

## **QUALITY POLICY STATEMENT 2021**

The management of Benchmark UK are dedicated to providing the highest possible standards of quality for its services and products. We are dedicated to maintaining a quality management system which ensures that its services and products meet customer specification within agreed parameters of cost, quality and delivery.

The company defines quality as the conformance of services and products to establish and document requirements derived from Client needs, employee expertise and experience. Systems are open to constant examination and review by all company personnel and approved third parties enabling observations to be made and incorporated, which provide for continuous improvement.

The company is proud of its good reputation for responsible practices and dedicated Client care, which are a result of the company's ethical culture, skilled committed staff, and quality control over its services and products. It is the company's policy to seek to operate to these standards continuously and to implement and operate fully the BS EN ISO 9001:2015 quality assurance standard through registration and annual review.

Suppliers to the company will be actively encouraged to improve the quality and reliability of their services and products.

The company complies with all legislation relevant to its particular industry sector together with the Health and Safety at Work Act 1974.

Benchmark UK has identified the need to pursue responsible policies towards the community and that the interests of industry will not be served at the expense of the environment.

It is the company's belief that, in applying these Standards, policies and procedures it will be able to operate to the requirements of its Clients and industry accordingly.

Benchmark is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and responsibility to the communities within which we operate.

Our vision is to exceed customer expectations for quality, safety, sustainability, cost, delivery and value. Additionally, we are dedicated to creating a profitable business culture that is based on the following principles.

### **OUR PEOPLE**

Benchmark is committed to equality in employment opportunity and rewards, embracing inclusion and diversity within the communities we call home.

Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. Benchmark is committed to:

1. Creating and nurturing an environment of success based on honesty and integrity;
2. Equitable sharing in the success of the company;
3. Empowerment through training and communication;
4. Individual growth and equal opportunity;
5. Designing and providing a safe and secure work environment.

### **OUR CLIENTS**

Client's needs are paramount and represent the highest quality priority within our business. Our obligation is to proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations.

Benchmark is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behaviour in our employees and suppliers. We support the conservation of the physical environment and the prevention of pollution at our facilities. We proactively comply with all applicable safety, environmental, legal and regulatory requirements to which we subscribe.

## OUR QUALITY

Benchmark is committed to achieving competitive excellence and providing our customers with products and services designed, produced and maintained to meet or exceed their expectations by:

1. Complying with all customer, statutory and regulatory requirements;
2. Enabling employees to achieve business and professional goals;
3. Continually improving our processes via our QMS;
4. Extending our QMS practices throughout our Supply Chain.

Beginning with a clear definition of customers' expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavour to provide processes that ensure we achieve this in order to build a robust and world class business.

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Signed on Behalf of the Company:

*Martin Heaney*

(Managing Director)

Date:

05/02/2021

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