

R. Benson

ESTABLISHED 1991

MISSION STATEMENT

R. Benson Property Maintenance Ltd (RBPML) is a UK based company that provides building refurbishment and building maintenance services to its Customers. These services are delivered on-site by qualified, appropriately supervised trade's people.

RBPML mission is to be an industry leader in the supply of professional building refurbishment and building maintenance services. This will be achieved through commitment to a programme of investment, both in people and technology, focused on delivering service excellence.

The scope of services currently provided is covered within our Business Management System both in hard copy and on the Company Intranet (S Drive), reference section 3.0 BMS

RBPML services as a whole comply with the requirements of the British Standard Business Management System ISO 9001(Quality) and ISO1400(Environment) and all other appropriate British / European Standards.

The company's primary business objective is its commitment to achieving measurable excellence in quality and service. The company believes that only excellent service provision, combined with a consistently high standard of Customer, Consumer and Key Stakeholder attention achieved through the management team's commitment to the following principles can secure a long term and profitable future. We will achieve this by,

- Continual improvement
- Pro-active provision and management of resources
- Focus on Customers, Consumers and their satisfaction
- Focus on all other Stakeholders
- Best all-round communications

RBPML has established and maintains effective business, management and administration systems. This approach is designed to ensure compliance with all relevant Customer, Statutory and Regulatory requirements. The Company's policies, supporting processes, Customer requirements and requirements relating to all other Stakeholders are communicated in the appropriate ways to Company employees and otherwise retained representatives.

The documented Business Management System describes how the system is operated. Adherence to these procedures by all the company's employees and relevant representatives is a mandatory requirement. This ensures that the company's business / quality and environmental objectives are determined and that means are put in place to enable their achievement. Means of monitoring, measuring and analysis of our progress towards achieving the objectives are also determined and implemented. This means that we obtain the necessary

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feedback so that we can and do review progress and make changes or refine our objectives and the system, as necessary, to ensure it continues to be useful and meaningful.

The processes required for the company's day-to-day effectiveness, efficiency and continual improvement in the way that it does things are identified within the Business Management System. The Company's performance in carrying out these processes along with the performance of the output from these processes is reviewed periodically by Senior Management and the results of this review recorded.

The Quality Manager is directly responsible to the Directors and is the appointed Management Representative delegated with his full support and authority to develop, maintain and ensure the continual improvement of the company's systems. Refer to the Organisation Chart to identify the person currently identified as the Quality Manager.

The Quality Manager has the necessary freedom to identify all relevant problems and to recommend, initiate and provide solutions. They are responsible for periodic audits of the system in all relevant aspects, reporting the findings to the Directors.

Every Employee is responsible for compliance with those requirements in the Business Management System that relate specifically to his / her responsibilities and duties.

The Directors are responsible for ensuring that appropriate preventive and / or corrective actions and / or pro-active improvement actions are taken.

In order to realise this policy and its aims, the Company will set objectives and targets and will review these and our performance against them, in the context also of changes in the industry, the company and the operating environment.

