

Quality Policy Statement

Tilbrooks Landscape Ltd provides Landscape Services, including soft and hard landscape construction, landscape and external property maintenance and winter gritting and snow clearance.

Our aim is to provide to our customers a performance and service comparable with the highest quality in our field, conforming to specified requirements, at least COST and in the SHORTEST TIME by the adoption of the RIGHT FIRST TIME principle.

Key elements of our philosophy are:

- to exceed our customers' expectations by ensuring appropriate two-way communications are maintained to enable us to fully understand and fulfil their requirements;
- setting measurable targets to monitor our achievement toward pre-determined objectives;
- to evaluate our performance against these targets to identify progress;
- to provide appropriate resources and a suitable working environment;
- to monitor, audit and review our systems to identify areas to continually improve performance.

To accomplish this objective, Tilbrooks has established, documented, implemented and maintains an effective Quality Management System within its Integrated Management System (IMS).

Ultimate responsibility for the achievement of this objective rests with the Managing Director supported by Directors and Managers with the responsibility and authority to implement company policies. The Commercial Director is responsible for monitoring all aspects of the operation of this policy.

Tilbrooks recognise that their staff are the single most important resource in the achievement of this policy and so we encourage a positive and open culture by providing development and training and an atmosphere where two-way communications thrive.

This quality policy is reviewed annually or as required by changing circumstances, in order to ensure its continuing suitability.

Signed:

Gary Tilbrook
Managing Director