

VITAL CHEMICAL QUALITY POLICY STATEMENT

Vital Chemical encourages the following ethics within the company:

1. The Vital Chemical Quality Management Team works in close consultation with staff under a model of continuous improvement. We are committed to complying with the requirements of the Vital Chemical Quality Management System by ensuring that:
 - Vital Chemical Management, through their practices and standards, endeavour to lead by example. They give complete commitment and supply the necessary resources to achieve Quality Objectives.
 - Vital Chemical Personnel are encouraged to contribute to continual improvement by participating in the design, implementation and review of quality improvement activities.
 - Vital Chemical maintains this Quality Management System in accordance with AS/NZS ISO 9001:2008.
2. Commitment to quality processes and outcomes whilst striving to provide high quality, cost effective products and services, to achieve customer satisfaction in a safe, reliable manner.
3. Control over quality processes across all divisions of Vital Chemical is achieved with a systematic and planned approach.
4. Engaging customers and developing superior operational relationships with both internal and external suppliers. The quality of support, interaction and achievement at every point in our supply chain is paramount to our success.
5. Fostering the learning, education and on-going training needs of employees at all levels, to ensure that they possess the technical competencies and social know-how to meet the quality standards of Vital Chemical.

Vital Chemical's Quality Objectives are:

1. **ON TIME DELIVERY:** Next day despatch is a requirement for 100% of standard product orders unless an alternate despatch date is specified by the customer. This is monitored via the *IFOT Register*.
2. **CUSTOMER SERVICE AND SATISFACTION:** To provide products and services which address the needs of our customers through efficiency, cost and quality and to understand these needs more effectively by conducting a customer satisfaction survey to 20% of our customer base on an annual basis.
3. **CONTINUAL IMPROVEMENT:** To identify opportunities for improvement through the use of a series of scheduled internal and external audits of the Vital Chemical Quality Management System. These audits are conducted as per the documented internal audit schedule.
4. **MANAGEMENT COMMITMENT:** To ensure Management commitment through annual review of the Quality Management System.

Authorised by:

Albert Xavier

Director

Vital Chemical Pty Ltd