

BENCHMARK HOLDINGS, LLC

MANAGEMENT SYSTEM & QUALITY POLICY

The top management of Benchmark Holdings, LLC (BMH), representing Benchmark International, LLC (BMI) and Benchmark Consulting and Inspection, LLC (BCI), collectively referred to as “Benchmark,” is committed to maintaining an effective management system that supports the delivery of high-quality product certification, third-party inspection, and laboratory testing products and services.

Benchmark’s management system and quality policy apply to activities performed within the scope of accreditation under ISO/IEC 17065, ISO/IEC 17020, ISO/IEC 17025, and JAS Law, as applicable. Through this management system, Benchmark seeks to ensure that its services meet customer requirements, conform to applicable standards and accreditation requirements, produce reliable and scientifically valid results, and support continual improvement.

To guide these efforts, top management has established the following quality objectives:

- **Quality Objective 1 – Deliver Reliable Products and Services that Meet Customer Needs**

Benchmark is committed to delivering product certification, third-party inspection, and laboratory testing services that meet customer requirements and the highest standards of professional practice.

- **Quality Objective 2 – Produce Defensible and Scientifically Valid Results**

Benchmark strives to ensure that its activities produce data, findings, reports, and service outcomes that are defensible, scientifically valid, of known quality, and suitable for use with confidence by customers and end users.

- **Quality Objective 3 – Maintain Compliance with Accreditation Requirements**

Benchmark is committed to meeting the applicable requirements of ISO/IEC 17065, ISO/IEC 17020, ISO/IEC 17025, JAS Law, and relevant accreditation body standards.

- **Quality Objective 4 – Continually Improve the Management System**

Benchmark is committed to continually improving the effectiveness of its management system to support consistent quality, reliable service delivery, and customer confidence.

To support these objectives, top management has established the following quality commitments:

1. Independence, Integrity, and Impartiality

Benchmark operates under the principles of third-party independence, including integrity, objectivity, excellence, confidentiality, safety, and impartiality. These principles are defined or referenced in Benchmark’s quality management system and the Impartiality Policy (OP-015b).

2. Customer and Standards-Based Requirements

Benchmark conducts its activities in accordance with customer requirements and applies appropriate versions of recognized standards, methods, procedures, and other applicable normative documents.

For laboratory testing and related reporting activities, Benchmark applies procedures that provide for appropriate traceability of measurements and observations.

3. Resources, Equipment, and Data Integrity

Benchmark implements procedures and controls to support the procurement and use of appropriate resources and equipment.



Benchmark also applies appropriate equipment maintenance and calibration practices to preserve and support the accuracy and integrity of data generated through its activities.

4. *Sample Identification, Handling, and Protection*

Where sampling or testing activities are performed, Benchmark applies methods and procedures for sample identification, handling, storage, and preparation of test specimens.

These activities are carried out to satisfy applicable test prerequisites and to help ensure that sample integrity is retained and that sample loss, contamination, damage, or deterioration is prevented.

5. *Control of Outsourced Activities*

Where Benchmark uses subcontractors to support product certification, third-party inspection, or laboratory test products and services, Benchmark applies appropriate controls to help ensure that applicable customer, statutory, regulatory, and accreditation-related requirements are satisfied.

6. *Customer Feedback and Continual Improvement*

Benchmark solicits feedback from customers using formal and informal methods. Customer feedback helps Benchmark manage customer satisfaction and evaluate whether its products and services continue to meet the evolving needs of customers and other stakeholders.

Benchmark uses its management system to support continual improvement and to maintain the quality and reliability of the products and services it provides.

7. *Personnel Responsibility and Awareness*

Benchmark personnel involved in the delivery of product certification, third-party inspection, or laboratory test products and services are responsible for understanding and applying the Benchmark quality management system policies and procedures relevant to their work.

Benchmark top management is responsible for ensuring that personnel understand the importance of their activities and how their work contributes to achieving Benchmark's quality management system objectives.