

## Quality Policy

Southern Green Ltd is a landscape architectural practice delivering the provision of landscape architectural services throughout the UK, encompassing landscape design and assessment for a range of sectors incorporating play, sports, holiday and leisure facilities, housing, commercial, educational and healthcare settings, public realm design, and restoration of historic parks and landscapes. We view our Occupational Health and Safety, Environmental, and Quality responsibilities as an integral part of our services, processes and activities (such as design and administration etc. of landscape projects) and are certified by a UKAS accredited certification body to ISO 9001:2015, 14001:2015 and 45001:2018.

Southern Green aims to secure continued profitable growth by providing a consistently high level of service and customer care to ensure customer satisfaction. Achieving quality involves recognition of all customer needs, and the employment of efficient systems, that endeavours to satisfy each customer first time, every time.

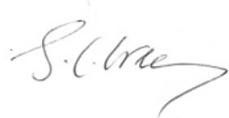
In order to meet the expectations of our customers, we have established a system of procedures, which have been introduced throughout the organisation, describing the operation of an Integrated Management System and providing advice to all personnel on best management practice.

As a registered practice of the Landscape Institute, Southern Green provide the assurance of professional staff supported by a trusted professional body. The eleven rules within the Landscape Institute Code of Practice are central to our profession, and define a code of practice for our professional activities. Rule 6 states that we "must only provide services that we are competent to deliver" and Rule 8 states that we "must aim to deliver the safest, highest quality landscape service, consistent with our professional obligations, in the public interest and in accordance with relevant legal requirements".

With this Quality Policy we provide a framework for setting quality objectives. We are committed to satisfying applicable requirements, to continually improve the effectiveness of our quality management system, and to ensure customer satisfaction in all areas of our operation. To deliver this policy and its commitments we have created the following objectives:

- continually improve our quality performance by setting and delivering objectives and targets
- achieve and maintain a high level of quality that enhances our reputation with our customers
- endeavour, at all times, to maximise customer satisfaction
- make all employees aware of this policy and provide necessary training to support understanding of this policy
- review this policy on annual basis with our senior management team

**Simon Green**  
Director



**Ros Southern**  
Director



**Liam Haggarty**  
Director

