QUALITY

MANUAL





Table of Contents

1. Introduction

This document is the Quality Manual (QM) of **Kingston Landscape Group (KLG) Ltd**. It is the property of **KLG Ltd** and is a controlled document.

The purpose of the QM is to provide an overview of KLG Ltd, the activities it carries out and the quality standards of operation it conforms to. It is not designed to act as a procedure manual, although it does carry information about where procedures information is located and the detailed information on Documentation Requirements for essential procedures e.g. document control, control of records, control of non-conforming product; internal audit and corrective/preventative action.

1.1 The Issue Status

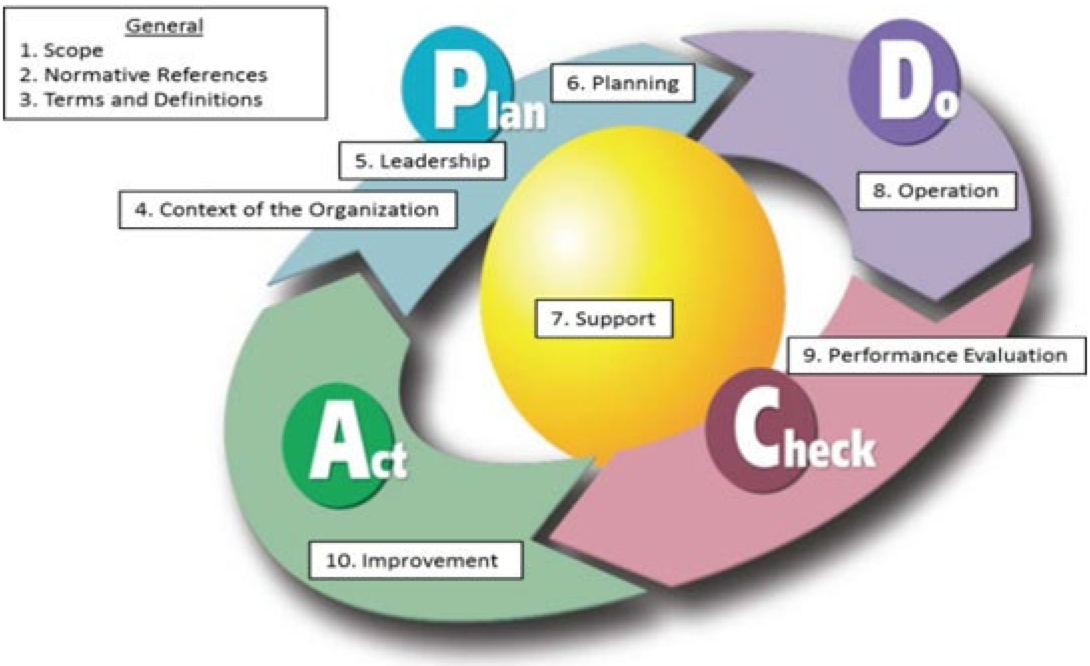
The issue status is indicated by the version number in the header of this document. It identifies the issue status of this Quality Manual. When any part of this Quality Manual is amended, a record is made in the Amendment Log shown below. The Quality Manual can be fully revised and re-issued at the discretion of the Management Team.

Please note that this Quality Manual is only valid on the day of printing.

Issue	Amendment & Date	Initials
1	16.09.11	TLB
2	14.10.14 – Overview Updated and Appendices Added (25 and 26)	TLB
3	18.09.15 - Overview Updated and Appendices Added (27, 28, 29)	TLB
4	21.07.16 – Company rebrand – complete QMS updated from KGS to new KLG LTD branding. Exemption clause added (5), Appendices Added 29, 30, 31, 32	JS,ZW, TLB
5	Wholesale changes made to manual to bring up to 2015 registration standards, please see appendix for details of changes made Sept 2017	TLB
6	Overview of company updated and appendix 33-36 - Sept 2017	TLB
7	Appendices added 37-45 – October 2017	TLB
8	HR section updated to reflect changes in personal and procedures, inc People HR system	JS
9	CVR note added, Overview of company updated – November 2018	TLB

