



## Quality Policy

British Steel live by three core values – **performance, passion and pride.**

We're proud of our heritage, our products and our people. We're passionate about helping our customers succeed, making our business sustainable, protecting our communities and developing our people.

We are focused on being successful by making products and providing services that enable our customers to deliver value in their chosen markets.

### Our brand promise

We want to work with our customers to fully understand and meet their current and future needs.

We want to build loyalty in the British Steel brand by being our customers' first choice supplier, the one they trust every time.

### We will do this by:

- Being agile and easy to do business with – this means being responsive, adaptable, competitive and proactive
- Strengthening existing relationships and creating new relationships – this means being approachable, engaging and able to translate needs into offerings
- Setting Quality Objectives throughout the organisation and monitor progress to continually strive to improve our quality and performance to our stakeholders
- Working together to drive improvements – with enthusiasm and effectiveness that accelerates product and service development
- Doing what we say we will do – this means being reliable and working with integrity

### We will also:

- Comply with relevant laws and regulations as well as our internal rules, ISO 9001, IATF 16949 and industry schemes including the National Highways Sector Scheme 3B
- Encourage participation and promotion of quality responsibilities amongst all employees and third parties – we will do this through standards, education, training and coaching, supervision and effective communication
- Strive to continually improve the Business Quality Management System and its quality controls for product conformity

A handwritten signature in black ink that reads "C Vaughan".

Chris Vaughan  
Technical Director