

Quality Policy Statement

CBA's Quality Management System (QMS) was certified to ISO 9001:2008 International Standard in May 2012 and re-certified in March 2015. The QMS was certified to ISO 9001:2015 in May 2018.

CBA is one of the leading environmental planning and landscape design consultancies in the UK. The provision of a quality client service across all parts of the business has been central to the company's professional culture and values for over 40 years. The company is committed to ensuring customer satisfaction through a philosophy of regular review and continual improvement to ensure the consistent provision of quality outputs and advice for our client's projects. A number of CBA's projects have won awards for excellence from professional institutes.

CBA is committed to meeting client, statutory and regulatory requirements for quality management in line with the company's aims to:

- Improve business productivity and consolidate CBA's position as a leading environmental planning and landscape design consultancy.
- Adopt a practical approach to greater integration of quality, environmental and health and safety risk management proportionate to the company's professional activities.
- Deliver continual improvement through on-going review and implementation of effective project management and technical production systems.

CBA's quality management objectives are to:

1. Demonstrate maintenance of quality standards through external peer validation of the company's services.
2. Minimise non-conformances in the quality of CBA's services through investment in staff training and internal audit processes, and by being responsive to client feedback.
3. Monitor CBA sub-consultant's quality management credentials and performance.
4. Implement further quality improvements as required to target specific issues as they arise.

Our Quality Policy is communicated to all clients, staff and sub-consultants, and the quality objectives are reviewed annually to ensure their continuing suitability.

A handwritten signature in black ink, appearing to read 'D. Wath', enclosed within a large, hand-drawn oval.

Signed on behalf of CBA
February 2020

Review date: February 2021



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