

## **Quality Policy**

### **Health comes from wealth**

INSTARMAC regards profitability and financial stability as a sound basis for growth and business development, and as a means of establishing long-term partnerships with our customers.

### **We are the leaders in quality**

INSTARMAC anticipates and identifies the needs of its customers and provides materials, products and services that demand consistent leadership in quality. This goal requires superior knowledge of processes; products and applications based on state-of-the-art technology. Quality leadership means continuous improvement across the entire value chain.

### **Our brands make us stronger**

INSTARMAC'S success is based on strong brand awareness. They are identifiers for our customers and our employees. The brand-orientation helps us meet the diverse needs of our customers in the best way possible.

### **We take responsibility**

INSTARMAC has a responsibility to its customers, employees, suppliers and society that is not limited to economic performance. We fully support the protection of the environment and strive to improve the social welfare of our employees.

### **We do what we say**

INSTARMAC's internal procedures are based on encouraging open and controversial discussions on and between all levels of the organization.

### **No future without change**

INSTARMAC regards change as a positive challenge. Our behavior and decisions are based on anticipating and evaluating future market demands and on the inherent opportunities.

### **Customers are at the centre of our attention**

At INSTARMAC, our primary target is to help customers achieve maximum benefits by providing optimal solutions based on long-term partnership. We can only achieve this goal by identifying customers' needs and providing solutions that improve their competitive position.

### **Our employees are the key to our success**

INSTARMAC is a social organism.

- We regard our employees as our key asset
- We encourage and promote their development
- We respect the individuality of our employees
- We are committed to treat them in a fair and honest way

Success can only be achieved by working together; our common targets define the extent of individual freedom.

### **Employee development**

We show our commitment to employee development with our registration to Investors in People.

### **Our reputation is our commitment**

INSTARMAC'S outstanding international reputation is based on the professionalism of its employees, products and services.

### **We are united in our diversity**

INSTARMAC is a European Group. This requires mutual respect for the ethnic and social characteristics and attributes of our customers and employees.

This policy is authorised by



**JOHN HOLCROFT**  
MANAGING DIRECTOR  
JANUARY 2020