



Commitment to Quality

RTM Landscapes is wholly committed to our quality policy which is in place to ensure our services fully meet the requirements of our customers at all times. RTM Landscapes' goal is to be considered one of the best UK grounds maintenance service providers. To achieve this goal we are committed to implementing, maintaining and continually assessing operational systems and processes.

Approach to Quality

RTM Landscapes firmly believes in the concept of customer and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

The Quality Policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary actions to eliminate them.
3. Everyone at RTM Landscapes understanding how to do their job and doing it right first time.

Within this policy we are committed to operating our Company under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001:2015.

To ensure that the policy is successfully implemented, staff are responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.

Communication

The Quality Policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives. The Policy will also be available to clients upon request.

Responsibilities

These are outlined as follows:

- ∂ Responsibility for delivering quality services rests with everyone at RTM Landscapes.
- ∂ Each Team Leader has responsibility for monitoring the quality of services for their area of the business.
- ∂ Overall responsibility for maintaining and evaluating our Quality Management System rests with RTM Landscapes Quality Manager with the support of the Senior Management Team.
- ∂ Exova BM Trada are responsible for carrying out an independent audit of RTM Landscapes' Quality Management System on an annual basis.

Training & Support

We shall ensure that all RTM Landscapes personnel understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

- ∂ As part of their induction to RTM Landscapes, all staff are fully briefed on the Quality Policy, its aims and objectives.
- ∂ RTM Landscapes staff are given full training to ensure they can carry out all functions of their role, as per guidelines set out in our quality manuals.
- ∂ Annual appraisals are held for all staff to assess performance and identify training needs.

All training needs identified, to ensure quality is maintained, are fed into an overall training plan and assessed and implemented, whilst considering any budgetary constraints.

Monitoring & Evaluation

RTM Landscapes will constantly review and improve upon our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.

RTM Landscapes will achieve this by:

- ∂ Conducting an annual client survey relating to Quality
- ∂ Closely monitoring our client feedback, whether compliments or complaints procedure and acting upon them where appropriate
- ∂ Quarterly management review meetings to assess and agree actions to amend and improve quality management system
- ∂ Yearly Audit by external provider – Exova BM Trada

RTM Landscapes is committed to operating continuously to the highest possible quality standards and will maintain the necessary Quality Approvals consistent with our customer requirements.

Wayne Samuels
Managing Director

Handwritten signature of Wayne Samuels in black ink.

01/10/2021

Tanith Samuels
Quality Representative

Handwritten signature of Tanith Samuels in black ink.

01/11/2021