

# QUALITY POLICY

Treescape® is committed to the principles and practices of excellence and will meet or exceed the requirements of ISO 9001:2015 Quality Management System Standards.

Treescape® is committed to ensuring all services meet or exceed our customers' expectations.

We achieve this by:

- Ensuring that the requirements of all interested parties are clearly understood, so that our services can be delivered in a timely and professional manner.
- Actively seeking customer feedback and using this as a basis for continuous assessment and improvement.
- Continual improvement of the Quality Management System by ensuring the risks and opportunities that can affect conformity of services and the ability to enhance customer satisfaction are determined and addressed.
- Providing training and encouraging all employees to continually improve their skills, enhancing their awareness and knowledge of our customer needs and expectations, quality issues and practices.
- Promoting the use of a process approach and risk based thinking.
- Ensuring the resources needed for the Quality Management System are available.
- Developing, implementing, measuring and reviewing objectives and targets to ensure continual improvement of our Quality Management System in context with our operations.
- Complying with applicable statutory and regulatory requirements.
- Regularly monitoring quality performance through auditing, management review, and corrective actions to ensure the ongoing suitability of the Quality Management System.
- Engaging with and understanding the requirements of our customers.
- Determining the interested parties that are relevant to our organization and the requirements of these interested parties. This includes shareholders, suppliers and partners, employees and the (surrounding) community.
- Ensuring our contractors and sub-contractors meet or exceed our agreed standards

The Quality Policy will be communicated and implemented throughout the company, and reviewed biennially to ensure its continuing suitability, it shall be made known to our customers, suppliers and contractors as part of our quality commitment and involvement.

A blue ink signature of James Fletcher, consisting of a stylized 'J' and 'F' followed by a horizontal line.

**James Fletcher**  
Chief Executive Officer  
April 30<sup>th</sup> 2019