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## ISO 9001 & ISO 14001 Certifications

### International Standards Organization

#### What is ISO?

ISO is the International Standards Organization; they are a worldwide federation of national standards. Bentley Prince Street has been ISO 9001 & ISO 14001 certified by BSI Management Systems.

#### What does ISO 9001 mean to Bentley Prince Street?

ISO 9001: This is our Quality Management System; it includes our Quality Policy, procedures, work instructions and records. This Quality Management System (QMS) ensures that we follow guidelines for performing our responsibilities and record keeping in order to provide continuous improvement.

#### Our Quality Policy:

Bentley Prince Street, Inc. is committed to meet or exceed customers' requirements and to provide continuous improvement to our processes. At Bentley Prince Street, Inc., quality is paramount in all we do.

#### Our Company Goals:

- Improve first time through
- Improve ship on time
- Eliminate process waste variances
- Reduce external & internal off quality
- Maintain ISO certification

#### What is ISO 14001 and what does it mean to Bentley Prince Street?

ISO 14001 is our Environmental Management System (EMS); it consists of related organization policies, procedures, resources and records for environmental management at Bentley Prince Street.

ISO 14001 is about developing and implementing an environmental management system with policy and objectives that take into account legal requirements and reduce significant environmental aspects.

#### Our Environmental Policy:

Bentley Prince Street, Inc. is committed to environmental excellence and to become a restorative company.

#### Bentley Prince Street, Inc. will continually:

- Improve our Environmental Management System
- Promote waste elimination and pollution prevention
- Meet or exceed applicable environmental laws and regulations
- Establish environmental goals and objectives to support our sustainability mission
- Communicate our environmental policy to our internal & external communities

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#### Why are we certified?

We are committed to continuously improve operational procedures and to promote those programs that positively impact the safety and well-being of our associates and protect the natural environment in and around our workplaces. Our customers have come to recognize Bentley Prince Street for quality, service and leadership in sustainability.

ISO 9001 & 14001 are a way for us to continue to provide our customers with the best product possible. This standard does not only apply to our carpet, but our entire company, including production, design, environment and customer care from start to finish.

#### What is the certification process?

The ISO certification process includes creating written procedures for every step of the manufacturing process including production not directly related to manufacturing, such as customer care. Another step in the checks and balances are internal audits. These are a way for us to ensure that we are following our own quality and environmental procedures that then translate to quality and environmentally friendly products for our customers.

Internal audits ensure the effectiveness of the quality and environmental systems by evaluating and reporting their implementation, effectiveness, and to use management as a basis for control and improvement. These quality and environmental system internal audits will be conducted at least twice a year. The team of internal auditors must be trained and audited to ensure the correct procedure is taking place. Records of internal audits will be kept at Bentley Prince Street.

#### Who is the registrar?

BSI Management Systems is the company that audits us to ensure we have properly followed all of the procedures and standards set forth by ISO 9001 and ISO 14001. BSI Management Systems is the North and South American hub of BSI, the world's leading international standards, testing, registration and certification organization.

Founded in 1901, BSI has issued more than 35,500 registrations in over 90 countries. As the world's first national standards body, and a founding member of the International Organization for Standardization (ISO), BSI facilitated and published the first commercial standards to address quality management systems, environmental management systems, occupational health and safety management systems, and project management.



ISO 9001:2000  
FM 99208



ISO 14001  
EMS 99211