

## CPO-18 Quality Policy

### General Statement

Coombes Forestry Limited (COOMBES) aims to provide services to its clients and customers on time and within budget or better. COOMBES operate a Quality Management System that meets the BS EN ISO 9001: 2015 requirements.

It is the policy of the COOMBES to provide its clients and customers in the UK with specialist services in the forestry, rail, utility and minor civil industries in the sectors of vegetation maintenance/management & tree surgery; timber harvesting; forestry, planting, felling, fencing, spraying, general forest maintenance, rail work, minor civil engineering works and other associated services, which are entirely suited for their intended purposes and which are provided in strict conformance with the requirements of contractual requirements. We are aware of the impact of climate change and the importance of making our operations as sustainable as possible so we can do our bit to mitigate this issue.

All employees are responsible for achieving and maintaining quality standards and no deviation from the procedures arising from those documented policies are permitted without the written authority of the Managing Director.

Through the implementation of an effective management system we will;

- Manage all functions in an effective and efficient manner;
- Set realistic, measurable objectives and targets for all activities, to assist delivery of performance and progress;
- Apply the principles of 'right first time' and continual improvement to our performance;
- Ensure compliance with legislation, regulatory requirements and relevant codes of practice and standards;
- Identify risks early and place ownership and responsibility for mitigation with those best placed to do so;
- Implement audit and review programs to monitor objectives, compliance with requirements and assess the effectiveness of the system to improve customer satisfaction;
- Respond to complaints, grievances and objections in a timely manner, recording the status and improve services or behaviour by awareness and/or refresher training.
- We will provide the necessary resources to implement this policy, communicate it to all interested parties of its objectives and their obligations to the Quality Management System.

This document is published in the knowledge that service, quality and company reputation depend upon the everyday actions of those in its employment.

It is a requirement that ALL employees are aware of and understand COOMBES' Quality Policy.

This policy will be regularly reviewed (minimum annually).

Signed on behalf of Coombes Forestry Limited



Managing Director – Shane Coombes

February 2025

#### Document Change

Version No	Description of Change	Changed by	Approved by	Date of Change
1.0	Re-release of document in line with new company file structure	GB	SC	16/10/2025
2.0				
3.0				
4.0				
5.0				
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