



QUALITY POLICY

Rolawn is the UK's leading turf grower and supplier of Britain's Finest Turf. In addition, Rolawn is renowned for its market leading high-quality topsoils analysed to BS 3882:2015, and responsibly sourced barks from Forest Stewardship Council® (FSC®) approved suppliers (www.fsc.org | FSC-C147081).

Rolawn and its employees are proud of the company's reputation for professionalism, reliability and integrity. The Company continually innovates and improves both its processes and products to ensure that customers are provided with products of consistently high quality that meet the demands of a continually changing World.

Certified to BS EN ISO 9001:2015 we are committed to:

- Meeting the needs of customers through the provision of products and services of value and consistent quality, which are regularly assessed prior to despatch.
- Building long-term relationships with customers, by focusing on trust, reliability and responsiveness.
- Continuous improvement through the Management Review process to set objectives and to monitor the effectiveness of the Quality Management System.
- Operating a management system that integrates organisational structure, procedures, processes and resources, including regular internal auditing.
- Improving and enhancing performance through the setting of targets which are continually reviewed, understood and acted upon.
- Investment in new and latest technologies to drive enhanced product quality and efficiencies.
- Ensuring that every employee is fully aware of our policy and of the important role they play in maintaining, continuously auditing, and whenever possible, improving quality in its widest sense.
- Employing an independent third party to audit our Quality Management System on an annual basis, to ensure best practices are adopted and continuous improvement is achieved.
- Working with customers and suppliers to continually develop partnerships to provide improved products and services.
- Strive to provide outstanding service and product quality to achieve our aims of long-term success and sustained improvements.
- Proactively identify and manage risks, to prevent potential quality issues before they arise.
- Ensuring recruitment, training, development and retention of staff maintains a team of highly competent employees invested in continuous improvement and providing consistent quality.
- Maintaining our reputation by ensuring that the Company meets all relevant statutory and regulatory requirements.

Signed: 
Executive Director

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