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## QUALITY POLICY

### STATEMENT – VISION, MISSION, VALUES

**Vision:** To be a leading European steel trader of a wide range of both long and flat rolled products renowned for also being able to source and supply special niche market products for customers throughout the world.

**Mission:** To earn the loyalty of the customers we serve by first anticipating, then fulfilling their needs with our extensive stock range, competitive prices, dedicated service and continuous innovation.

**Values:** Commitment to customers and employees alike and to provide unparalleled service. To build long-standing relationships with customers and suppliers.

All Steels Trading Ltd was incorporated in April 2006 although the Directors in the business collectively share over 100 years of experience in the steel industry. The business enjoys very close working relationships with both domestic and foreign mills and these supply partners have been carefully selected in order to provide All Steels Trading Ltd with an advantageous ability to also supply products of a less commoditised nature.

In the main the business operates as a virtual stockholder with imported material being held at the docks for delivery within 48 hours from the time of order receipt. Most of these stocks are held at Groveport under the supervision of Groveport Logistics and from this location the business offers access to circa 30,000 tonnes of stock. The company's head office is situated in Thirsk, North Yorkshire.

All Steels Trading Ltd will always pride itself on the quality of product that it sells. Material is only sourced from those mills that have the appropriate accreditation and certification standards and all material is thoroughly inspected at the time each vessel discharges into our warehousing. The company ethos is one of continual improvement and customer support through all stages of the supply process, including full support for employees with regard to training.

We are committed to being the preferred supplier in each of the markets we serve. To this end, our customers are our primary concern. We aim to not only satisfy them, but also to earn their loyalty through forming long-standing relationships.



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We will continue to develop processes for understanding their needs and expectations. We measure their perception of our services through regular personal contact surveys. We actively involve all of our employees in assessing and refining the internal quality systems and take prompt action on what we learn from these.

We take risk seriously both in the positive and negative sense. We aim to identify risk and formulate strategies to overcome these. We know where we are in the supply chain and the impact we have on our customers and their operations.

All Steels Trading Ltd is totally committed to providing its customers and suppliers with an excellent service and enjoyable working relationship.

All Steels Trading Ltd has been certified by BSI to ISO 9001:2015 under certificate number FS 544040.

A handwritten signature in black ink, appearing to read 'L. McDougall', with a long horizontal line extending to the right.

Laurence McDougall

Managing Director

3 January 2023