

QUALITY POLICY

- 1 It is company policy, and that of all staff within Glendale Managed Services, to provide our customers with a broad range of services across a variety of disciplines with professionalism and pride. This includes specialist grounds maintenance and management, arboriculture, tree relocation, landscaping, countryside management, green waste and composting.
- 2 Our purpose is to ensure that all our customers are provided with a quality service as measured against an externally recognised quality standard. Glendale Managed Services has therefore established and implemented a Quality Management System (QMS) based upon the requirements of ISO 9001:2015 and National Highway Sector Scheme 18 (NHSS 18).
- 3 Our QMS plays a crucial role in delivering operations that satisfy our customers' requirements and demands as well as current statutory and regulatory requirements. Our QMS allows us to deliver our strategic business plans and to present our services into the market in a timely and cost effective manner.
- 4 Our QMS has been structured to provide continual improvement and development in the delivery of our services and the performance of our business.
- 5 The Company implements systems to monitor review and make changes where necessary to the QMS, ensuring that the system is subject to continual improvement.
- 6 As a commitment to Glendale's QMS I shall ensure that at all levels we develop, co-ordinate, maintain and implement the required processes, systems and controls to ensure continued compliance with the International Standard.
- 7 Quality objectives consistent with this policy are set at relevant levels throughout the trading businesses, are measured and monitored as part of the Management Review process, and are updated annually, where required.
- 8 This Quality Policy shall be disseminated within the company and will be assessed for continuing suitability during the management review process and will be reissued when deemed necessary.
- 9 While not all contracts within the company will seek formal certification to ISO9001: 2015 or NHSS 18, all contracts are required to work to the same systems and procedures that have been developed to meet the requirements of the International Standard.



Alex Paterson
Managing Director

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