

## QUALITY POLICY

The objective of JPR Environmental is to provide willow supply and landscaping services to customers in the following areas: erosion control on riverbanks, bio-engineering, growing and selling live willow, wildlife protection and mitigation works, reedbed planting and wetland design and construction.

JPR Environmental has a defined business strategy to achieve growth by expanding the client base and by assuring the products and services provided by the company in all respects. This includes improved and consistent processes, high levels of quality, working in a healthy and safe manner and contributing to improvements in the environment in which we all work and exist. We therefore define below our policy in relation to quality.

In order to achieve this business strategy, JPR Environmental will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2008.

In particular, the company will:

- Provide a high level of information to all people who enquire about environmental solutions. Provide effective solutions to environmental problems from bank erosion to water treatment and wildlife mitigation
- Set objectives for continuous improvement and analyse the causes of any complaint or problem and take appropriate action to prevent recurrence
- Monitor and measure the effectiveness of business processes and objectives through Management Reviews and the Internal Audit Process
- Monitor customer satisfaction via a customer questionnaire which will be sent to clients on the completion of each project and whenever willow and plants are sold.
- Select and work closely with suppliers and subcontractors who deliver a reliable performance
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets the JPR Environmental's requirements
- Provide a work environment that promotes the well-being of its employees and encourages positive teamwork
- Encourage all employees to identify problems and make suggestions to improve all aspects of JPR Environmental's products and services and business processes
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System

- Be professional and responsive to all client enquiries and orders and to endeavour to provide the people and resources to satisfy all client requirements in every way, including any relevant regulatory and legal requirements such as planning;

The continual improvement of the effectiveness of the Quality Management System is fundamental to the success of JPR Environmental and must be supported by all employees as an integral part of their daily work.

Signed on behalf of JPR Environmental



John Robinthwaite  
Company Director  
22<sup>nd</sup> January 2015



Elizabeth Hillary  
Company Director  
22<sup>nd</sup> January 2015