



## Quality Policy

This policy sets out our quality vision, objectives and how we aim to achieve them.

As a hub for a broad range of wood-related activities, our **vision** is for the TreeStation to be recognised as excellent in all aspects of our business; and as a quality leader in the arboriculture, woodland management, timber and wood fuel sectors.

We intend to achieve this by delivering services and supplying products of a reliable quality; and by consistently meeting our customers' needs and expectations.

As part of this vision, the TreeStation's **objectives** are for our customers to:

- purchase our products and services with the **confidence** that they will be delivered to a high standard of quality;
- enjoy a **straightforward** and uncomplicated transaction, and be **satisfied** with their purchase and interaction with us from start to finish;
- be able to raise any issue that may arise, with the understanding it will be swiftly **resolved**;
- know that we are committed to **continuously improving** our quality and operate in line with our ethics policy

In practice, these objectives are achieved through:

- pursuing and achieving relevant certifications and accreditation which provide confidence and guarantees through an independent external assessment;
- ongoing review and improvement of our management and production processes;
- compliance with relevant regulations and legal requirements;
- membership of the relevant bodies providing expertise in our industry, to keep up to date with technical and regulatory developments;
- valuing our customers' opinions, and actively soliciting customer feedback so that we can identify areas in which we can improve;
- recording and resolving of customer complaints and resulting actions, to avoid repeating mistakes;
- continually developing the expertise, professionalism and integrity of our people

The executive team is committed to investing appropriate **resources** into the ongoing improvement of our quality, and to creating a caring environment that encourages all our employees and collaborators to cooperate in achieving our vision and delivering our objectives.

Date: 01/09/2014

Signed:

*Phil Benn, on behalf of the board*