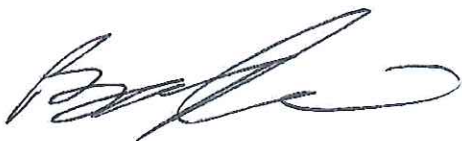




Shell Deer Park Site Quality Policy

Our Quality Policy is to:

- Apply our management system to the way we manage our business, including quality, to meet our commitments.
- Understand the requirements of our customers, and supply products and services that meet customer requirements every time.
- Establish customer satisfaction objectives, measure, review and improve to meet objectives.
- Set performance targets, measure, review and continuously improve.
- Require suppliers to manage quality in line with this policy
- Include quality management and performance in development and assessment of all staff and reward accordingly.


Michelle Robson
Gary P. Sillars

