



October 5, 2010

QUALITY POLICY

Firestone Polymers is committed to developing, producing, and marketing the highest quality synthetic rubber products and services.

Our goal is to provide value added, cost competitive products and services that consistently exceed the needs and expectations of our customers.

We will strive to achieve our goal by:

- Utilizing customer-first principles and striving to always understand the perspective of our customers;
- Focusing on quality and customer satisfaction during the design and development of new products;
- Utilizing quality principles and data-based decision making to improve the performance, quality, and value of our products and services;
- Continually improving our quality management system and maintaining certification to an international standard;
- Training teammates to use quality principles in their daily jobs.

Our success will be measured by the overall satisfaction of our customers.

Quality and customer satisfaction are the responsibility of all Firestone Polymers' teammates. By applying these quality philosophies in our daily job duties and working to continually improve our products and processes, we will strengthen our company and align it for long-term success.

Hiroshi Mouri
President & CEO