



## **QUALITY POLICY**

Gristwood and Toms has a policy to continue to supply products and services to our customer's satisfaction and to ensure that internal operational procedures are suitable for this purpose. This statement applies to our scope "All Arboricultural operations in highways, housing, parks, schools and other public places together with tree surveying and new tree planting and maintenance".

We review our systems, processes and workmanship to ensure that we comply with requirements, that continual improvement measures are implemented, that competence is maintained. This is achieved through the implementation of defined processes that are regularly monitored and reviewed for its continued effectiveness as well as for continual improvement.

Objectives, having been established, are regularly reviewed at the Annual Management Review Meeting to ensure compliance and continuing suitability. All employees are encouraged to participate in the improvement to and maintenance of the systems in place and to assist with achievement of the objectives. They are given training, instruction and guidance to ensure that they fully understand their roles within it, the directive's set by it and the competence expected. Our employees are informed of the Quality Policy at induction and also through annual appraisals.

Our work is carried out in accordance with all relevant standards (eg BS3998) and industry best practices. The quality systems are provided to meet the requirements of BS EN ISO 9001 and may be modified to suit other National/International Standards, including the client's specifications. They will in no way however negate the minimum requirements. This Quality Policy is reviewed on a regular basis to ensure continuing suitability.