

# 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
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Mark Malpass  
Chief Executive Officer

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