

Quality Policy

Liberty Merchant Bar plc (LMB) operates two merchant bar mills at its Scunthorpe site, which transform steel billets into a variety of products for a diverse range of customers, located both within the UK and in export markets.

The company considers that the efficient production of a high-quality product is a key business objective to be shared by all employees. We aim to:

- Improve the quality of our processes, products and customer service through the application of innovative solutions
- Extend our market and product offerings
- Improve the economic results of Liberty Merchant Bar
- Source our raw materials from sustainable and ethically supplied suppliers

To achieve these aims, we will:

- Ensure that all customer, regulatory and other applicable requirements are determined, understood and consistently met.
- Strive to continually improve our products, customer service and Quality Management System (QMS). This will be achieved by determining and addressing risks and opportunities that can affect the conformity of products and services and our ability to deliver and, wherever possible, to enhance customer satisfaction. This risk assessment will form the basis for setting objectives across our business.
- Regularly monitor and review the performance of our products, our customer service and QMS and ensure that the appropriate resources, environment and training are provided.
- Communicate the importance of effective quality management and of conformance to the QMS at all levels. We will engage, direct and support our employees to contribute to the effectiveness of our QMS.
- Establish effective and frequent communication with our customers and suppliers to ensure that we fully understand and meet their current and future needs.

This policy will be communicated to all employees and others working on our behalf. It is implemented through the company QMS, which must be adhered to at all times. It will be reviewed by top management on a regular basis.



KEITH SHILLAM
Managing Director

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