Quality Policy Statement

Temple Group Limited (Temple) is a UK based consultancy which provides environment, planning, ecology, arboriculture and sustainability services to the public, private and third sectors. Temple is fully committed to the delivery of quality professional services to our clients. To this end Temple operates a Quality Management System (QMS) developed, implemented and maintained to the requirements of ISO 9001. The QMS applies to all areas of the company's activities, including all employees and all those working on our behalf.

This Policy Statement communicates the company's intentions and commitment to Total Quality Management, and associated good practice principles, in the management of the organisation and delivery of our projects and services.

In addition to general good practice principles Temple is specifically committed to:

- Ensure adequate resources to develop, implement, operate and maintain an effective QMS;
- Determine client needs and expectations and fulfilling these as far as reasonably practicable;
- Seeking to exceed client expectation where possible and enhance customer satisfaction
- Involving and empowering our employees in the development and ownership of quality management within the company;
- Developing and implementing Quality Objectives and Targets to drive performance and improvement;
- Monitoring and measuring performance;
- Continually improve the effectiveness of the QMS;
- Communicate throughout the organisation and to those working on our behalf the importance of meeting requirements;
- Providing training and development opportunities to our employees;
- Conduct Management Reviews of performance and the effectiveness of the QMS; and,
- Periodically reviewing this Policy Statement.

Implementation of and compliance with this Policy Statement and the commitments within is mandatory and is the responsibility of all employees or those working on the company's behalf.

Signed: 14/02/2022

Mark Skelton, Managing Director