



**NEWMAN
LANDSCAPES**
Commercial Ground Maintenance

QUALITY POLICY

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

Our senior management team have implemented a Quality Management System (QMS) which satisfies the requirement of ISO 9001:2015 on quality management and ISO 14001 on environmental management, presented as an Integrated Management System (IMS). Our values have also been implemented and embedded into our IMS to enable us to satisfy our customer requirements through our employees and continually improve our levels of customer satisfaction and quality performance.

Adherence to this Quality Policy involves all the Company's activities, products and services, and their effects.

Our customer assurance standard can be described as follows:

- Comply with the requirements of each of our commissioners to a recognised industry standard
- Identify risks and opportunities, and mitigate these risks
- Ensure all processes and procedures are planned
- Have a process for ensuring continuous improvement
- Focus on quality as an objective
- Seek to reduce costs for Clients and our Organisation
- Provide and maintain a professionally trained and competent workforce
- Involve all sides of industry in scheme ownership within a partnership framework
- Provide the basis for the technical knowledge and experience that Certification Body auditors use in the sector concerned
- Promote confidence in quality management systems through provision of a robust transparent system

The Directors 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 requirements. Any changes to the policy will be brought to the attention of all employees and other interested parties.

David Newman
Managing Director

Date: - 5th January 2024
Review: - 4th January 2025