

QUALITY POLICY STATEMENT

We are specialists in the full range of tailor-made ferro alloys and are strong in the distribution of manganese metal flakes and manganese metal lumps.

Our focus on quality, reliability and service, together with know-how, discipline and passion makes us one of the leading suppliers.

We are committed to delivering on our promises and to strengthening our relationships with each other, our customers and our other stakeholders. Our goal is to consistently provide our customers with products and services that meet their requirements and support their business.

To achieve this, we will :

- **Supply products and services that meet the expectations of our customers and meet our contractual and legal requirements**
- **Work with our customers to support their business and improve processes for their production.**
- **Adopt a Quality Management and continuous improvement approach to our operations, our service delivery and our products**
- **Establish objectives and targets relating to the quality of our products and services and regularly review our performance against them**
- **Establish and continually improve our management processes to ensure that we effectively control risks which can impact on the quality of our products and services**
- **Provide appropriate training and awareness for our employees and contractors**
- **Regularly communicate our performance to our stakeholders, including employees, suppliers, customers and community; and seek their feedback on our performance**

We believe that these commitments provide the foundation for a sustainable business.

METRACO NV

SEQUOIA TRADING BVBA

Julien Esquenet
Zaakvoerder



Olivier Esquenet
Adviseur



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