

Quality policy

We conduct business in five continents, extract raw materials and generate energy, produce and process metals and it is our objective to become the best engineering Company in the world, the world leader in aluminium industry.

The quality management system of the Company establishes unified requirements and principles in the field of quality for all business units and production facilities.

UC RUSAL is guided by the following principles in the field of quality:

1. Customer orientation

- Become a bastion of trust for the existing and future customers.
- Study and understand the current and future needs and expectations of consumers of our products constantly.
- Guarantee the delivery of products in accordance with the relevant requirements.
- Assess and take steps to improve consumer satisfaction with the quality of products and services.

2. Leadership of managers

- Create a positive image of the Company as a supplier.
- Establish objectives for constant improvement and create conditions for achievement thereof.

3. Staff

- Ensure continuous professional development of employees.
- Train employees in application of modern methods and instruments for continuous improvement.
- Engage employees in process improvement and build a quality culture in the Company.
- Improve the employee motivation system.

4. System and process approaches

- Manage interconnected business processes as a system.
- Evaluate process productivity and efficiency for the purposes of improvement thereof.

4. Continuous improvement

- Strive for perfection in everything we do.
- Optimise and standardise all processes using cutting edge technology and instruments of the Production System.
- Provide resources and incentives for continuous improvement.
- Aim efforts at reducing expenses, improving productivity and efficiency of processes.

5. Well-founded decision-making

- Make decisions and act on the basis of actual data analysis of product, process characteristics and Quality Management System status.

6. Mutually beneficial relationships with suppliers

- Form strategic unions and partnerships to ensure participation of suppliers in joint effort aimed at improving the quality of supplied products in order to improve the technology and develop new types of products.
- Increase mutual trust, respect and responsibility for the sake of customer satisfaction and constant process improvement.

Responsibility of the management and dedication of every employee to this Policy are indispensable conditions for the achievement of UC RUSAL objectives.

We undertake to comply with all requirements and constantly increase the efficiency of the quality management system.

Through the success of RUSAL to the prosperity of each of us and the society.

Chief Executive Officer

O. Deripaska

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