



Our goal is to deliver quality products and services that will satisfy or exceed our customers' requirements.

**Our commitment:**

- Maintain an effective and efficient Quality Management System throughout the Company that is compliant with the requirements of the current versions of AS/NZS ISO 9001, ISO/TS 29001, API Spec Q1 9<sup>th</sup> Edition and AS ISO/IEC 17025 certification standards;
- Measure key performance indicators and continually improve our quality;
- Promote the value of team work and employee participation in identifying improvement opportunities; and
- Empower our employees to suggest avenues for improvement in the way we do our business.

**Your commitment:**

- Adherence to Policies and Procedures in accordance with the requirements of the RCR Management System;
- Work with our customers to continually improve the quality of our products and services;
- Create a culture that is committed to our quality objectives and expectations; and
- Proactively participate in improvement opportunities.

This policy applies to all activities undertaken or controlled by RCR.

Bruce James

Chief Executive Officer