

## Quality Policy

Steel & Tube is committed to the principle that all customers and stakeholders should expect consistent, outstanding service, and quality products from the company. All employees have a responsibility in ensuring that this is delivered each and every time a customer or stakeholder engages with the company. There are no exceptions.

### Quality Vision

- All Steel & Tube employees are required, engaged, equipped and empowered to deliver quality excellence in every way and every day, to reinforce Steel & Tube's position as the industry leader of product and service quality.

### What Quality means to us

- Quality is fully satisfied customers.
- Quality is every Steel & Tube employee having a leading part to play in our quest for excellence.
- Quality is an attitude that operates throughout the Company.
- Quality is something that is most effectively achieved through teamwork.
- Quality is the continuous improvement of all of our processes.
- Quality is fully trained and inclusive employees.

### Our Quality commitment

We commit to:

- Promoting a Quality Culture within the Company.
- Establishing measurable performance objectives that drive continual improvement.
- Providing senior management team commitment to implementing, maintaining and continually reviewing and improving our Quality Management System and how we do business.
- Engaging with and understanding the needs of our customers.
- Having honest conversations with customers when we underperform.
- Ensuring every product meets the requested specification.
- Deliver to our customer expectation to be their preferred supplier.
- Getting it right first time – delivering right product, at the right time to the right place.

A handwritten signature in blue ink, appearing to read 'Mark Malpass'.

**Mark Malpass** – Chief Executive Officer  
January 2021