

## **QUALITY POLICY**

ELM Horticulture Ltd (the 'Organisation') aims to provide defect free goods and services to its clients on time and within budget.

The Organisation operates a Quality Management System that is accredited to BS EN ISO 9001: 2000

The management is committed to:

1. Developing and improving the Quality Management System.
2. Continually improve the effectiveness of the Quality Management System.
3. The enhancement of client satisfaction.

The management has a continuing commitment to:

1. Ensure that client needs and expectations are determined and fulfilled with the aim of achieving client satisfaction.
2. Communicate throughout the Organisation the importance of meeting the client needs and legal requirements.
3. Establish the Quality Policy and its objectives.
4. Conduct Monitoring and Management Reviews of the effectiveness of the implementation of the Quality Management System.
5. Ensure the availability of resources.

The structure of the Quality Management System is defined in this Quality Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

In addition to all English and EU commercial legislation and regulations, the Organisation complies with all legislation and regulations specifically related to its business activities.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.  
This policy applies to all employees of ELM Horticulture Ltd

Date: 01/01/09

DARREN TUBBY  
Managing Director  
ELM Horticulture Ltd