



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 products and processes, 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 customer needs by providing products and services of consistent value and quality, which are regularly assessed prior to despatch.
- Building long-term customer relationships based on trust, reliability and responsiveness.
- Driving continuous improvement through the Management Review process, setting objectives and monitoring the effectiveness of the Quality Management System.
- Operating a management system that integrates organisational structure, procedures, processes and resources, including regular internal auditing.
- Enhancing performance by setting and reviewing targets that are clearly communicated and acted upon.
- Investing in new and emerging technologies to improve product quality and operational efficiencies.
- Ensuring every employee understands this policy and of the important role they play in maintaining and improving quality.
- Employing an independent third party to audit our Quality Management System annually to ensure best practice and continuous improvement.
- Working collaboratively with customers and suppliers to develop partnerships that improve products and services.
- Strive to provide outstanding service and product quality to achieve our aims of long-term success and sustained improvements.
- Proactively identifying and managing risks to prevent potential quality issues.
- Recruiting, training, developing and retaining competent employees committed to continuous improvement and consistent quality.
- Maintaining our reputation by meeting all relevant statutory and regulatory requirements.

Signed:

Executive Director

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