



**FOREMOST
TREESURGEONS
LIMITED**

BM.01 Integrated Quality, Environmental and Health & Safety Policy

It is the policy of Foremost Tree Surgeons Ltd that:

1. We operate at all times within the company's Integrated Management System and subsidiary management systems, and to meet the requirements of the national and international standards:

BS EN ISO 9001; BS EN ISO 14001; OHSAS 18001; and NHSS 2a & 18.

2. It is a requirement for all personnel working in all areas of operation of Foremost Tree Surgeons Ltd to comply with all legislation as applicable to the operations being performed.
3. Staff will work in accordance with the procedures detailed in the integrated management system.
4. Through the operation of the integrated management system, we are committed to achieving the client's requirements by delivering our service:
 - Safely;
 - On time;
 - To the agreed price, including variations;
 - To the agreed specifications;
 - Profitability;
 - With full environmental compliance; and
 - In a safe and sustainable way.
5. It is an objective of the IMS to enable continual improvement of the system to be achieved, resulting in reducing the cost of meeting client requirements by "getting it right first time" thereby ensuring customer satisfaction is enhanced at all times. Our objectives are met and monitored through management review meetings.
6. All personnel are trained and competent in the operation of the IMS. Employee development, through involvement, training and effective communications, is essential in maintaining customer satisfaction.
7. To achieve customer satisfaction, every employee is charged with the responsibility to continually meet customer requirements and to continually improve quality, in keeping with our objectives.
8. By continuing to improve the ways we treat our employees, customers, and vendors, we will contribute to the mutual business and personal success of all.
9. An important priority of our operations is to ensure that a safe and healthy working environment

exists for all our employees, and that planning for health & safety is made an essential part of managing the business.

10. Effective health & safety implementation requires the full co-operation of all employees and others who may be affected by it.
11. In addition, the company recognises that its day to day activities have an impact on the environment and is therefore committed, through its IMS continual improvement, to the prevention and reduction of pollution, and in pursuing the best environmental, and health & safety practice wherever practical.
12. SMART objectives and, where practicable, measurable targets, are established annually, and where appropriate, assigned to relevant members of staff who are given authority and responsibility for their implementation.
13. All incidents where the specified requirements are not achieved, e.g. customer complaints and defects, are reported, investigated, and rectified to provide data for analysis and improvement.
14. Within the Company, the suitability and effectiveness of our policy and management system is reviewed at senior management meetings.
15. This policy is communicated to all staff and interested parties on request.

Responsibility for authorising, implementing, communicating, and improving this policy is:



M. Jefferies
Managing Director

Date: 11 January 2017

2.0 Changes

Change Number	Date	Version Number	Name	Section	Detail of Change
1	16-01-15	2	PG Ellis	2 added	Legislation compliance section added to policy