



## QUALITY POLICY

CBA is one of the leading landscape, environmental and heritage consultancies in the UK. The provision of high quality services to clients has been central to our business for over 40 years.

Many of our projects have won awards for professional excellence.

Our goal is to ensure customer satisfaction through the continual improvement of our services in accordance with client feedback, regulatory requirements and good practice. We will do this by:

1. Demonstrating maintenance of professional quality standards and innovation through the continued external peer validation of our projects
2. Minimising non-conformances in the quality of our services through staff training, auditing and seeking/responding to client feedback
3. Monitoring our sub-consultant's quality management credentials and performance
4. Implementing improvement initiatives to target specific quality issues as they arise

This Quality Policy and the above objectives are communicated to our employees, clients and suppliers via our website.

A handwritten signature in black ink, appearing to read 'D. Watkins', enclosed within a large, loopy circular flourish.

Director

Last Reviewed: January 2024

Next Review: January 2025

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