



Customer Value Creation Policy

We enable a culture that:

- Ensures we prioritise a strong customer focus across the business;
- Promotes, enhances and protects our product brand quality by doing what we say we will do across the business;
- Ensures our Workforce understands and owns their personal impact in the OZ Minerals value chain and the broader contribution we make as a company in delivering modern metals to society;
- Supports only creating saleable products that have a desired provenance and quality by our customers;
- Finds and creates opportunities for waste to be converted to sought after and saleable products;
- Allows customers to trust us at all levels of the business;
- Ensures respectful, fair and long term relationships are created with customers with shared value. We encourage customer relationships beyond sale and purchase where there is strategic value for both;
- Understands the importance of customers and markets in OZ Minerals' s financial and non-financial performance;
- Supports the delivery of performance and cooperation across the assets.

We maintain The OZWay governance and capability to ensure we:

- Maintain a preference for customers and markets that are aligned to our Purpose;
- Stay ahead of the curve in understanding the product needs and direction of our customers and markets;
- Produce products that meet customer and regulatory specifications as they change;
- Have a responsible supply chain right through to product delivery;
- Actively work with our Customers towards eliminating down stream Scope 3 emissions, in line with the global transition to a decarbonised economy;
- Maintain diversification in our customers and markets exists to mitigate threats and create opportunities whilst delivering cashflow to the business;
- Establish accountability at all levels to contribute to our overall business success;
- Collaborate between assets to deliver whole of business outcomes;
- Employ agile decision making in a dynamic market environment with proper use of risk frameworks and assessment.