



Quality Policy Statement of Intent

It is the primary aim of **Christopher Hoare Tree Services Limited** (CHTS Ltd) to achieve a high level of customer satisfaction at all times. We will achieve this by providing both high quality products and services that fully meet the requirements of our customers.

The Senior management team is committed to the implementation of Integrated Management Systems which are essential to realising that goal.

The company is externally assessed by a UKAS accredited certification body to the BS EN ISO 9001:2015 standard. The company is also committed to maintaining accreditation of National Highway Sector Scheme 18 and all quality requirements associated with this will be met.

CHTS Ltd believes in the principle of client and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

The quality policy will be achieved by:

1. Ensuring that we fully identify and meet the **expectations** of our customers.
2. Reviewing our service provision and identifying the potential for **improvement**.
3. Supporting everyone's **understanding** of our quality aims and objectives.
4. **Supporting** all staff in doing their job and getting it right first time through a positive workplace culture.

To ensure that the policy is successfully implemented, all staff will be collectively responsible for identifying customer requirements and ensuring that the correct procedures are followed to meet those requirements.

Measurable **Quality Objectives** have been agreed by senior management to promote continual improvement in line with the spirit of the policy. These objectives are reviewed at the Annual Management Review.

Within this Policy we are committed to operating our Company under the disciplines and control of an Integrated Management System conforming to ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018.

CHTS Ltd will actively monitor, review and seek the improvement of our products and services to ensure tasks are completed in the most cost effective and timely manner to the satisfaction of all our customers.

We shall ensure that all our personnel understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

Managing Director

Date: 25-02-21

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