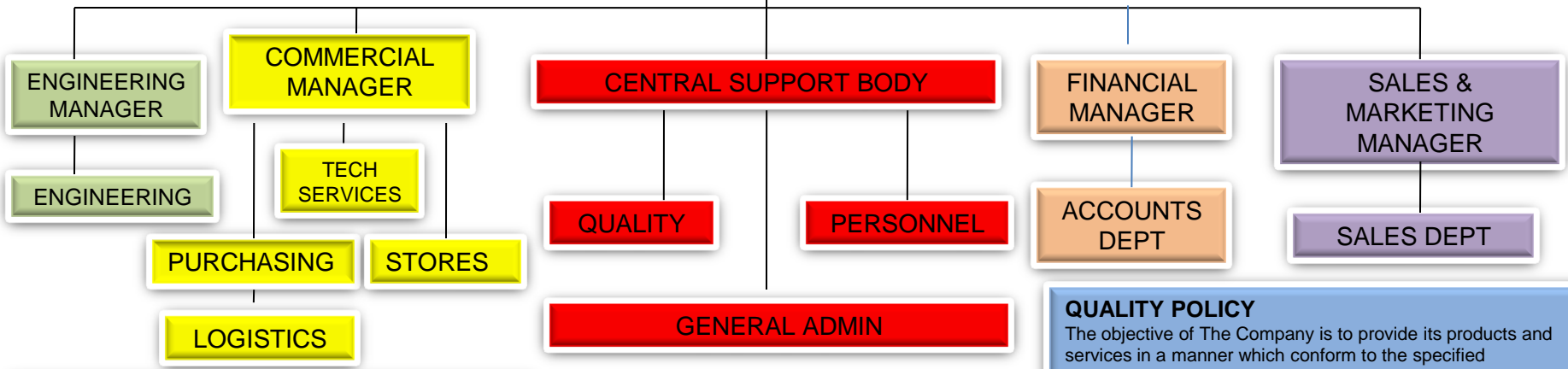


BOARD OF DIRECTORS



CUSTOMER POLICY
 MRB Schumag strives to employ a team of highly skilled individuals who believe in providing and maintaining the highest standard of Customer Care. This is underpinned by accreditation to the ISO 9001:2008 standard. We are committed to exceeding our Customers needs. We aim to process enquiries and requests with efficiency, effectiveness and courtesy at all times. At the same time recognising the particular and specific needs of an individual Customer. We are further committed to offer an explanation when Customers requests or expectations cannot be met or have not been fully met via a structured Complaints Procedure and our aim is a quick resolution of the complaint. In order to continually improve our Customer Relations we ensure all our staff are able to develop their expertise and skills, and empower them accordingly. We welcome Customer feedback on our services and performance and invite suggestions for improvements and further development. In summary we unconditionally offer our commitment to customer satisfaction.

QUALITY MANAGEMENT SYSTEM HIERARCHY



QUALITY POLICY
 The objective of The Company is to provide its products and services in a manner which conform to the specified requirements of our customer's and which also meets all applicable and statutory requirements. The Company's business policies will be considerate of the need to continuously improve wherever possible. This quality policy has been implemented to assist and to support this requirement. In order to achieve this objective, it is the Company's policy to establish and maintain an effective and efficient Quality Management System (QMS), that addresses and meets the requirements of the ISO 9001:2008 Standard. The system regularly evaluates the processes involved and ensures we are consistent in meeting our customer's specifications. Quality Objectives have been established and included within the (QMS) to ensure that our services towards our customer's are continually improved. It is the responsibility of the executive and top management to ensure that this Quality Policy is understood, implemented and maintained via line management to all those affected by the (QMS). The application and implementation of the ISO 9001:2008 Standard ensures the continual improvement of the quality system; provides a framework for establishing and reviewing quality objectives and is further reviewed for continual suitability via an internal audit programme. The results of which are discussed and evaluated at management review meetings.