

**Arbor Pride Pty Ltd** is a recognised quality provider of Tree services including tree removal, tree pruning and hedge trimming for all commercial and residential clients.

**Arbor Pride** Management is totally committed to providing service of the highest quality, safety and environmental standards by implementing an Integrated Management System (IMS). We do this to ensure that we deliver our services to meet the customer's requirements, as far as practicable without risk to personal health or safety, carry out all activities in a manner that minimizes environmental impacts, conform to the relevant regulations, codes and specifications,

**Arbor Pride** will:

- *Ensure ongoing compliance with all relevant statutory and other obligations, standards, specifications and codes of practice as well as the requirements of ISO 9001, ISO 14001 and AS/NZS 4801 standards*
- *Understand and conform to the agreed requirements of our clients to enhance their satisfaction*
- *Emphasis on satisfaction of interested parties as the primary focus of the Integrated Management System activities and managing our relationships with them to obtaining sustained success*
- *Maintain a high quality of workmanship to keep our work-site defects, incidents, accidents and injuries to an absolute minimum – ZERO –*
- *Manage our diverse activities in preventing or minimising pollution and impacts on visual amenity, air, water, land, flora, fauna and cultural and heritage values*
- *Strive to improve resource consumption efficiency and minimising waste generation in our services*
- *Enhance organisation's capability by competent, empowered and engaged employees at all levels through the company*
- *Consult and communicate with employees and subcontractors and other relevant interested parties in matters relating to the quality, health, safety and environment*
- *Identify, report, investigate and resolve all non-conformances and incidents and take appropriate action to prevent recurrence*
- *Treat external providers as integral asset of the company and work closely with them to meet customer's needs*
- *Continually improve the effectiveness of the Integrated Management System considering risk-based thinking*

To comply with our policy, our staff will receive adequate induction and training to enable them to follow our systems and procedures.

This policy will apply to all employees and contractors and is reviewed periodically to ensure it remains relevant to the operations and activities of **Arbor Pride**.

A handwritten signature in blue ink, appearing to read "Julian Parry".

**Julian Parry, Director**