

QUALITY POLICY

The continuing policy of Brenmar is to provide a professional and efficient service to meet all of the agreed requirements of our customers. This will result in securing regular business and the enhancement of long term profitability. We are committed through the operation of our Quality Management System to achieving the client's requirements in full each and every time.

We, as Top Management, bear the responsibility for establishing, maintaining and implementing the systems that control all our particular activities and we undertake to ensure that, through instruction, practical example and training, quality is the aim of all members of the organisation. We will ensure that each employee has a proper understanding of the importance of the quality system function and its direct relevance to the success of the organisation. Together, we are committed to ensuring that our services meet and even exceed customer, supplier and stakeholder expectations while meeting all applicable standards together with national and international requirements.

Equally, each of our employees is responsible for, and will be trained to perform, the duties required by his or her specific role. Furthermore, the organisation will ensure that any sub-contractors employed for a particular function will meet specified requirements and will accept the responsibility for their work.

We have a policy of continual improvement, in line with the conditions laid down in ISO 9001:2015. Our Quality Management System will be monitored regularly under our ultimate responsibility with regular reporting of its status and effectiveness at all levels.

We hereby certify that our Quality Management System accurately describes how we meet the requirements of our customers within our organisation, while also meeting the requirements of ISO 9001:2015.

Signed



Mark Harvey
Partner

October 2020

QUALITY OBJECTIVES

- Maintain steady growth by strengthening existing customer relationships, embracing industry change and remaining flexible to our customers' requirements.
- Improve efficiency by encouraging personnel at all levels of the business to adopt a 'right first time' approach to their work.
- Act upon customer feedback and suggestions to constantly improve the way we deliver our customers requirements and exceed their expectations.
- Review our quality management procedures and objectives at regular intervals to ensure their suitability and effectiveness.

Signed



Mark Harvey
July 2020