



Quality and Environmental Statement

Rose Property Services is a landscape maintenance and general cleaning company specialising in applications for these services. The Company has been trading since 1987 and with its team of qualified employees' supplies services to Clients in and around the West London Region and associated Home Counties.

We acknowledge that individually and as a Company we are responsible for the impact that we have on the environment. We are conscious of how the company's activities will interact with the environment when undertaking our duties and strive to continually improve operations to reduce that impact. The overall objective is to provide services that exceed the expectations of our clients and operate with the minimum possible environmental impact. To achieve this, our policy is to:

- Review our product and service, identify potential for errors and act to eliminate them
- Ensure everyone understands how to do his or her job and do it right first time
- Demonstrate our commitment to the highest environmental safety standards
- Prevent pollution in all aspects of our business
- Comply with Legislation and co-operate fully with the enforcing authorities and any other interested parties

Fundamental to our Policy is the commitment of both management and employees to improve quality of services and environmental performance. To ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, our objectives are set, determined and monitored at Director level. Our goal is to achieve a high level of customer satisfaction and to meet all the requirements of both ISO 9001 and ISO14001.

Within the policy, we have assigned organisational responsibilities and incorporated a process for being able to evaluate and assess the effects of the objectives set out in the policy documents. To ensure that the policy is successfully implemented, management staff will be responsible for identifying customer requirements and ensuring that all employees follow the correct procedures to meet those requirements.

It is our intention to communicate openly and consult with any interested parties and the policy principles and objectives will be communicated and available to staff. Training is an integral part of the strategy to achieve the objectives and we will continually evaluate and address problems that develop as the policy operates and any that arise will be addressed by:

- Identifying and reviewing for root cause
- Addressing the problem to prevent reoccurrence
- Implementing a corrective action plan
- Evaluating to ensure that the corrective plan was effective

The achievement of our quality, safety and environmental goals will enable the Company to remain competitive. It will be communicated to all employees and it is expected that everyone will strive to meet the standards and responsibilities that are assigned to them.

This Policy will be continuously monitored and reviewed on an annual basis.