



QUALITY POLICY

It is Cokely Wire Rope Ltd.'s policy that everyone has a responsibility for ensuring quality and continuous improvement activities.

Cokely Wire Rope Ltd. intends to satisfy the customer through a number of means:

- By providing services and products that either meet or exceed the expectations of our customers in a cost effective and competitive manner.
- By pursuing improvement of its quality and operational systems as a means of added value to the service and products delivered to our customers.
- By pursuing customer feedback in order to enhance customer satisfaction.
- By providing a safe and positive working environment that encourages employee participation in all issues including quality.

In the event of any claims, sold goods shall be replaced or the buyer shall be given a credit for the invoiced value of their goods.

In the event of a buyer making a claim against Cokely Wire Rope Ltd. the goods shall be preserved intact where delivered for a period of seven days from notification of the claim to Cokely within which time Cokely shall have the right to attend the place where goods were delivered to investigate completely.

Following these principles will ensure Cokely Wire Rope Ltd. will consistently meet our quality standards.

Kevin Clarke
General Manager
Cokely Wire Rope Ltd.