

Quality Management Policy



Certas Energy is committed to its core values of Quality Management, Employee Development, Service Partnership and Customer Satisfaction. This ensures the pursuit and advancement of excellence and to guarantee that we become the preferred supplier of oil products to our customers.

We believe that long-term relationships require a continual commitment to business excellence. This commitment has been integrated into the heart of everything we do and is the key driver for building on our core competencies:

- Distributing products of technical excellence
- Integrity
- Managing & Driving Change
- Service Integration
- Productivity Improvement
- Supply Chain Management

Our customers always come first and our employees share the responsibility to ensure that we meet their requirements. Managers demonstrate commitment to this by personal example.

Our quality management is implemented in a systematic and planned way and we continually review the system to ensure our objectives are met.

Quality Objectives:

- To implement and maintain a quality management system that enables us to deliver the agreed services to our customers as well as maintaining our statutory and regulatory requirements.
- To recognise and develop the potential of our staff to support the delivery of quality services.
- Work closely with our customers and suppliers to achieve business objectives.
- Continuously review and improve our processes and levels of service to be best-in-class.

At Certas Energy we believe quality products and service both come as standard.

Steve Taylor
Managing Director
Certas Energy UK Limited

25/3/19

Date