

Quality Policy

The declared policy of Fuchs Lubricants (UK) plc (the Company) is to secure, retain and develop trade with our customers through commitment to quality and continual improvement in both Product and customer service quality.

Specific action plans are implemented for continual improvement in all our processes and services to reduce cost, minimise waste and to enhance the quality of all our end products and reduce its environmental impact of our operations through the whole supply chain.

Every employee must accept responsibility for the function they perform and contribute to the continual improvement of operations in order to maximise efficiency and our quality to respond to customers.

Health, Safety and Environmental Good Working Practices are utilised both to minimise potential risks to employees and ensure product safety. We have a duty to respect and to protect the environment in all our work practices and especially in formulating environmentally friendly products.

The Company aims to comply with all regulatory, statutory and legal requirements.

In partnership with our customers, potential customers, suppliers and associates, we develop new products and improve the performance and Quality of our existing products to meet or exceed their requirements.

Quality Objectives are established at relevant functions and levels within the Company. When setting objectives consideration is given to corporate objectives, current and future needs, markets served, output from management reviews, current product and process performance and to the levels of satisfaction of all interested parties. These objectives are measurable and reviewed and revised as necessary at monthly intervals: a full review and revision is conducted once per annum. Performance to objective targets is communicated to all relevant personnel within the Company by means of notice boards and regular meetings.

Our aim is to achieve excellence in the Quality of all our services to customers and other stakeholders.

Only as a team, and embracing this policy, will we be able to attain our declared mission and deliver Total Quality Excellence.

This policy is reviewed annually.



Richard Halhead
CEO Fuchs Lubricants (UK) plc

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