



Quality, Health, Safety and Environmental Protection

## RESPONSIBILITY OF THE MANAGING DIRECTORS AND MANAGEMENT BOARD

We, the managing directors and Management Board of Tenova MINING, know that achieving economic success is only possible with satisfied customers.

We not only achieve customer satisfaction through the quality of our products, but also thanks to our commitment to ensure on-the-job safety and protecting health and the environment in our production processes.

That's why customer specifications, statutory regulations and official requirements are identified and fulfilled conscientiously.

Further reaching measures involving quality, health, safety and environmental protection offer opportunities to better fulfill customer specifications, to operate more efficiently, to reduce potential risks and thus safeguard the company's success while taking technical and economic aspects into account.

To this end, we accept the responsibility to maintain the implemented Quality and HSE management system and to improve their effectiveness as continuous corporate processes.

In order to fulfill this commitment:

- We define our policies on quality and health, safety and environmental protection and regularly check whether they are still relevant and appropriate.
- We ensure that our employees and suppliers understand customer specifications as well as statutory and official requirements.
- We view promoting quality consciousness and an awareness for on-the-job safety and environmental protection in all areas of the company as a constant managerial responsibility.
- We ensure that the objectives for quality and health, safety and environmental protection are defined and their fulfillment monitored.
- We evaluate our Quality and HSE management system at planned intervals.
- We ensure that the necessary material and human resources are available.

# POLICIES ON QUALITY, HEALTH, SAFETY AND ENVIRONMENTAL PROTECTION

Our products and services should completely satisfy the exacting demands of our customers in terms of quality and benefits. During production and implementation, particular attention is placed on preventing risks to people and negative environmental influences. Only by doing so are we able to gain the trust of customers and establish long-term business relations. We want to achieve customer satisfaction in all phases of development and phases of implementation of our products (customer services).

Our quality and HSE management systems are used to translate these policies into daily practice. The related processes are of a dynamic nature and thus have to be constantly monitored, checked for their effectiveness, improved and adapted to new requirements.

The Management Board are responsible for ensuring that all these necessary activities take place. Successful performance, however, depends on the involvement of all our employees.

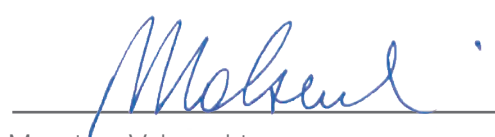
We believe that:

- Accidents, injuries to health and impairment to the environment can be prevented. To this end, all employees work responsibly while performing daily tasks and adopt environmental protection measures. Each employee is responsible for pointing out identified hazards and eliminating potential risks.
- Quality occurs at the work place and is not the result of a final inspection. Each and every employee is responsible for quality assurance in every phase of the company's processes.
- All employees are to be involved in the continuous improvement process by encouraging them to suggest improvements.
- The impact that current processes or existing process equipment have on health, safety and environmental protection is to be monitored, evaluated and documented in an appropriate manner. The relevant regulations are fulfilled in this regard.
- The impact that new processes or process equipment have on health, safety and environmental protection is to be evaluated in a forward-looking manner. With their introduction, the best available technologies are to be implemented at an economically reasonable and justifiable expense.
- Materials and processes that have been identified as risky are replaced with safe alternatives whenever possible.
- Promoting personal development, training, disseminating information and motivation ensure that employees are able to identify themselves with the HSE requirements and objectives and safeguard their fulfillment over the long term.

July 2017



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