10	25.11.19 Role of HSEQ Manager added Overview updated	MS
11	12.02.20 Update Control of nonconforming process outputs, products and services	MS
12	29.01.2020 Updated BAB provided certification badges Added section on Subcontractor management process. Section 4.4 previously updated as part of audit outcomes 10.02.21 Updated with information on plant purchases from EU post Brexit.	MS
13	06/11/2022 changed range of valued jobs in overview.	TW
14	09/01/2023 Minor Change	TW
15 16	29/11/2023 Minor Changes 18/04/2024 Minor changes	TW & AS JK
17	14/01/2026 - Minor Change - Updated Legislative Websites to incorporate Fastfield, RAMS App and FSB	AS
18	14/01/2026 - Minor Change – Updated Company Org Chart in Appendix 1	AS
19	14/01/2026 - Minor Change 5.3 - Added in PeopleHR training notifications as a method of tracking employees training.	AS
20	26/02/2026 - Minor change to Tendering Process	TB
21	26/02/2026 - Minor change to Organisational structure and updates to job descriptions	AS
22	Additon of new header & footer, assigned QMS document number	IC

1.2 Plan-do-check-act model for ISO9001:2015



1.3 The Quality Policy

It is the policy of the company to maintain a quality system designed to meet the requirements of EN ISO 9001:2015 in pursuit of its primary objectives.

The Managing Director, Directors and the Management Team of KLG Ltd recognise the importance of Quality Control in the efficient and profitable organisation of its activities and believes that high standards of quality are an integral part of an effective organisation providing its clients and their clients with a quality product.

The Company's aim will always be to provide a high standard of work in accordance with the project drawings and documentation on all projects undertaken.

The HSEQ Manager is the Head of Quality Assurance and with the senior management team is responsible for the implementation of the Quality Management System.

Regular training of operatives and technical and supervisory staff takes place, reporting to the Managing Director, to ensure awareness and understanding of quality and its impact on customer service.

The requirements of the company's quality system are mandatory, and all company personnel have a responsibility and obligation to it.

Stephen Evans

Managing Director

2. Overview Of KLG Ltd.

KLG Ltd undertake landscaping contracts ranging from £500 to £3,000,000 plus in value, we work across a wide variety of sectors for a broad list of clients. We operate in London and the Home Counties. Our annual turnover in the financial year to December 2025 was in excess of £16 million and through expansion, with a projection of £17.5 million in 2026.

The Company was founded in 1986 by Stephen Evans.

KLG Ltd is proactive and professional from tender stage through to project completion. The Company's ethos is one of openness and co-operation. As a result, we carry out repeat business with major clients such as St George, St James, Linden, Buxton, Barratt Homes, Osborne and London Square. We look to avoid disputes. Our Commercial and Financial departments seek to provide accurate financial forecasts and settle final accounts promptly.

Health and Safety is a company priority and will remain so. We employ a HSEQ Manager to oversee and advise where necessary. The Company is CHAS, Construction Line, SMAS, CQMS accredited contractors. We are also members of BALI (British Association of Landscape Industries). We are Silver approved FORS vehicle operators with a designated transport manager.

Our workforce is fully trained including CSCS, CPCS, NPORS, SSSTS, SSMTS and LANTRA qualifications. We recognise the importance of a fully trained workforce and have committed significant funds in recent years into the development of our employees.

Over the last five years the Company's turnover has steadily increased. This controlled expansion of the business will continue with a sharp focus on delivering all projects on programme, safely and to the quality required by clients.

We have been awarded several Industry awards in recent years and look to continue this going forward to help raise the profile and reputation of **KLG Ltd**.

2.1 The scope of registration

Provision of commercial landscaping and maintenance services.

As a company we Ltd design works, we normally work to professional designers plans and specifications, we hold relevant professional indemnity insurance.

3. OUR QUALITY OBJECTIVES

We aim to provide a professional and ethical service to our clients. In order to demonstrate our intentions, we have identified the following Quality Objectives.

- We will endeavour to deliver all projects to design specification
- We will endeavour to deliver our services on time, with zero projects incurring EOT penalties
- We will endeavour to deliver our services to the price quoted
- We will endeavour to make a profitable return on our activities in order to fund on-going development and growth
- Our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met
- We will conduct our business in an ethical and professional manner
- We will endeavour to satisfy our clients' requirements and get things right first time
- Should we make a mistake, we will admit it and rectify the situation as quickly as possible
- We are focused on delivering on high quality projects which regularly win awards.

4. CONTEXT OF THE ORGANISATION

4.1 Understanding the organisation and its context

The context of the organisation is demonstrated within this Business Management System and all associated processes connected with the services / products offered.

