



Konkola Copper Mines plc

Quality policy

At Konkola Copper Mines Plc., we are committed to the production of products of the highest quality and meeting the full satisfaction of our customers. We have a strong belief in continuous improvement and business excellence underpins all our processes.

Konkola Copper Mines plc commits to :

- ❖ Ensure customer satisfaction by providing quality products to the agreed specifications.
- ❖ Coordinate and facilitate implementation of continuous improvement initiatives across the company.
- ❖ Maintain a system that complies with the requirements of BS-EN ISO 9001:2015 Quality Management System and to continually improve the effectiveness by annual reviews of the system.
- ❖ Establish a continuous improvement culture and ensure participation at all levels of the company in order to establish quality as a way of life.
- ❖ Meet the statutory and regulatory requirements.
- ❖ Meet the requirements of the Konkola Copper Mines plc stakeholder engagement policy

Konkola Copper Mines Plc (KCM) a subsidiary of Vedanta Resources, signs this policy which is implemented throughout the business. The content and robustness of implementing this policy will be reviewed every two years or when/as need arises and revised accordingly, and will include the sharing of best practices throughout the group.

We have also formulated quality objectives at business unit and/or departmental levels in line with this policy and review performance monthly to ensure ongoing management of business excellence.