

ELRC's Quality Policy conveys our commitment to customers and focuses on what is important to us.

Our Quality Policy provides the framework for our quality objectives and help us measure our customers' satisfaction.

ELRC ensures that our Quality Policy is communicated and understood at all levels of the organization, and that it is reviewed at Management Review meetings.

CUSTOMER FOCUS: We are committed to understanding our current and future customers' needs, meeting their requirements, and striving to exceed their expectations.

LEADERSHIP: Our Top Management is committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

ENGAGEMENT OF PEOPLE: We recognize that people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit.

PROCESS APPROACH: We understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

IMPROVEMENT: We are committed to achieving continual improvement across all aspects of our Quality Management System.

EVIDENCE-BASED DECISION MAKING: We are committed to making decisions relating to our Quality Management System only after analyzing relevant data and information.

RELATIONSHIP MANAGEMENT: We recognize that an organization and the relationship it has with its external providers are interdependent, and that a mutually beneficial relationship enhances the ability of both to create value.

OTHER INTERESTED PARTIES: We are committed to meet the requirements of other interested parties, and in meeting our social, environmental, charitable, regulatory and legislative responsibilities.

ELRC maintains a set of objectives related to this *Quality Policy*. These Objectives are documented in Doc. # REP141, *Quality Objectives*.

This policy is available and communicated to all interested parties, through publication on our Website, Company Infrastructure, and Noticeboard.

Authorized by: _____

A handwritten signature in black ink, appearing to be "M. J. [unclear]", written over a horizontal line.

Position: President/Chief Executive Officer