



# Quality Policy

**Novelis Latchford is committed to upholding its reputation as the UK's leading producer and an acknowledged specialist in the field of recycled aluminium.**

**In serving our stakeholders and customers, our ultimate goal is to ensure the sustainability of our business through continual improvement in the efficiency of our operations, the quality of our products and the standard of service provided.**

**Every Novelis Latchford employee is expected to actively support this policy and to implement the following guiding principles:**

**Steve Hedar  
Plant Manager  
Novelis Latchford**

**December 2013**

## **Our guiding principles:**

- Compliance at all times with relevant legislation, regulations, statutory guidelines and Novelis' internal standards and practices.
- Establishing, working towards and periodically reviewing achievable quality objectives aimed at the continual improvement of our management systems and business processes.
- With the ultimate aim of enhancing customer satisfaction, working closely with both our customers and suppliers to ensure that each other's needs and expectations are fully understood and can be achieved wherever possible.
- Regular and systematic maintenance and investment in plant and equipment, aimed at improving reliability and production efficiency, reducing process variation and ensuring that our business is able to respond positively to the changing requirements of our customers.
- Ensuring that our employees are kept regularly informed about our business performance and involving employees in decision-making processes aimed at continuous improvement.
- Investment in the knowledge and skills of our employees through training and personal development
- Managing, operating and monitoring our processes in accordance with an integrated business management system which incorporates all of the requirements of ISO 9001 Quality standard

# Novelis