



WH BENCE (COACHWORKS) LTD

QUALITY AND ENVIRONMENTAL ASSURANCE POLICY

At WH Bence we are committed to delivering the very best in coachbuilding solutions. Our people, our operating processes and our commitment to customer service help set us apart. We recognise that long-term relationships with our clients are built on responsiveness, flexibility, trust and a consistent service.

To support this commitment to our clients we will operate, maintain and continuously improve our service in all areas. To achieve this, we have adopted ISO9001:2015 and ISO14001:2015. We have implemented an integrated management system and will undertake to identify and comply with relevant legislation and regulations.

The Company aims to identify our areas of significant impact through a process of review and apply necessary controls to minimise these effects. This forms the basis of our commitment to the protection of the environment including prevention of pollution and enables us to identify other effects specific to the context of our Company. We have established top level objectives in order to monitor and measure the efficiency of our company. The basis of our system is to give our clients confidence of a controlled approach to the delivery of services.

We constantly review our implemented systems and procedures and encourage our people to recommend changes and alternative solutions to our Board of Directors. Our continuous improvement will be driven by the needs of our clients and the ongoing support from our approved suppliers and sub-contractors.

Our people are fully aware of our quality and environmental assurance policy and that the procedures within the management system are mandatory.

This Policy is reviewed annually within our Management Processes.

JAMES BROWN
CHAIRMAN

OLIVER BROWN
MANAGING DIRECTOR

5 April 2023