

# Caltex Quality Policy

- *Caltex aims to ensure the reliable manufacture and supply of quality products and services to its customers. To achieve this aim Caltex will: **Respect and comply with its product quality commitments** by producing and supplying products that conform to the relevant specifications are fit for purpose and meet contractual and regulatory requirements.*
- **Focus on its customers** by ensuring that its products and services meet or exceed the needs of customers.
- **Achieve operational excellence** through the development, implementation and continual improvement of effective management systems integrating quality, environment, health and safety activities.
- **Seek relevant certification** of its management systems where appropriate to the requirements of the International Quality Standard ISO 9001:2008 or other applicable standards.
- **Continually** audit, control and regularly review its management systems, to ensure they are relevant and contribute to the efficient and reliable operation of the business.
- **Integrate quality objectives into its business plans** by ensuring that individual business units include quality objectives in their business plans to facilitate the meeting of this policy.
- **Hold** employees accountable for maintaining the quality of work in their area and carrying out their duties in accordance with this policy.



**Julian Segal**  
Managing Director & CEO

June 2013