



## QUALITY POLICY STATEMENT

Simply Tree Services Ltd is fully committed to the provision of a quality service that meets client requirements and expectations.

We fully recognise the importance of achieving good standards of quality management, quality control and the impact this has on the effectiveness of our business. We also recognise the need to continually improve the business, provide a framework for setting and reviewing objectives and measurable targets.

We will maintain a quality management system in accordance with the international standard BS EN ISO 9001:2015 Quality Management Systems.

We expect every employee to strive to achieve and maintain the highest standards of quality performance at all times and to comply fully with the provisions laid down in this Policy, the Business Management System and the Company's quality arrangements.

Management will:

- Monitor and measure the effectiveness of our business processes and company objectives through our Management Reviews and Internal Audit Processes.
- Measure and monitor customer satisfaction.
- Set objectives for continual improvement, seek to exceed existing standards, and ensure we keep accreditations.
- Analyse the causes of any complaints and take appropriate action to prevent recurrence.
- Ensure the availability and competence of resources for meeting the requirements of this Policy.
- Provide the necessary infrastructure and work environment to ensure compliance with the Business Management System.
- Encourage all employees to identify problems and make suggestions to improve all aspects of our working practices. These will be considered by senior management and actions taken and communicated as appropriate.
- Ensure that all employees are aware of this Quality Policy and the requirements of our Business Management System.
- Ensure that the Company complies with all contractual, regulatory, legal and other requirements applicable to the business.

We are constantly striving to improve the quality of our operations and product. We recognise that the success of this Policy depends on the combined efforts of all individuals and to this end will fully support any individual encountering difficulties implementing the Business Management System. This Policy will be reviewed by senior management annually or sooner.

Signed on behalf of the company

A handwritten signature in black ink, appearing to read 'Llewellyn John', is written over a horizontal line.

Llewellyn John – Managing Director