



## QUALITY POLICY

It is the policy of Nurture Landscapes Group to satisfy the needs and expectations of its Clients to comply with applicable statutory and regulatory requirements and to ensure the continual improvement of our overall performance.

### **Our vision is;**

“To be the UK’s leading green service provider achieving Net Zero by 2030”.

### **Our Mission is;**

“To deliver sustainable, industry green services and nurture lasting relationships with our clients, colleagues and supply partners”.

Our senior management team have implemented a quality management system, QMS which satisfies the requirement of ISO 9001:2015 and is presented as an Integrated Management System, IMS along with ISO 14001:2015, ISO45001:2018 and ISO 50001:2018. Our values have also been implemented and embedded into our IMS to enable us to satisfy our client’s requirements and to enhance and continually improve our levels of customer satisfaction and quality performance.

We shall ensure that:

- Risks associated with customer requirements are identified and mitigated.
- The processes by which we operate are regularly reviewed to ensure efficiency and business profitability.
- This Quality Policy is understood, implemented and maintained at all levels within the company.
- This Quality Policy is the basis for the setting and publication of our quality objectives which will ensure that a structured and consistent approach to business is maintained. The objectives will be reviewed at least annually.
- This Quality Policy is communicated to all colleagues.
- This Quality Policy is publicly available.

The Executive Leadership Team (ELT) have the ultimate responsibility for the effective operation of the QMS and ensuring a commitment to its continual improvement.

This quality policy will be reviewed at least annually and revised as necessary to reflect changes to the business services and shareholder requirements. Any changes to the policy will be brought to the attention of all colleagues and other interested parties.

Signed:

Date: 2nd October 2023

Name: Gareth Kirkwood

Position: Chief Executive Officer