

## Quality Policy

Southern Green Ltd is a landscape architectural practice that is principally involved in landscape design and appraisal, working in both private and public sectors. 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).

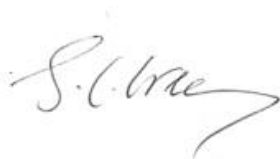
Southern Green aims to secure continued profitable growth by providing a consistently high level of service and customer care to ensure customer satisfaction. Achieving quality involves recognition of all customer needs and the employment of efficient systems that endeavours to satisfy each customer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

With this Quality Policy we provide a framework for setting quality objectives. We are committed to satisfy 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*

