

Rio Tinto Iron & Titanium inc. is committed to manufacturing products and offering services that meet or exceed the expectations of our clients, external and internal.

Quality Policy

This policy is the cornerstone of our management philosophy and reflects each individual's commitment to quality. To achieve quality, Rio Tinto Iron & Titanium inc. relies on highly skilled personnel, leading edge technology and the involvement of all employees in the process of continuous improvement.

Personnel in all departments, from ore processing to customer service, endorse the ISO 9001 quality management system and all are guided by the principles of:

- 1. Involving suppliers in the procurement of competitively priced goods and services that meet the highest quality standards.*
- 2. Monitoring all processes and procedures to prevent non-conformities thus assuring our customers homogenous products that consistently meet specifications.*
- 3. Reviewing our objectives and implementing continuous improvement programs in order to constantly improve our production processes and the quality of our products, thus improving the overall efficiency of our enterprise and our competitiveness in the marketplace.*
- 4. Developing long-term partnerships with our clients which are based on absolute respect of the commitments we make and of ethical commercial practice.*

Rio Tinto Iron & Titanium inc. considers that commitment to this philosophy is of prime importance since customer satisfaction is the key to the success of our enterprise as a world-class producer and as a leader in the marketplace.

J. Cook

President & Chief Executive Officer