



ILUKA

Marketing and Quality Policy

Iluka recognises that its success depends on mutually beneficial relationships with customers.

The company aims to be its customers' supplier of choice by providing products of consistent quality that deliver value in use, supported by dependable customer service.

Iluka is endowed with significant mineral resources and recognises that its customers are reliant on the cost effective and sustainable development of its resources for security of supply.

When pricing its products, Iluka will consider customers' competitiveness, shareholder expectations and appropriately valuing scarce resources.

Iluka has a focus on application-based product development to enhance both the value that it brings to its customers and the longer term sustainability of the industries to which it sells.

Iluka is committed to:

- delivering products in accordance with specifications;
- a strong customer focus to promote consistency in the quality of products and customer service;
- working closely with customers to understand their needs and the value in use of its products;
- operating ethically and sustainably in the production and the supply of its products;
- maintaining effective supply chain networks; and
- adhering to Iluka's Quality Management System for the marketing, sales and order processing of mineral sands.

Tom O'Leary

Managing Director

September 2017