List all Legal and Regulatory Legislation connected with the business	https://www.legislation.gov.uk/
DEFRA – Plant Passports, etc	https://www.gov.uk/guidance/issuing-plant-passports-to-trade-plants-in-the-eu
COSHH - Control of Substances Hazardous to	http://www.hse.gov.uk/coshh/index.htm

Health Regulations 2002 (COSHH)	
HSE – Health and Safety Executive	http://www.hse.gov.uk/construction/index.htm
DATA PROTECTION - GDPR	https://www.gov.uk/data-protection
WRAP – Environmental Advice	http://www.wrap.org.uk/
RAMS APP Consultancy	RAMs App Software | Risk Assessment Software, Method Statement Software and COSHH Assessments
ENVIROMENT AGENCY	https://www.gov.uk/government/organisations/environment-agency
SMOKE FREE REGULATIONS	http://www.smokefreeengland.co.uk/thefacts/the-regulations/
ENVIROMENT - The Environmental Permitting (England and Wales) Regulations 2007	http://www.legislation.gov.uk/uksi/2007/3538/contents/made
GOODS VECHICLE OPERATOR	https://www.gov.uk/being-a-goods-vehicle-operator
GOVERNMENT LEGILATION REGISTER	https://www.legislation.gov.uk/
Waste (England and Wales) regs 2011	The Waste (England and Wales) Regulations 2011 (legislation.gov.uk)
FASTFIELD	FastField Forms | Mobile Data Collection and Analytics
FSB Legal Advice	The Federation of Small Businesses

We ensure compliance with above by having the correct licenses in place. Our full time HSEQ Manager provides health, safety, quality and environmental oversight – and conducts regular checks, reporting directly to the company's Director.

Our Human Resources ensure that we comply with employment regulations

We work with a select group of suppliers who are market leaders in their industries to ensure they comply with correct regulations, i.e. bio security / plant passports, and not importing of banned species of plants / trees.

4.2 Understanding the needs and expectation of interested parties

Interested Parties	**Information Requirements**
Directors	Ensure that the business continues to function in a profitable manner without hindrance and bureaucracy. Delivering of projects of quality finish that all parties are happy with.
Employees	That they have a safe rewarding environment to work within, and ability to develop careers with the organisation. To be fairly compensated and for the company to comply with all necessary regulations.
Clients	For projects to be delivered on budget in required timescales, to achieve quality finish. For KLG Ltd to act in a professional manner to ensure clients reputations / professional standing is protected.
Contractors	To be treated professionally, compensated fairly and paid in a timely manner.
Suppliers	To be treated professionally, compensated fairly and paid in a timely manner.
Financial Auditors	Conduct annual audits as required by company law
Regulatory Bodies	For KLG Ltd to comply
Shareholders	To be compensated fairly and investment protected
Neighbours	To ensure no undue disturbance and nuisance caused by KLG Ltd operations

4.3 Determining the scope of the quality management system

The QMS has been put together to encapsulate all aspects of the work **KLG Ltd** carries out; including administrative functions.

4.4 Quality Management system and its processes

KLG Ltd is responsible for both the planning and delivery of its services. We work closely with our clients to specify their requirements and have a comprehensive product realisation process on which all our client related procedures are based.

The processes shown overleaf describes our business process and their integrated quality control measures for tendering.

The tendering process was put in place and has been designed to maximise sales and ensure involvement of those responsible across the organisation to ensure a diverse work stream.

The overall goal of the system is to designate responsibilities for key tasks, as well as increase tender conversion ratios.

At the 2025 rate of around 70-80 tenders a month.

The internal handover once a job has been secured is the responsibility of the Senior Estimating Manager for all secured projects. A handover sheet is produced which details contract, staffing and budgetary requirements. A schedule of all material requirements for the project forms part of the handover documentation handed over at this point. The handover sheet is kept under appendix 25. A detailed breakdown of the cost and man-days expected to be incurred and the projected profit to be achieved is included, this data is used within the monthly Project Profitability Report (PPR) kept under appendix 45 AC. The PPR is used to track costs and values throughout the project, to enable us to react and try to prevent losses/maximise profit through efficiency.

All tenders are added to our Tender Register. Once a project is secured it is added to Application Register, which is updated on a monthly basis, to track principally;

- Total Value of Project including Variations
- Amount of monies left to complete on projects
- Split of works broken down to show responsibility of each Contracts Manager

The **KLG**'s Project Quality Management Procedure (PM-001)*** details the formalised system that documents processes, procedures, and responsibilities for achieving quality policies and objectives throughout our projects.

