



Quality Policy

Keramos provides high-performance ceramic and wear resistant products to meet our customers' requirements and to exceed their expectations. We recognise that our current and future success depends on maintaining excellent relationships with our customers and by continuously looking for ways to improve our processes. Our strategy is to achieve this position through (i) products with consistent quality and value, and (ii) by excellence in customer service.

Our Commitment:

- *Deliver quality products and service in accordance with our commitments through measuring our performance via key performance indicators within our Quality Management System (QMS);*
- *Comply with all relevant legislation and statutory requirements;*
- *Work closely with customers to understand their needs and the value in use of our products;*
- *Promote consistency of quality and customer focus as an organizational responsibility;*
- *Align our business plans with the quality requirements of the market;*
- *Improve our value proposition to customers over time;*
- *Commit to the continual improvement of our QMS; and*
- *Meet the requirements of the ISO 9001:2015 Quality Management Standard.*

A handwritten signature in blue ink, appearing to read "Graeme Dean".

Graeme Dean
Managing Director
8 March 2023