



QUALITY POLICY

Heritage Tree Services is committed to providing comprehensive and professional arboricultural and vacuum excavation services that strives to be the provider of choice through our reliability, delivery of high-quality outcomes, environmentally sustainable and safe work practices. We believe that exceeding quality expectations is a key component of sound business performance, and as such, it represents added benefit to our clients.

In order to achieve its quality aims, we have established an integrated management system, which incorporates the requirements of ISO 9001:2015 standard for Quality Management Systems. This Quality Policy receives the highest priority from the senior managers of the organisation and this priority is communicated to all personnel connected with the company.

Heritage Tree Services will manage its work activities in a manner that is consistent with its quality objectives and will achieve continuous improvement in quality performance. In doing so, we will comply with or exceed our client's contractual requirements, specifications and policies and the overall quality of the service we provide.

Heritage Tree Services sets itself measurable quality objectives for all its project activities which include:

- Our commitment to staff training to ensure that our staff are performing at the highest possible standard.
- Ensuring our work is in accordance with Australian Standards and Industry Best Practice.
- Promoting an understanding of our customers' needs and expectations, together with a culture of exceeding customer expectations. Complying with all applicable laws and regulations and client specifications.
- Monitoring quality performance through regular evaluation and quality audits.
- Promote our superior quality performance to maximise strategic business advantages where applicable
- Involve all of our employees in improving our quality performance
- Developing seamless processes by fully integrating the services provided by and continually evaluating our suppliers.
- Continuously improve the effectiveness of the quality management system.
- Utilising our ISO 9001, 45001 and 14001 systems, across all functional areas of the business everywhere, every time, without exception.

Managers and Team Leaders are responsible, within their work areas to implement this policy; they must proactively address issues that may affect environmental performance at project worksites for which Heritage Tree Services is responsible.

Gavin Rowan

15 November 2024

Managing Director, Heritage Tree Care

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