

# Quality Policy

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**Our Quality Policy is to provide products and services that fully satisfy customer and regulatory requirements.**

Our management team are fully committed to this Policy and take responsibility for ensuring its implementation. In support of this, we have the following Quality Objectives:

- ❖ Provide safe, reliable, quality Products and Services that meet agreed customer and regulatory requirements
- ❖ Customer Satisfaction/Dissatisfaction is monitored and addressed when required
- ❖ Robust, Integrated Management Systems are in place that meet the requirements of internationally recognised standards
- ❖ Plan – Do – Check – Act and Continuous Improvement is deployed throughout the business
- ❖ All employees are trained and competent for the tasks that they perform

To achieve this we will:

- ❖ Work in partnership with employees, unions, contractors, customers, suppliers and regulators to strive for excellent operational performance and stakeholder satisfaction.
- ❖ Emphasise that the quality of its products and services is vital to ensuring the safety of our Customers' operations and reactors.
- ❖ Emphasise the control of change to minimise the risks of product quality excursions, and to ensure that any change has the desired effects on all aspects of the company's activities and performance.
- ❖ Monitor the performance of our fuel component supply chain and work closely with the suppliers to encourage improvement and ensure the quality of their products and services.
- ❖ Meet customer requirements and continually reduce the number of Customer complaints.
- ❖ Have robust systems for audit, inspection, peer evaluation, management review, measurement/analysis of information and actively use the outcome from these for improvements which are implemented/embedded through the site's management system.
- ❖ Have suitable arrangements for document retention and records management.
- ❖ Ensure that our employees are involved in all aspects of improvements within their area of work.
- ❖ Share good practice and learning from experience within and external to Springfields Fuels Limited.
- ❖ Encourage the use of Foreign Material Exclusion best practice.
- ❖ Set standards and expectations for all employees including a requirement that all employees adhere to written procedures and standardised work processes.
- ❖ Communicate the Quality Policy to all employees.

**Mick Gornall**  
**Managing Director**

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*Note: This policy is also available via the website to any interested parties.*