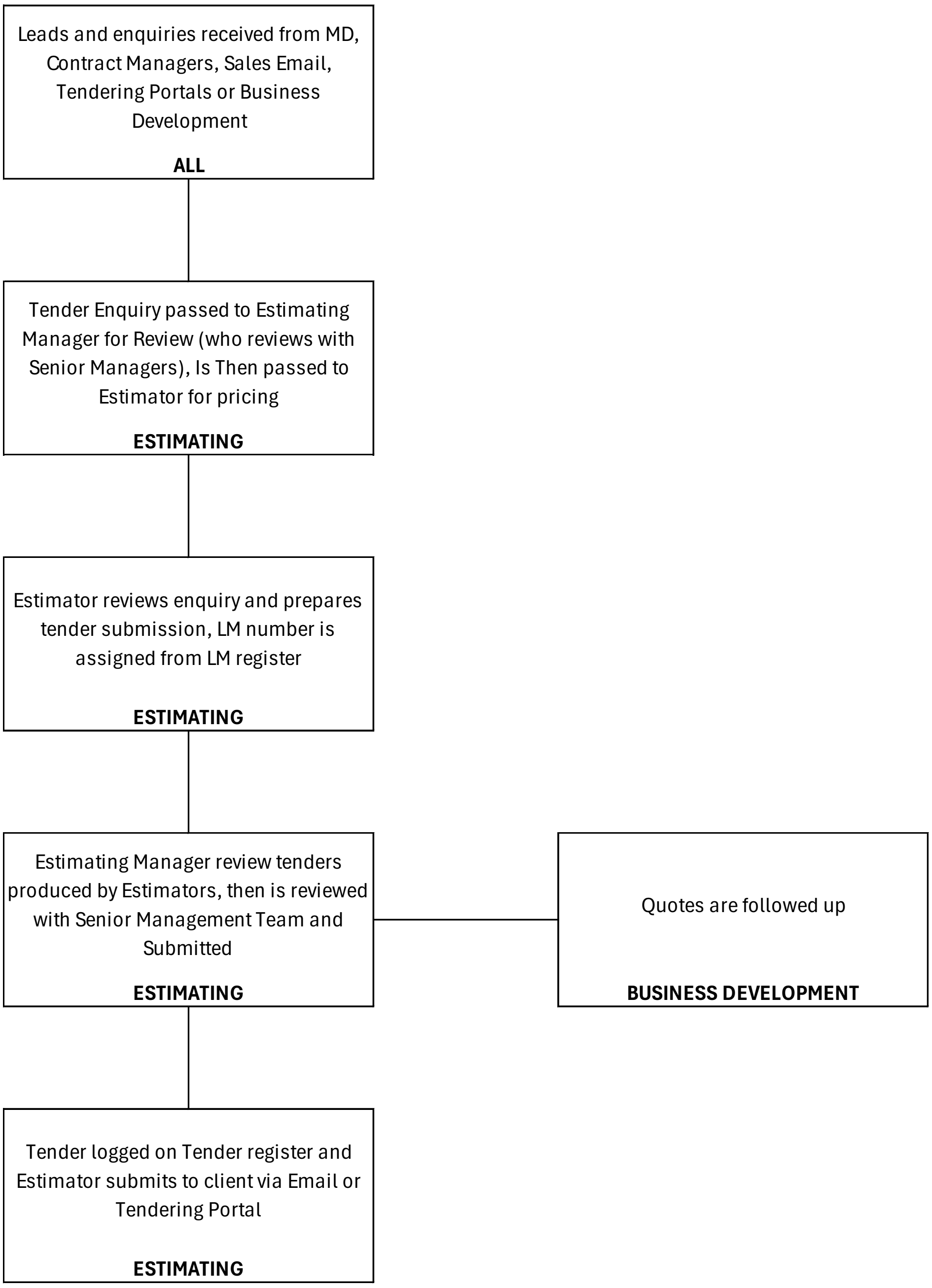
The procedure covers quality management procedures required throughout the project life, from the Commercial and Operational team at project inception through to completion. We have dedicated Maintenance teams that ensure the projects are maintained during the defects period to ensure smooth handover to the end client/user. A series of steps are detailed, including handover of project information and controlled documentation.

Daily checks of project quality using QA Check Sheets are utilised. These are accessed via our app Fastfield which all our site staff have access too. These are collated and logged under project folders by a document controller. Review of QA checks are undertaken and procedures for defect recognition and corrective action implemented. All project non-conformances are logged with detailed analysis of root cause and this data shall be reviewed at Management review meetings and project profitability meetings which are held monthly.

