

1. POLICY STATEMENT

Right product, on time, as planned.

It is the policy of the management of Benmax to provide superior customer service through the use of quality materials and the provision of quality workmanship with reliable and cost-effective delivery. The Benmax Management System (MAX) is in place to ensure that this objective can be met.

The nature of the services offered by Benmax places particular emphasis upon experience, workmanship, capability and quality. The company attaches major importance to competition based on quality and a high degree of customer satisfaction ensuring repeat business.

The philosophy in adopting the quality approach is to offer a consistent, logical approach to our business ensuring that it is practiced in our every-day activities while having due regard for the minimisation of risk and the maximisation of opportunities presented to the business. The quality approach to our business has the support of our Directors, management and all of our employees.

As part of the commitment to continually improve quality, Benmax places special emphasis on its employees, and fulfilling client requirements. Legislative requirements, Company policy and procedures are documented and reflect the minimum standards that Benmax expects in providing its services – they are paramount to our client's satisfaction and our continued success.

2. BENMAX WILL

To enact this policy, Benmax will:

- Review our quality performance six-monthly at Board level to ensure that suitable resources are being applied to the achievement of quality objectives
- Ensure that we have a clear understanding of the level of quality expected by clients
- Provide training for all employees on the procedures relevant to their roles
- Communicate with employees on the achievement of quality objectives

3. EMPLOYEES WILL

To enact this policy, it is expected that employees will:

- Follow Benmax quality-related procedures and guidelines for the tasks they undertake
- Be conscious of the importance of maintaining the reputation of Benmax in the marketplace, and the importance of their contribution to upholding that reputation
- Freely contribute their ideas for improving Benmax quality procedures and quality outcomes

AUTHORISED AND SIGNED BY:

MANAGING DIRECTOR