



## Quality Policy

Version 5

Note: This is a controlled document. Release to persons not employed by Richard Hall Ltd must first be authorised by the Managing Director.

Table of Amendments and Updates					
Version	Date	Detail	Author	Checked by	Approved by
1	22.02.2021	First version	CCA	AN	RH
2	12.01.2021	Minor formatting and grammatical changes made throughout	CCA	SK	RH
3	12.01.2022	Policy reviewed and ensured still fits with company objectives	CCA	AN	RH
4	12.01.2023	Policy reviewed and ensured still fits with company objectives	CCA	AN	RH
5	28.08.2024	Review of policy to ensure objectives remain suitable and sufficient	CCA	SI	RH

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# Quality Policy

## Section One - General Policy Statement

Richard Hall Ltd is committed to:

- a. Achieving high standards of quality management.
- b. Consistently meeting the specific needs of its clients and customers.
- c. Achieving continuous improvement in its quality management performance to ensure on-going and enhanced client and customer satisfaction.

The company will provide adequate resources to ensure that this policy is implemented, monitored and maintained through the adoption of a comprehensive quality management system so far as reasonably practicable compliant with BS EN ISO 9001:2015.

## Section Two - Scope

Richard Hall Ltd undertakes vegetation management, nationally for domestic clients, local authorities, and development companies.

## Section Three - Objectives


Richard Hall Ltd aim to achieve the following objectives:

- a. To ensure that clients and customers are satisfied fully with the services and products provided, and to act on customer feedback.
- b. To meet any specific quality requirements of clients, and to comply with relevant statutory regulations, standards and codes of practice.
- c. To provide services and workmanship which meet, or improve upon, industry good practice.
- d. To ensure that all employees are made aware of this policy and their responsibilities under it. To ensure all employees are competent to meet those responsibilities through instruction, training, communication, sharing of expertise and monitoring of the company's activities.
- e. To evaluate and review the quality management performance of suppliers. To provide sufficient information and instruction to suppliers to allow them to comply with this policy.
- f. To review this policy at least annually, and to make revisions as necessary to ensure its on-going effectiveness and its relevance to Richard Hall Ltd and our clients and customers.

The Managing Director of the company recognises the value of the quality management and gives his full support to this policy, which is available to all interested parties.

## Section Four - Implementation, maintenance and review

Richard Hall as Managing Director accepts overall responsibility within the Company and is responsible for all policy implementation and may appoint competent persons to assist them with the implementation of this policy.

Signed by	Richard Hall
Position	Managing Director
Signature	
Date	28 <sup>th</sup> August 2024
Due date for latest revision	28 <sup>th</sup> August 2025