

QUALITY POLICY STATEMENT

Our vision is to be the UK's finest horticultural solutions company and aim to deliver five key promises to our customers:

- Provide reliable service from dedicated customer delivery representatives who understand their customer's needs.
- Give a rapid response to customer queries, problems or emergencies.
- Give customers professional advice on the most appropriate product or service.
- Communicate clearly, giving feedback & making recommendations.
- Provide clear & accurate invoices.

Our goal is to promote a positive culture by delivering consistently high-quality service to our customers. In doing so, we commit to provide the resources and environment to meet both our obligations and aspirations to demonstrate we are the experts in horticultural solutions.

We have a Quality Management System ("QMS") to provide assurance to our customers and both confidence and guidance to our colleagues. The key elements of this system lay out:

- All colleagues must adhere to their key quality responsibilities, regardless of function, location, or level within the organisation.
- The processes by which we carry out our work from taking an enquiry from a customer, to providing the service agreed and collecting payment.
- The standards of behaviour we expect from our colleagues and managers in working to these processes and delivering these services.
- The reporting, reviewing, auditing and actioning of our compliance and performance to these standards and processes.
- The technical training and competence required from our colleagues to deliver outstanding service safely and consistently to our customers.

As part of our quality commitment, we are working in line with the ISO 9001:2015 Quality Standard that we have in place as part of our own set of operating procedures. These objectives are achieved through:

- Conformance to internal operating procedures with on-going performance analysis of quality related activities and management review meetings.
- Comprehensive scheduled internal audit reviews by professionally trained internal auditors.
- Adopting and driving best practice through continuous improvement of services and products offered.
- Regular communication to all colleagues on customer care and quality matters.

Signed:



Phill Wood – Area Managing Director
Date: 8th November 2023