



QUALITY POLICY

Mineral Commodities Ltd ("MRC") is committed to providing and maintaining products that meet or exceed customer expectations. To accomplish this, quality has been incorporated into all aspects of MRC business assuring the highest value and satisfaction for our customers, employees and suppliers.

MRC believes that excellence in customer service is achieved by:

- Identifying all non-conformances, investigating and resolving issues to prevent further recurrence
- Identifying quality objectives and targets for key business requirements, monitoring and reviewing objectives and targets to ensure continual improvement with input from all levels within the organisation
- Providing training, awareness and communication in the Quality Management System
- Ensuring suitably trained, qualified, skilled and experienced personnel are engaged to undertake the services
- Reviewing, monitoring and evaluating subcontractors' and suppliers' quality performance
- Measuring customer satisfaction and acting on deficiencies identified in our service in an effective and timely manner
- Providing a system that is effective in identifying opportunities to improve our service and a method of ensuring we continually improve in the delivery of that service
- Reviewing the Quality Policy and Management System regularly to ensure they continue to be effective and suitable for the scope and needs of the Company and its customers

RUSSELL TIPPER
Chief Executive Officer

30/03/2021

Date

Library Number	MRC-OHS-POL-0002		
Release Number	2	Document Owner	Chief Financial Officer
Release Date	30/03/2021	Document Approver	Chief Executive Officer

This is a CONTROLLED DOCUMENT. Please check release currency prior to use.