

Quality Policy Rio Tinto Fer et Titane inc.

Rio Tinto Fer et Titane is committed to providing safe, innovative, sustainable and green solutions to its customers and to the world, by getting the best of its mines and the largest metallurgical Complex of Critical.

The commitment of all its employees to quality is of vital importance since customer satisfaction is the key to the success of the company as a world class manufacturer and leader in the markets we serve.

For this reason, RTFT is committed to:

- Manufacture conform products and offer services that meet or exceed the expectations of our external and internal customers.
- Maintain an ISO 9001 and IATF 16949 (Powder plant) accredited quality management system.

To meet these quality objectives, employees of Rio Tinto Fer et Titane apply the following guiding principles:

1. Operate the metallurgical complex at Sorel-Tracy relying on a qualified workforce, leading edge technology and the involvement of all employees in the continuous improvement process.
2. Monitor all processes to prevent non-conformances thus assuring our customers that our products consistently meet specifications.
3. Review our objectives and use continuous improvement programs in order to improve our processes and the quality of our products, thus improving the overall efficiency of our business and our competitiveness in the marketplace.
4. Involve our suppliers in the procurement of competitively priced goods and services that meet the highest quality standards.
5. Develop long-term partnerships with our customers, which are based on the respect of our commitments and ethical commercial practices, all in accordance with our Rio Tinto policy "The way we work".

