



Christopher Hoare Tree Services Ltd

Arboricultural Contracting & Consultancy

Quality Policy Statement of Intent

It is the policy of **Christopher Hoare Tree Services Ltd** (the business) to be an effective and efficient business which integrates quality assurance, health and safety, and environmental management throughout all that it does. To this end the business follows the quality assurance principles & standards set out in ISO9001:2015.

Our Quality Policy is defined and driven by the following management principles and behaviours:

- **Focussing** on our customers' requirements and seeking to deliver a consistently high quality service.
- **Building** a mutually profitable relationships with our customers & clients ensuring their long-term success, through the understanding of their needs and the needs of their customers as well.
- **Committing** to providing a high quality service delivered on time and meeting our clients' requirements.
- **Ensuring** that we systematically research and use best practices at all levels to ensure reliable risk management & service provision.
- **Continually** seeking ways in which to improve our services and how we use our resources.

This is achieved by:

- **Developing** a comprehensive quality management system, processes, and procedures specific to the context of the business.
- **Ensuring** that top management are committed to the quality management system and lead by example.
- **Inspiring** all employees and sub-contractors to meet and exceed our quality objectives.
- **Committing** resources to the continual development and improvement of the business.

The policy is implemented by:

- **Developing** staff competencies, creativity, empowerment, and accountability in driving and complying with the quality management system.
- **Instigating** development programs which show a strong management involvement and commitment to improving service delivery.
- **Providing** adequate financial, personnel and time resources to implement the quality management system.
- **Actively** monitoring and checking workplace and system compliance.
- **Systematically** reviewing, auditing, and reporting on the quality management system.

This policy has immediate effect and replaces all previous versions. This policy will be amended as necessary and reviewed annually.

Managing Director: 

Date: 08/05/24

Document Ref & Vs	IMP003 Quality Policy Statement V5		Status	ISSUED
Owner:	Christopher Hoare	NOT CONTROLLED WHEN PRINTED	Date	26/02/19