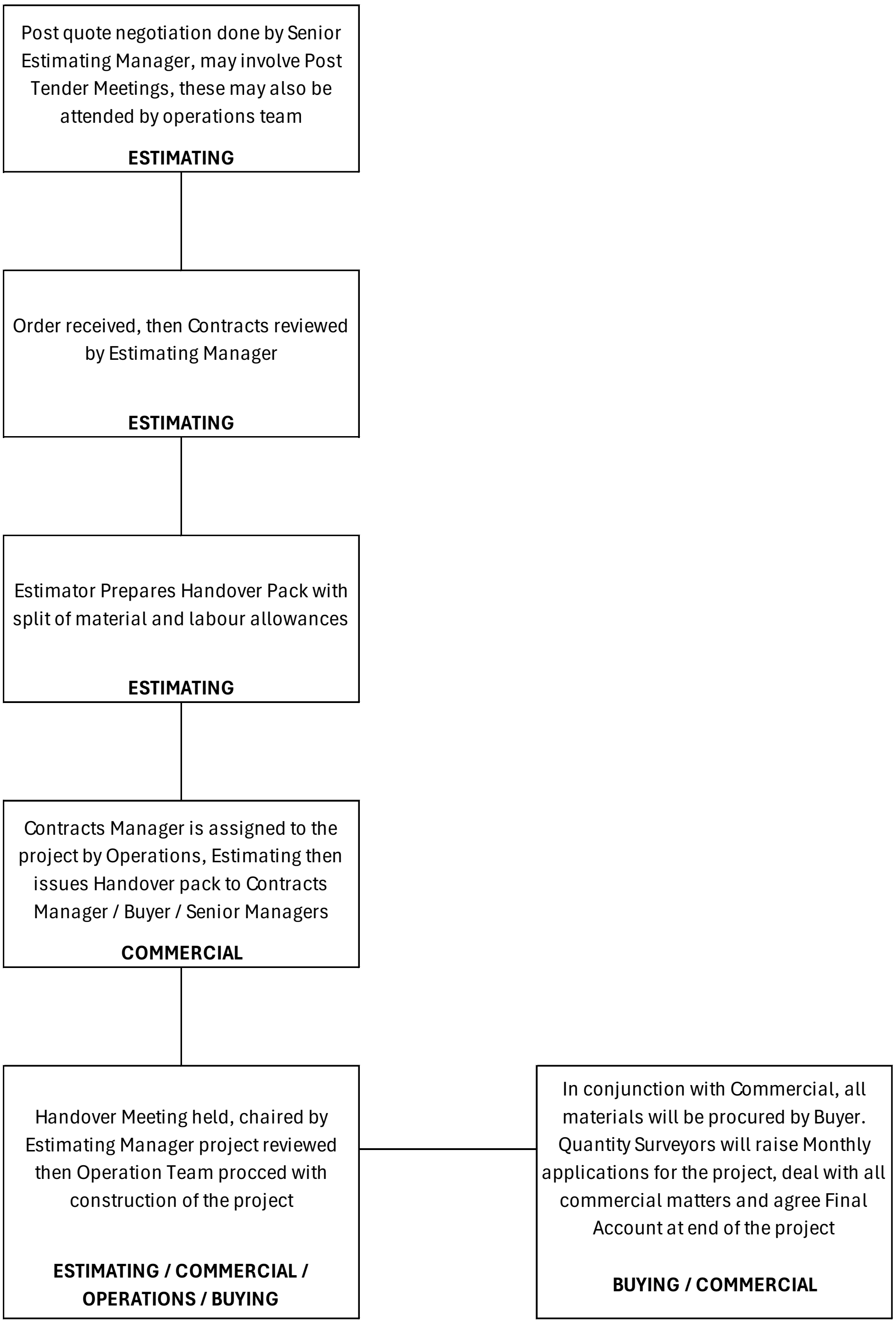
Project non-conformance trends are monitored and discussed at Management Review meetings, topics typically covered include the action taken to control and correct any non-conformances noting any consequences of the action taken and themes which may be evident. These are then explained and distributed to those involved with clear improvement steps laid out. In terms of continual improvement, we also review the suitability, adequacy and effectiveness of our Business Management System.

See Appendix 32 for Daily QA Check Sheets

4.5 Tendering Process



4.6 Secured Project Process



5. LEADERSHIP

5.1 Leadership & Commitment

KLG Ltd.'s Senior Management Team are committed to the development and implementation of a Quality Policy and the Quality Management System which are both compatible with the strategic direction and the context of the organisation, the whole system is frequently reviewed to ensure conformance to the standard. Responsibility has been assigned to ensure that the QMS conforms to the requirements of the respective standard and the provision to report on performance to the top management team has been defined.

