

BUSINESS POLICY

This policy affirms our commitment to address all Quality issues and applies to all business that we either directly operate or contract out. The staff will handle day-to-day business according to our business system and will, as a minimum, comply with the law using established industry practices. This commitment applies towards our customers and product- suppliers, towards our logistical partners and service providers, towards our banks, the local community, our employees and the shareholders.

1. **Demonstrate commitment** through leadership and participation at all levels. Actively involve and consult employees and contractors. Have an open culture where personnel take pride in delivering excellent performances.
2. **Strive for continuous improvement** in all aspects of the business, with priority given to those areas that offer opportunities for breakthroughs to new levels of excellence. That includes, but is not limited to, a drive for continuous improvement through the development of sustainable strategies and the fixing of annual objectives, targets and the drawing up of improvement plans.
3. **Maintain contingency plans** to minimize the consequences of reasonably foreseeable incidents and ensure a fast and effective response.
4. **Audit compliance** with this policy, monitor its effectiveness and take appropriate action.
5. **Understanding the requirements** of our internal and external customers. Supply products and services, which fully meet those requirements. This commitment is summarized in our **Quality statement**:

*Our people are dedicated to providing
Quality Products,
in the Right Quantity,
in the Right Condition,
on Time,
at the Right Price
and Services,
that meet our customers requirements
through a commitment to Excellence and Continuous Improvement.*

6. **Establish a culture where each individual is aware of the importance of quality and our overall performance and where each individual feels responsible for continuous improvement.**
7. **Develop performance standards**, which strive towards error-free work by all employees.
8. **Protect and monitor the health and safety** of employees, contractors, the local community customers and suppliers.
9. **Provide the information, training** and supervision necessary to implement this policy. We aim to use suppliers and contractors that apply equivalent standards.
10. **Assess and manage risks** to personnel from current and proposed activities. Manage operational hazards to ensure that risks are as low as reasonably practicable.
11. **Promote the use of best practices** where practicable and economically viable, to improve efficiency.

Peter Blocken
General Manager