & Administration Manager.

Our Aim is to become the most respected and reliable distributor of metal and related products. We will do this by eliminating risk for Customers and fulfilling a pivotal role in their increasingly quality-critical supply chain. Working in partnership with our chosen suppliers, we will challenge them to be the best providers of quality products, enabling us to satisfy our customers' requirements. By operating to the highest standards of performance ethically and with integrity, we will purchase high quality Metals and Plastics materials in various forms from recognised approved suppliers which, when supplied to our customers, will meet their quality and service expectations.

Within our operational processes, we will seek to identify potential risks that could affect product quality and service provision. Management will continually monitor, measure and review, to ensure the achievement of agreed objectives, seeking to exploit all opportunities to improve the quality of product and services. Objectives for each operating site shall be agreed with the Service Centre Manager at an annual forecast meeting with our Shareholders.

The organisation will adopt a co-ordinated and systematic approach in meeting customer requirements through the Plan-Do-Check-Act (PDCA) approach and by applying the quality management system requirements outlined in ISO 9001, BSEN 9100, BSEN 9120 and other recognised standards where applicable.

Company and Service Centre management will ensure that all staff involved in the supply chain are trained in quality based work processes in order to maintain the most effective customer service relationships. Supported by a process of continual improvement, clear objectives, effective auditing, quality planning, and management review.

Senior management will ensure that sufficient resources are made available for the effective management and control of all work processes, and that the organisation is maintained at the standard necessary to undertake work for which it is approved.

We believe that this Policy provides a solid platform for ensuring consistency of approach in satisfying customer requirements through the provision of high quality products and superior customer service.

A handwritten signature in dark ink, appearing to read "D Parker".

Dennis Parker
Managing Director
Righton & Blackburns Limited