The designated senior Management Representative(s) will ensure that **KLG Ltd** staff are aware of the importance of meeting customer as well as statutory and regulatory requirements, and overall, to contribute to achieving **KLG Ltd.'s** Quality Policy and Objectives which are aligned with the current business plan.

The Senior Management Team is responsible for implementing the QMS and ensuring the system is understood and complied with at all levels of the organisation.

In summary, the Senior Management Team will ensure that:

5.1.1 Leadership and commitment for the quality management system

- The company has a designated Senior Management Team who is responsible for the maintenance and review of the Quality Management Systems.
- The ongoing activities of KLG Ltd are reviewed regularly and that any required corrective action is adequately implemented and reviewed to establish an effective preventative process.
- Measurement of our performance against our declared Quality Objectives is undertaken.
- Resources needed for the QMS are available and employees have the necessary training, skills and equipment to effectively carry out their work.
- Internal audits are conducted regularly to review progress and assist in the improvement of processes and procedures.
- Objectives are reviewed and, if necessary amended, at regular Review meetings and the performance communicated to all staff.
- The QMS is integrated into the organisations business processes.
- The contribution of persons involved in the effectiveness of the QMS is achieved by engaging, directing and supporting persons and other management roles within their area of responsibility.

5.1.2 Customer Focus

- Customer requirements and applicable statutory and regulatory reuirements are determined and met
- The risks and opportunities that can affect conformity of services/products and the ability to enhance customer satisfaction are determined and addressed
- The focus on consistently providing products and services that meet customer and applicable statutory and regulatory requirements is maintained
- The focus on enhancing customer satisaction is maintained

5.2 Quality Policy

The Quality Policy of **KLG Ltd** is located within section 1.3 of this Manual – Quality Policy.

5.3 Organisational roles, responsibilities and authorities

KLG Ltd has an organisation chart in place (See appendix 1) alongside employee contracts together with job descriptions to ensure that the appropriate personnel are in place to cover the whole context of the organisation and strategy of the business. All personnel documents are recorded on PeopleHR under individual profiles.

The chart shows functional relationships and responsibilities.

Management ensures: -

- The company has a HSEQ Manager who is responsible for the maintenance and review of the Quality Management System alongside the Senior Management team.
- That the on-going activities of KLG Ltd are reviewed regularly and that any required corrective action is adequately implemented and reviewed to establish an effective preventative process.
- Measurement of our performance against our declared Quality Objectives.
- Employees have the necessary training, skills and equipment to effectively carry out their work.
- Internal audits are conducted regularly to review progress and assist in the improvement of processes and procedures. This is done through PeopleHR. Certificates are uploaded and line managers are automatically notified via PeopleHR when employees training are expiring. This is done 2 months in advance to give managers the opportunity to book in refresher training if needed.

- Quality Objectives are reviewed, and if necessary amended, at regular Review meetings and the performance communicated to all staff.

6. PLANNING FOR THE QUALITY MANAGEMENT SYSTEM

6.1 Actions to address risk and opportunities

We have identified the following process as a means of identifying and determining the risks and opportunities that are relevant to our Business Management system. The Risk & Opportunities document is separate to this manual.

Within each of the areas the risks (if any) are identified together with a rating as to the importance of the risk. The associated consequence, severity & mitigation of the risk is also noted together with the probable likelihood of the risk occurring.

We use an Excel spreadsheet to collect and analyse the risks and opportunities

The Risk and opportunities document are reviewed frequently by the Senior Management Team to ensure the effectiveness of the actions have been fulfilled.

See Appendix 34.

6.2 Quality Objectives and planning to achieve them

The Quality Objectives and methods of achieving the objectives is located within section 3 of this Manual – Quality Objectives.

6.3 Planning of Changes

The Senior Management Team of **KLG Ltd** identify any potential changes, this is then delegated to a responsible person as a "project manager".

He or she will conduct a "research background" to determine the feasibility of the changes with regards to:-

- Purpose of the change
- Any potential consequences
- Integration of the quality management system
- The availability of resources
- The allocation or reallocation of responsibilities and authorities
- Technical Skills

- Timescales
- Risks
- Impact

Once completed this then forms part of the Management Review together with including within the internal audit schedule.

