

# QUALITY POLICY

**PRIORITY TREE SERVICES** recognises that both customer relations and customer satisfaction is pivotal in the way we follow through on applying our quality and safety systems in all parts of our business. As a specialized service provider in arboriculture, quality is our method of working that promotes best practice, efficiency and safety.

As part of our commitment, **PRIORITY TREE SERVICES** has established and documented an Integrated Management System to comply with ISO 9001/2008.

For 'quality' across all our services **PRIORITY TREE SERVICES** will:

- Ensure our clients' needs are understood and that we work closely with them to achieve expected outcomes
- Implement both a WHS and environmental system to recognized standards so that all aspects of work are carried out safely & environmentally responsible
- Train and equip our staff with the skills needed to deliver high standards of safety and risk management
- Conduct business in a manner that is both socially responsible and is seen to be 'fair' for employees and their families
- Utilise new technology to measure and maintain consistent and reliable reporting for our clients

To achieve this **PRIORITY TREE SERVICES** expects that

- All managers, frontline staff, employees and sub-contractors actively and willingly support our quest for quality
- Effectively initiate consultation and cooperation with all personnel,
- Further develop our knowledge and skills to achieve quality outcomes.

**PRIORITY TREE SERVICES** is committed throughout its operations to the provision of continual improvement in all aspects of the business. We will continue our ongoing program of reviewing and improving our processes.



**Alex Kurath**  
Managing Director  
Priority Tree Services  
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