

Tivoli Group Limited

QUALITY POLICY



In Tivoli Group Ltd, we share a vision to be the best landscaping company in the UK and to do so by satisfying our clients through delivering their sites to a high standard of appearance in a safe, competent, and consistent manner. We aim to manage growth beautifully.

In Tivoli Group Ltd we share a commitment to:

- Do a good job on every piece of work we complete, consistently delivered to standard first time
- Improve continuously our quality management to give the best services we can whilst complying with all aspects of the law and applying our company values.
- Maintain a management system that conforms to the international standard ISO 9001 and provides the flexibility to meet the varied demands of our business and customers.
- Train our staff to deliver safe, competent, and consistent services.
- Meet customer needs and expectations and influence customers positively through our operations.
- Set corporate objectives and review them periodically along with those for specific sites, departments, teams, and staff.

Our services are dependent on the commitment of well-trained and flexible staff, so employee wellbeing and satisfaction are central to our approach and success.

Investment and commitment to our internal talent translates into service excellence; this is characterised by transparent, open dialogue with our customers and a sustained drive to improve cost, quality, and the delivery of our service. The services we deliver include quality assurance techniques and control checks by trained staff to prevent and correct non-conformances in service delivery.

This policy statement is reviewed on a regular basis to ensure its continuing suitability. The policy statement is available online in our Integrated Management System library, posted at locations visible to as many staff as possible and on our website, and available to other Interested Parties, including the public, on request. It is to be actively communicated to all employees and persons working for or on behalf of the company with the intent that all are made aware of their individual obligations.

This policy has been approved and authorised by:

Name: Nicola Keach
Position: Chief Executive Officer (CEO)
Date: 15th April 2024

Signature: *N. Keach*

Date	Reviewed by:	Title:	Reviewed & Signed by:	Title:	Amendments
22/01/20	Ricky Andrews	HSEQ Manager	Darren Cunningham	CEO	N/A
11/01/21	Ricky Andrews	HSEQ Manager	Darren Cunningham	CEO	N/A
17/08/21	Ricky Andrews	HSEQ Manager	Spencer Rock	COO	N/A
11/01/22	Ricky Andrews	HSEQ Manager	Nicola Lovett	CEO	N/A
04/05/22	Ricky Andrews	HSEQ Manager	Nicola Keach	CEO	1
24/04/23	Mark Wood	HSEQ Manager	Nicola Keach	CEO	0
15/04/24	Mark Wood	HSEQ Manager	Nicola Keach	CEO	N/A