7. SUPPORT

7.1 Resources

7.1.1 General

KLG LTDdetermines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system. We ensure that the below elements are taken into account when completing an evaluation:

- The capabilities of, and constraints on, existing internal resources;
- What needs to be obtain from external providers

7.1.2 People

Employees hold a contract of employment, which is signed and dated. Employees are engaged on a PAYE basis. Inductions are held upon recruitment and are signed in recognition of completion. (See Appendix 3). These documents are held and issued through a bespoke cloud based Human Resources System we use, called 'People HR', this is managed by our HR department. Through this system staff can access their documents, request holidays and receive company updates.

The hiring/induction procedure is managed and overseen by our Human Resources Department, the procedure is undertaken in the following stages;

- Offer Letter Issued by HR
- Acceptance by prospective employee
- Review Right to Work Documents
- Issued Contract
- New Starter Form is Completed
- Driving License is checked, if applicable
- HMRC form - Starter checklist for PAYE filled out and issued to accounts
- Health Screening Questionnaire completed
- Health and Safety Checklist completed
- Induction Presentation Actioned

- Registered on KLG's online 'HR People' system, and taken through how it works
- Issued through 'HR people', their – Drivers Handbook, Health and Safety Handbook and Employee Handbook

Communication with employees is via an internal memorandum/directive, in-house training sessions, or a toolbox talk. The toolbox talks cover specific safety issues, method statements, risk assessments and COSSH information. Records of all these communications are stored on PeopleHR and Sharepoint.

Employee performance is reviewed at the internal management meetings and employee appraisals; this is over seen by our Human Resources Manager.

All employees have the training and skills needed to meet their job requirements. Our Training Procedure is detailed in HSE-017 Training Management and the companies Training Profile is logged under Staff Training and on PeopleHR (See Appendix 4) with all qualifications managed via the PeopleHR system. Training subjects include, but are not Ltd to:

- First Aid
- 360 operators
- Dumper operators
- Telescopic handler
- Abrasive wheels
- Working at Heights
- Fall Arrest System
- Road & Street Works
- Construction Site Supervisor (CITB)
- Cable Avoidance
- Face Fit Testing
- Manual Handling
- DBS Checks

7.1.3 Infrastructure

All our administration is conducted at our Head Office. This includes: -

- Management of financial matters
- Handling of client orders
- Personnel records
- Delivery Notes
- Client Files
- Orders and contracts
- Planergy – IT based system using - PurchaseControl™, this system is managed by our accounts department – please see appendix 41, for detailed guide on how system works.

- Human Resource system – 'People HR'

All aspects of the business follow the brand guidelines outlined in Appendix 29 – ensuring a clean and consistent look across our work.

In terms of equipment used to deliver our product / service, asset registers and maintenance records are kept for the following:

- Office Space
- Utilities – we have cloud based phone system and a high speed Fibre Broadband

- Hardware / software – We have a server at our head office that hosts our Sage accountancy software and used as a data store, a power backup is also utilised for this server. All live data the company utilises is hosted on SharePoint, cloud based file storage that can be accessed from anywhere. We employ a specialised IT company (si29) to administer our network.
- Vehicles – please refer to Fleet Check Online System (administered by Transport Manager/Nursery Manager)
- Plant equipment – we have an extensive stock of landscaping power tools and machine, namely –Honda Mowers, Stihl Strimmer's and Hedge cutters, Kubota Mini Excavators, Dewalt Power Tools, etc. These are serviced and maintained by an internal Mechanical Fitter, with documented evidence recorded.

The company currently has;

- 2 - 18 tonne HIAB lorries
- 1 - 32 Tonne grab lorry
- 4 – Single cab tippers
- 5 - Crew cab tippers
- 9 – Box transit type
- 10 – Small car derived vans
- 4 – Company cars

- Vehicle maintenance is externally contracted.
- All maintenance and servicing information is recorded (Fleet Check Online System)
- The drivers complete daily checks and fill in the vehicle checklists (Fleet Check Online System)

Along with the management team, KLG Ltd have employed a Transport Manager whose main responsibility is to support KLG Ltd in the overseeing our fleet management.

We utilise two online platforms for this which are Fleetcheck and FleetGo, these hold all the relevant details for every KLG Ltd owned vehicle and lorry. Records include vehicle logbook's, the MOT certificates and all servicing records. This is regularly checked and maintained on-line using the Online portals for both platforms.

