

RDH -Scharf's Quality Policy and Mission Statement:

“to be a world class OEM of heavy-duty mining and construction equipment and to achieve success through a shared commitment to meet or exceed our customer’s expectations through teamwork, continuous improvement, and innovation. To achieve our mission, it is essential that we focus on quality in everything we do throughout our organization”.

RDH -Scharf is committed to continually improving processes to improve customer satisfaction by focusing on customer requirements for the design, manufacture, service, and distribution of mining equipment that enhances operator safety, increases production, and reduces operating and maintenance costs.

We are committed to enhancing customer satisfaction and continual improvements as per the context of the organization and support its strategic direction through our Quality Management systems and performance.

This will be achieved by:

- Continual efforts for process and system improvements and value additions
- Developing innovative products and capabilities that meet global standards/regulations
- Upgrading infrastructure to improve productivity and reduce costs
- Improving employee competence and motivation through education and training
- Working with suppliers for mutual benefits
- Delivering quality products and exceptional customer service

We are also committed to comply with the requirements of ISO 9001:2015 and to continually improve the effectiveness of our Quality Management system for the benefit of our customers, shareholders, employees, and all interested parties.

A handwritten signature in black ink, appearing to read "K. Fitzsimmons", is positioned above a horizontal line.

Kevin Fitzsimmons
Managing Director, Sales and Marketing
Date: September 9th, 2019