



Quality Policy Statement

Frosts Landscape Construction Ltd is committed to excellence in all aspects of our undertaking, including our management and control of the quality of the services we provide to clients.

Our policy is to uphold the following quality-related principles:

- Ensuring that management and employees (and those under our control) are aware of our commitment to meeting clients' expectations and requirements.
- Reviewing client feedback to identify areas and opportunities for improvement.
- Understanding the needs and expectations of our clients.
- Providing and calibrating suitable work equipment as necessary.
- Investigating and reducing the causes of complaints.
- Striving for zero defects in the services we provide.
- Ensuring zero ethical breaches in our business operations.

We will develop, record, and track quality-related objectives to support continuous improvement in our quality performance. To measure our success in achieving these principles, we will conduct internal audits to assess the implementation, delivery, and effectiveness of our management system.

Through effective communication and ensuring the competence of our employees (and those under our control), we aim to raise awareness of the importance of quality in sustaining the business.

We will conduct management reviews at appropriate intervals to ensure we provide a professional, responsive, and reliable service to clients; encouraging clients to provide feedback on the services they receive from us.

We will inform our employees (and those under our control) of their quality-related responsibilities, providing them with adequate quality-related information and training to ensure they are competent in their responsibilities.

We are committed to working with our suppliers and subcontractors to maintain the highest quality standards.

We will maintain and implement a documented management system conforming to the requirements of BS EN ISO 9001:2015, Quality Management Systems - Requirements.

We will provide sufficient resources to ensure this policy is effectively implemented.

We will periodically review and revise this policy statement as necessary to ensure its continued appropriateness and effectiveness to meet our managerial and operational needs.

Approval and Authorisation

This policy statement is approved. It replaces the previous version with immediate effect.

A handwritten signature in black ink, appearing to read 'Alistair Bayford'.

Alistair Bayford
Managing Director

Reviewed 3 January 2025