



Quality Policy

The management and employees of Acier Leroux, a Russel Metal Division Inc. and the Russel Metals Inc. Quebec Region, as steel and non ferrous products distributors are committed to provide their customers with products and services meeting or exceeding their specific needs. That commitment reflects our quality policy:

Maximize our customers' satisfaction while maintaining our **CEO** priorities:

CEO represents:

Our **C**ustomers:

- Understand their specific needs
- Provide them with products and services that meet their expectations, with quality products delivered on time.

Our **E**mployees:

- Continually improve quality management system and business processes efficiency to enhance the quality of our services.
- Train and empower employees to efficiency.

Our **O**rganization:

- Provide employees working methods updated and dynamic from the experience and knowledge of our staff.
- Communicate efficiently the organization's needs and expectations.
- Ensure that our environment, our physical, human, financial assets and measuring tools are in place to ensure its success.

Annick Cadieux - General Manager, Québec

Sylvie Lacommande - Regional Controller, Québec

Luc Lajoie - Branch Manager, Edmundston

Sylvie Léger Regional Manager Quality control, Québec

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