

# Nyrstar Quality Policy Statement



We are a global leader in mining, metals processing and recycling with operations on four continents. Our key products are zinc and lead as well as other valuable products including silver, sulphuric acid, indium, copper and gold. Our operations are well positioned to supply the largest and fastest growing zinc consuming markets in the world including China, Asia, India, Middle East, USA and Europe.

We are committed to delivering on our promises and to strengthening our relationships with each other, our customers and our other stakeholders. Our goal is to consistently provide our customers with products and services that meet their requirements and support their business.

To achieve this, we will:

- Supply products and services that meet the expectations of our customers and meet our contractual and legal requirements
- Work with our customers to support their business, develop new uses for their products and improve processes for their production
- Adopt a Total Quality Management and continuous improvement approach to our operations, our service delivery and our products
- Establish objectives and targets relating to the quality of our products and services and regularly review our performance against them
- Establish and continually improve our management processes to ensure that we effectively control risks which can impact on the quality of our products and services
- Provide appropriate training and awareness for our employees and contractors
- Regularly communicate our performance to our stakeholders, including employees, suppliers, customers and community; and seek their feedback on our performance

We believe that these commitments provide the foundation for a sustainable business.