

R C Macdonald Limited, trading as Macdonald Steel, has established a company-wide commitment to supplying high-quality, independently accredited steel products, matched with outstanding levels of customer service, to customers across New Zealand.

We are dedicated to meeting customer, regulatory and statutory requirements for quality and service - do it right, first time and every time. Our approach is based on independently accredited product, full traceability, reliable supply, continual improvement, and the delivery of best value through quality outcomes and risk management.

**Our commitment is to:**

- *Supply steel products in full conformance with customer requirements, meeting or exceeding expectations for quality, traceability and service;*
- *Conform with ISO 9001:2015, applicable New Zealand legal requirements and the product certification schemes we hold; and*
- *Drive continual improvement of our quality management system across all operations.*

**The objectives framework we will use to pursue this commitment is:**

- Meeting agreed delivery performance and maintaining stock cover to support customer requirements;
- Applying verification of product identification, test certification and traceability from receipt through to dispatch, to deliver work right-first-time and reduce nonconformances;
- Carrying out receipt, storage and handling to plan to protect product condition and prevent damage;
- Ensuring suppliers, mills and contractors are competent for the work and understand the technical and compliance requirements;
- Providing staff with appropriate advice, training, supervision and resources;
- Creating an environment in which our people are supported with the appropriate resources to drive a culture of quality;
- Setting measurable quality objectives and targets, guided by our **Operational Objectives**, which are monitored regularly and reviewed at Management Review.

This policy is communicated throughout our organisation and displayed in visible locations. To support transparency, we will communicate this to all customers, contractors, regulatory bodies, and other interested parties as required.

A handwritten signature in black ink, appearing to read 'Tom Macdonald'.

**Tom Macdonald - Chief Executive Officer**

R C Macdonald Limited, trading as Macdonald Steel

October 2026