

QUALITY & ENVIRONMENTAL POLICY

It is the Policy of Silgo Lubricants Ltd:

To provide a reliable and efficient service relating to the storage and sale of automotive products, industrial lubricants and special products as listed in the Company literature, whilst conforming to the Company's objectives and statutory, regulatory and safety regulations.

To recognise that its activities have a wide range of environmental implications, and as such, is committed to the protection of the environment by every means commercially practicable, and therefore will pursue a policy aimed at minimising environmental damage and maximising opportunities for environmental enhancement.

To maintain a management system that meets the requirements of ISO 9001:2008 and includes quality system objectives that are regularly reviewed by the management team.


To provide resources that will maintain and improve the management system in order to meet the requirements of its Customers and to enhance Customer Satisfaction.

To establish quality objectives at each relevant and functional level of the business that are appropriate to each functional area, are measurable, will support the Quality Policy and will facilitate the Company's aim to provide a service to its Customers.

To facilitate communication throughout the Company, monitor Customer satisfaction and to continuously monitor the Quality Management System and the Quality Policy in order to improve their suitability and effectiveness

To establish a documented quality system that will allow the Company to fulfil its contractual obligations by:

- (a) Ensuring that all activities that directly affect the quality of service are carried out under controlled conditions
- (b) The continuous monitoring and analysis of quality indicators that provide data to enable continual improvement against the Customer's needs and expectations
- (c) Providing resources, up to date instructions and training to all personnel, together with the promotion of quality awareness.

Signed: 

Managing Director

Date: 17/04/09