



FRANCIS FLOWER

MAKING THE MOST OF MINERAL RESOURCES

QUALITY POLICY STATEMENT

The Francis Flower Group (the “Group”) has developed the management system to facilitate our commitment to establishing and achieving objectives based on the needs of our stakeholders, the quality of our services and overall customer satisfaction.

The Group’s management team are committed to maintaining a corporate infrastructure and culture that encourages and supports the quest for business excellence and continuous improvement. We achieve this by ensuring that quality is given equal weighting with all other business objectives, providing appropriate resources to maintain required quality standards and maintaining a competent workforce who have the perception, capability and desire to strive for business excellence.

The Chief Executive Officer (CEO) holds ultimate responsibility for quality within the Group and he has appointed a Group Quality & Technical Manager to facilitate and monitor the operation of this policy. All employees are encouraged to communicate any opportunities they have identified for quality improvements to their line manager or to other Managers or Directors.

Our commitment to stakeholder satisfaction is particularly focussed on customers throughout the supply chain, including internal customers, clients and clients’ customers. The Group has established and maintains a keen appreciation of the need to carefully manage the impact of our business on the day-to-day activities of customers and society in general. Consequently, Francis Flower management system places particular emphasis on customer care and contains a separate customer focus policy.

Francis Flower system complies with ISO 9001 certificated by The British Standards Institute (certificate number FM52338).

We are committed to continuous improvement and compliance with national and international business standards.

This policy statement and all other quality documentation will be reviewed at least annually and revised as necessary. Revisions will be made in the light of new legislation, stakeholder feedback, changes in operating practices and specifications and new technology.