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|---|---------------------------|--|--------------------|-------------------|------------------------------|
|  | <u>Document Reference</u> | <b><u>Barcham Trees Plc</u></b><br><b><u>Quality Management Policy</u></b> | <u>Version No.</u> | <u>Issue Date</u> | <b>Page</b><br><b>1 of 1</b> |
|   | 6.01.16                   |  | v.1                | October 2025      |                              |

Barcham trees is the largest container tree nursery in the uk, growing up to 130,000 trees and distributing approximately 60,000 trees each year.

Barcham Trees has established a reputation for quality, and is committed to ensuring that we continue to deliver a high quality product and service to consistently meet and exceed our customers' expectations.

It is Barcham Trees intention to:

- Incorporate any process controls necessary to ensure the business can deliver all products and services at a consistently high standard.
- Continually improve the quality of our products and services by regularly reviewing our processes, objectives, and targets.
- Monitor and review any internal and external quality issues, finding the best resolution and implementing any process changes where applicable.
- To improve customer satisfaction by reviewing all customer feedback via trade surveys, Trustpilot reviews and any other agreed performance indicators.
- Implement, document, and maintain a quality management system which meets the requirements of BS EN ISO 9001:2015, and any legislative requirements, ensuring that it is appropriate to the expected level of customer satisfaction and includes a commitment to continual improvement.
- Communicate this policy throughout the business, ensuring all staff understand their role and contribution within the business, and make this policy available to any other relevant interested parties.
- Ensure that top management specifies and develops core competencies and adopts best practices through training, instruction, and supervision.

On behalf of Barcham Trees Senior Management, I reaffirm our commitment to this policy. I take responsibility for ensuring that the policy is implemented and for updating this policy regularly considering changes in operation to the business.

**Mike Glover**

**Managing Director**



**Barcham Trees Plc**

**March 2025**

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