

QUALITY & SERVICE LIMITED

ENVIRONMENTAL POLICY STATEMENT

Quality & Service Limited is a wholly independent limited company (co-owned by the two directors, Sue Payne and John Rodgers). With a combined 30 years plus experience within the business Sue and John (Q&S) commenced trading in January 2000 with the specific aim of returning to basics by providing quality landscaping with "old fashioned" customer service provided by committed and trained individuals.

As an independent company, Q&S retains the ability to be wholly flexible when dealing with individual clients and amending their service to fit our client's precise needs.

Our scope of work includes:

"Commercial Grounds and Garden Landscape Maintenance (to the Interior and Exterior). Landscape Design and Installation"

We currently maintain an Integrated Management System which satisfies as a minimum the requirements of ISO 14001:2015, ISO 9001:2015 and that of ISO 45001:2018.

OUR OBJECTIVES

Our objectives are a commitment to continual improvement through constant review, in order to provide an effectively controlled environmental management system and service. Objectives and targets will be set and reviewed by management at the required and designated intervals.

Our objectives include:

- ***Prevention of pollution***
- ***Focusing on energy consumption, with view to reducing depletion of natural resources***
- ***Recycling materials***
- ***Complying with legislation regulations & relevant Codes of Practice, at all times***
- ***Chemical free across as many sites as possible, currently chemical free across London***
- ***Pollution management, sustainability, using battery operated tools opposed to Petrol***
- ***Sustainable planting – planting chosen suitable for the area, a variety of flowering times, removing the need to replace seasonally***
- ***Habitat monitoring – noting birds and wildlife species in the area, building more habitats as necessary, with landscaping tasks being undertaken with wildlife in mind.***

MONITORING OUR PROGRESS – CONTROLLING THE PROGRAMME

We have developed an Environmental Management Programme to identify, then control the impacts identified. We employ specialists where necessary to assist with environmental matters. I will ensure that we adhere to this programme and address resulting actions identified through it.

We have included within our system measures to control abnormal and emergency situations.

It is our aim to also consult and communicate our Policy with our Clients and their representatives, our sub-contractors and our suppliers and all persons working for or on behalf of our Company, to promote environmental awareness, to gain their support to meet our objectives.

Legislation and Regulations

We will, at all times, comply with regulations, legislation, codes of practice and other requirements associated with the Company and its' operations. Where no laws, regulations or codes of practice exist, we will develop our own standards to allow for the best practicable and financially viable environmental option, not entailing significant and detrimental costs to the Company, whilst considering public, local and interested parties opinions.

A full copy of our Environmental Management System Policy Manual can be obtained, on request, from our Head Office at: 11 GOODHART WAY WEST WICKHAM, KENT, BR4 0ER.



Sue Payne
Managing Director

Date: 02/01/2025