



## Quality Policy Statement

At Fibrox Technology LP, our approach to quality starts before our process even begins. We only partner with suppliers and manufacturers whom we trust to provide us with top quality materials for our customers. Process control begins before the first shipment of mineral slag is received, the first scoop loaded into our technologically advanced furnace for melting, the first piece of fiber is spun. At every stage in production, we monitor our processes and output to ensure Fibrox mineral fiber meets our industry's strictest quality standards – our own.

We believe in providing our customers with products that meet and exceed their expectations, and work to accomplish that through strict process control and quality control before, during and after production. We value customers' input and strive to meet their needs now and into the future.

Fibrox Technology LP is committed to the continued improvement of the quality of our products and customer service and, as such, has created a five-point quality promise to our customers, vendors and partners.

### *Fibrox Quality Promise*

1. We promise to consistently strive to improve the quality of our products;
2. We promise to dedicate time and resources to researching and developing new products, or product enhancements, that enable our customers to operate more efficiently and effectively and that help our customers reach their business goals;
3. We promise to work with our vendors to ensure we are receiving only the best quality raw materials and in an on-time and efficient manner to avoid interruptions in service;
4. We promise to provide our customers with the products they ordered, on-time and in a complete fashion;
5. We promise to share information with our partners that enable them to enhance the quality of the products they provide to us in a clear, efficient and transparent manner.

The Leadership Team of Fibrox Technology LP is committed to active participation in and adherence to our quality promise and our quality program, and to facilitating situations that enable us to actively improve the quality of our products, systems and service.