



CSG (USHER'S) LTD
QUALITY POLICY STATEMENT
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QUALITY POLICY STATEMENT

CSG (Usher's) Ltd carries out tree-work, arboriculture, consultancy, hazard analysis, and vegetation management. Our mission is to excel in the provision of arboricultural services for customers through cost-effective, high-quality tree-work based on extensive professional experience and continuous improvement.

Established in 2008, we are an independent company within City Suburban Group, and have a track record of success in providing tree-work services for local authorities, housing associations, property management firms, utilities, and domestic customers.

CSG (Usher's) Ltd holds the LRQA Quality Standard ISO 9001:2008: we are committed to working towards continuous improvement under this standard, and transitioning to ISO 9001:2015. Additionally, we are: An Arboricultural Association Approved Contractor; accredited with Constructionline, CHAS, and SafeContractor; qualified by the Railway Industry Supplier Qualification Scheme (RISQS) to provide line-side tree-work to the rail industry.

We employ trained, dedicated and enthusiastic tree-work staff who can handle any form of tree-work using modern plant, equipment and machinery.

The company encourages continuous personal development, and professional training and competent health & safety performance forming an integral part of policy.

The importance of quality assurance, health and safety at work, and environmental management are communicated to new employees at induction, and regularly addressed via training, toolbox talks, and management meetings.

Michael Barker, General Manager, ensures that tree-work is managed and monitored to ensure a high standard of quality, health and safety, and customer satisfaction. Martin Shepherd, Quality and Marketing Manager, ensures that the Quality System is effectively implemented, maintained, updated, and communicated. The Quality Manual is located on the company's computer network in the Management Systems folder. A hard copy is held at the office.

Signed:

Rod Usher
Managing Director

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