

# QUALITY POLICY



Millers Oils Limited is committed to a policy of Quality Manufacturing and service in accordance with customer requirements and our activities as manufacturers of lubricants and fuel treatments.

In order to meet these objectives we have implemented a Quality Management System (QMS) which addresses the requirements of BS EN ISO 9001:2015, the customers philosophy on quality and other other customer requirements. We monitor maintain and continually improve the system by regular audit and review carried out by persons independent of the functions they audit.

The quality objectives of Millers Oils Limited;

- To ensure customer satisfaction by continually providing the specified levels of product quality, technology and service in accordance with agreements
- To refine and develop monitoring system of Key suppliers performance
- To operate a programme of physical inspections to reduce packaging errors year on year.
- To train, coach and mentor employees in enviromental and ealth and safety issues with the aim of creating and maintaining a healthy and incident-free working environment
- To refine and develop production processes to deliver a year-on-year reduction in waste material and energy
- To continually improve infrastructure

The Board of Directors and Quality Forum are responsible for ensuring that the processes needed for the QMS are established, implemented and maintained.

The Company acknowledges the need to train its personnel to enable them to carry out their required tasks in order to provide and maintain a satisfactory lubricant manufacturing facility and level of service to customers. Management and Supervisory staff have authority to make decisions within the scope of their responsibilities.

Quality of products and service is the primary responsibility of all personnel and the requirements of this Quality Management System are mandatory on all Millers Oils personnel. It is therefore their responsibility to work in accordance with the Quality Management System, procedures and instructions.

The Quality Policy is reviewed regularly as part of the Management Review Process. Quality objectives are established and reviewed regularly as part of the Management Review Process.

**Group Chief Executive Officer**

**Managing Director**

Date May 2025