

<b>METALS ARE OUR PASSION</b>		<b>IMM 05</b>
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### Quality policy

The quality policy serves to comply with national and international standards and laws in the collection, processing, and delivery of “metallic secondary raw materials and oils” and in the economic use of resources.

The business activity is determined by the quality requirements for the product, the regulations for the operation of the plants, and the legal requirements for environmental protection. This also takes into account the customer's expectations while complying with economic realities.

The executive management considers the introduction and maintenance of a quality management system (QMS) to be necessary in order to further improve internal processes in the exercise of its activities and to quickly detect and solve quality problems with an emphasis on preventive actions. The quality policy is intended to strengthen their position on the national and international market.

Business policy includes an annual review of the quality policy in the course of business planning and specification of its objectives according to changing market conditions – but always based on our commitment to quality. For this purpose, CRONIMET's position in relation to other competitors is objectively assessed. The achievement of the objectives is reviewed by the executive management in the following financial year, and compliance is monitored in regular meetings with the senior employees. In particular, we monitor the achievement of our objectives with regard to investments, lowering quality costs, increasing customer satisfaction, and securing and expanding the market, while rationalising processes, achieving the specifications for turnover and profits directly or through market research, and reviewing the increase of the training standard of our employees in accordance with planning.


It was recognised that the required quality can best be maintained within a comprehensive QMS, involving drop-shipping suppliers.

Appropriate actions are taken to ensure that the quality policy is understood at all levels. The executive management, together with the Integrated Management Officer (IMSB) of the CRONIMET Group and the IMSBs of the individual CRONIMET sites maintaining the present QMS, shall ensure that the quality policy is implemented and maintained.

Each employee is responsible for the quality of the product and the service they provide.

The QMS is assessed at regular intervals in order to ensure that, under changing business conditions, the requirements of customers are continuously met in an economically efficient business activity. The executive management is committed to obtaining and maintaining DIN EN ISO 9001 certification and to continuous improvement.

All employees are trained and motivated to comply with these requirements.

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In summary, the most important principles of the business policy or the most important corporate principles are listed below:

- *Meeting the needs of our customers through: high quality products and a reliable service, expert advice, and error-free order processing.*
- *tested and continuous material quality according to our own laboratory findings; here, according to the customer's wishes as the end user;*
- *controlled incoming goods, preparation, and outgoing goods processes;*
- *prevention of errors and not their subsequent correction;*
- *Gain and maintain the trust and recognition of our business partners through our behaviour and daily performance.*
- *Quality agreements that we make with our customers and suppliers are also binding for all internal functions.*
- *regular review and adjustment of the corporate objectives;*
- *regular review of the quality management system to improve processes and material qualities.*

Date/signature: .....

Executive management of CRONIMET

