

## Quality Policy Statement

Oracle Special Metals Ltd supplies and stocks semi-finished ferrous and non-ferrous metals and alloys, including Titanium, Nickel alloys, Tantalum, Tungsten, Molybdenum and Zirconium from quality-assured sources with full traceability.

It is the commitment of Oracle Special Metals Ltd to provide its customers with exceptional service including on-time delivery of a quality product that meets or exceeds their requirements, expectations, and specifications. We also aim to reduce the level of non-conforming products to zero by continually improving our Quality Management System (QMS) by monitoring and upholding the requirements of AS9120 & ISO9001:2015. All staff are responsible for quality control through the QMS striving for improvement by constant review, with suppliers being encouraged to co-operate.

Our commitment is to deliver prompt and attentive service, striving to uphold exceptional customer care and meticulousness in all our operational tasks and interactions with customers.

Our Quality Policy Statement, therefore, sets the following objectives that all staff and company representatives are expected to adhere to:

- Provide customers with excellent quality material delivered on time that meets or exceeds their requirements, specifications, and expectations.
- Provide our absolute commitment to prevent products that do not conform to our standards from reaching our customers, reducing the number of non-conforming products to zero.
- Provide our employees with encouragement, support, and comprehensive training to help them achieve their goals, grow professionally, and feel confident in themselves to maintain the quality objectives.

The quality objectives will be reviewed during the annual management review meeting where the results from our customer satisfaction survey will be analysed to ensure continuing validity of the objectives. We are committed to achieving customer satisfaction by use of quality procedures which will be operated to meet or exceed the requirements of AS9120 & ISO9001:2015. We will measure our performance, assess risks, and engage with interested parties with a view to continual improvement in all areas of the organisation. Oracle Special Metals Ltd is committed to maintaining the required standards of AS9120 & ISO 9001:2015.

Our policy is reviewed during every management meeting and updated as needed to align with the core values of Oracle Special Metals Ltd. This helps us consistently improve and evolve our business.

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