



# Company Quality Policy

**Mission Statement:** Continually strive to improve our service to customers by consistently supplying product conforming to agreed specifications; ensuring prompt delivery in order to continually meet customer needs; ensuring efficient and prompt re-action to customer complaints or requests for support.

FFS Refiner's operations receives a range of used oils, tar and other hydrocarbon streams which it processes through such means as filtration, centrifuging, distillation, hydrogenation and blending, to produce industrial heating fuels. FFS Refiners is also involved the storage and transportation of used and final product oils. It is imperative that high quality products are derived to meet agreed contractual specifications of our customers.

FFS Refiners undertakes to:-

- Provide industrial fuels of consistent quality that are fit for purpose.
- Maintain and continually improve a quality management system based on the ISO9001-2015 Code of Practice.
- Monitor and audit the quality performance of all its operations and activities in order to continually improve the quality of products and service with the overall aim of enhancing customer satisfaction.
- Regularly set and review objectives and targets for improved quality performance at top management meetings.
- Promote quality awareness and responsibility among employees.

A handwritten signature in black ink, appearing to be 'A Canning', written over a horizontal line.

**Mr A Canning**

**Managing Director**