



## Quality Policy

Toyota Tsusho UK Ltd. including Green Metals UK Ltd. (TTUK) is a supply chain, trading, recycling, engineering and assembly organisation providing high quality service to our customers.

- TTUK's main objective is to grow our strategic share of the world market and add value to our customers and society.
- Quality is important to our business because we value our customers. We strive to provide our customers with products and services, which meet and even exceed their expectations.
- Senior Management shall develop a quality policy, which states the Company's intentions for the safe, legal storage and / or distribution of products and its responsibility to its Customers.
- Safety is our first priority, we believe that a workplace which is strong in safety will demonstrate its strength through quality and delivery of systems and procedures.
- TTUK are committed to providing adequate financial support and resources to maintain the Quality Management System.
- The company recognises its Compliance Obligations and is committed to ensuring that all employees adhere to TTUK Group Policies and Procedures.
- We will continue to ensure we have strong communication and a training infrastructure to create a culture of learning, flexibility and change through leadership. Core to this process are trust, co-operation, recognition and the provision of opportunities for personal development and growth.
- TTUK will continually seek ways to improve using this Policy as a basis to set objectives and targets.
- Our customers need accurate, valid, reliable, timely, relevant and complete information. It is our aim to reduce time wasted by improving the accuracy of our work, and is committed to continual improvement or its management arrangements with customers.
- Through focus and commitment, we will improve our understanding of our customers' requirements to drive the continual improvement of our products and services. We understand that our Customers' needs are constantly changing we aim to create new functions and solutions to meet those needs.
- This policy will be promoted to all Toyota Tsusho Group employees and contractors and made available to all interested parties. This policy is reviewed annually or when there is change to the business scope.

**Signed on behalf of:**

- Toyota Tsusho UK Ltd.
- Green Metals UK Ltd.

**Mr Hiroshi Hattori**

**Deputy Managing Director**

**Date: 01/04/2022**