



## Quality Policy

Encore Metals is a provider of high quality, cost effective products and services.

The Company is committed to maintaining processes and systems based on the **requirements** of ISO 9001:2008 to assure traceability of its products and performance of services dedicated to quality and to the needs of the Customer.

Our Strategic Direction is based on the Quality Management Process and Encore Metals encourages the creative participation of all employees.

Customer Satisfaction is our Mission, which compels us to continuously improve quality, productivity, efficiency and reliability.

We want everyone to understand and implement this policy throughout the Company.

A handwritten signature in black ink that reads "James J. Desmond".

**James Desmond**

**President/COO**