



## QUALITY POLICY

It is the policy of Nurture Landscapes Group to satisfy the needs and expectations of its Customers, to comply with applicable statutory and regulatory requirements and to ensure the continual improvement of our overall performance.

Our vision is;

*“To be the most respected and nurturing landscaping company in the UK as considered by our clients, our employees and as important in our actions affecting the environment in which we work”.*

To assist us to achieve our vision we have a mission statement (STRIM) and set of values (GROWS).

Our senior management team have implemented a quality management system, QMS which satisfies the requirement of ISO 9001:2015 and is presented as an Integrated Management System, IMS along with ISO 14001:2015 and OHSAS 18001:2007. Our values have also been implemented and embedded into our IMS to enable us to satisfy our client’s requirements through our employees to enhance and continually improve our levels of customer satisfaction and quality performance.

Adherence to this Quality Policy involves all of the Company's activities, products and services, and their effects.

We shall ensure that:

- Risks associated with customer requirements are identified and mitigated.
- The processes of our operations are regularly reviewed to ensure efficiency and business profitability.
- This Quality Policy is understood, implemented and maintained at all levels within the company.
- This Quality Policy is the basis for the setting and publication of our quality objectives which will ensure that a structured and consistent approach to business is maintained. The objectives will be reviewed at least annually.
- This Quality Policy is communicated to all employees.
- This Quality Policy is publicly available.

The Directors have the ultimate responsibility for the effective operation of the QMS and ensuring a commitment to its continual improvement.

This quality policy will be reviewed at least annually and revised as necessary to reflect changes to the business services and shareholder requirements. Any changes to the policy will be brought to the attention of all employees and other interested parties.

Signed: 

Date: 1<sup>st</sup> January 2020

Name: Peter Fane

Position: Managing Director