

# Quality Policy

## Introduction

Claphams Landscape Services Limited prides itself on producing a quality service to its clients and is able to offer a truly complete service covering all aspects of landscaping and grounds maintenance. Claphams particularly specialize in providing a high level of maintenance to Corporate Headquarters, Retail and Business Parks; tailoring our service to suit our clients requirements. In addition we provide a landscape implementation service on new developments, working for the main contractor or direct for the developer. The business operates a Quality Management System that conforms to ISO 9001:2008, which means that it is committed to continual improvement and particularly the enhancement of customer satisfaction.

Claphams has a continuing commitment to the following

1. As one might expect from a landscaping service, the business has a commitment to the environment and so it seeks to minimize the impacts it makes upon it through the development of an environmental management system.
2. Continual improvement and effectiveness of its Quality Management System.
3. To establish a framework for the introduction, establishment and review of business objectives that has measurable targets.
4. That the Quality Management System, including this policy statement be communicated and understood throughout the business.
5. And that this Policy is reviewed for its continual suitability.
6. Organization complies with all English and EU legislation and regulations specifically related to its business activities.

Signed by:



Mr. P. Harper. Director of Claphams Landscape Services Limited

Date:

3-7-15