The company also owns several pieces of plant, including mini excavator's, telehandler's, power barrow's, hydraulic breakers and various small hand tools. These all require regular inspections and maintenance which are logged and completed by our inhouse plant fitter (See Appendix 6). The office manager is responsible for maintaining a central file including all service records, annual test certificates, and regular inspection reports. It is the responsibility of the office manager and fitter to ensure that the schedules are updated.

Our inhouse plant fitter also maintains all our small plant and hand tools to ensure that they are in good working condition when required.

7.1.4 Environment for the operation of processes

KLG Ltd operate out of our head office in Egham, Surrey. It is an office block over 3 levels and has modern welfare facilities available to staff.

All desks have access to phone system and company servers. Heating and Lighting is fit for purpose. Kitchen facilities are provided to staff on all levels.

We have a contract in place with a cleaning company, with the offices cleaned over the weekend.

Improvements have been made to signage recently and an internal communal area has been installed and maintained on a regular basis, with an external communal seating area.

We have a communal photocopier which is supplied with ink, maintained and serviced by an external company on a 5-year lease agreement.

Smoke alarms and fire extinguishers are present in the building. Safe routes / paths have been installed to allow movement between offices, with external lighting on sensors.

See site plan within appendix 48.

7.1.5 Monitoring and measuring resources

We ensure that all relevant equipment and personnel are monitored and measured to ensure that equipment and personnel are effective for the services / products we offer:

<u>Equipment</u>: We ensure that all equipment is serviced, maintained and where applicable calibrated to statutory and regulatory requirements.

<u>Personnel</u>: We ensure that all personnel are monitored on a regular basis (please see personnel records for training etc).

7.1.6 Organisation Knowledge

We ensure that "Job Specifications" are produced which include knowledge requirements for each individual role. We look to develop and promote staff within the organisation where possible; we actively try to encourage staff to seek development and experience to enable them to progress to high positions.

7.2 Competence

All employees have the training and skills needed to meet their job requirements. All employees are monitored on an ongoing basis to identify any training and development needs. Competences and training needs are identified / satisfied by using:

- Job descriptions which set out the competences required
- Contracts of employment which set out contractual and legal requirements
- Induction checklists to ensure / check understanding
- Appraisal reviews to monitor performance
- A training / competency matrix

7.3 Awareness

We ensure that all employees are aware of all policies and their contribution to the effectiveness of the Quality Management System through:

- Notice Boards
- Employee Handbook
- Awareness Training
- Induction
- CPD

7.4 Communication

For internal staff we use, a regular company newsletter (issued by email), inductions, training, regular meetings and briefings.

For external persons, we use our company website, social media (twitter, Facebook, etc.) these are updated regularly to ensure that information to up-to-date. Client mail shots / emails are sent out regularly to provide additional services, via CRM in accordance with GDPR.

7.5 Documented Information

We keep hard copy files for all client orders, which include all related documents. Information is issued subsequent to client orders via drawing issue, site instruction, etc.

Purchase Orders (POs) are identified by their reference number. Using an online system overseen by our account department.

Our Health & Safety Policy and Risk Assessments are produced with both our HSEQ Manager and external H&S Consultancy. Copies of Method Statements and Risk Assessment are stored on Fastfield and RAMS app. All documents are version controlled by date or revision number on RAMS APP.

Personnel files are kept in cloud based 'People HR' system. Staff have logins that allow them to access contracts of employment, details of any Company benefits. Only HR, Accounts Manager and MD have administrator access to records.

It is the responsibility of the Human Resources Department to ensure that these files are complete.

Our IT is backed on share point.

7.5.1 General

KLG Ltd demonstrates documented compliance to ISO 9001:2015 through this QMS (which includes processes & procedures) on an electronic system which is available on the company SharePoint which is accessible to all staff.

7.5.2 Creating and updating

The creation of documentation to support the QMS is primarily the responsibility of the designated "Management Representative". These are reviewed with the Managing Director and Management Team of **KLG.**

7.5.3 Control of documented information

All documentation is controlled by version and date. A master document list is an appendix to this document – containing the location of key documents related to the business.

Master document list is maintained internal SharePoint which is access controlled and only for internal use by assigned KLG Ltd employees. KLG Ltd has in place systems to avoid the loss of confidentiality, improper use or loss of integrity.

We have a specialist IT company in place who maintain and manage our network and computers, to ensure software is up to date and data is secured.

Out network is hosted on SharePoint – we have a separate server at our head office which hosts accounts software.

Key office computers are backed up daily to portable hard drives which our external provide regularly changes and keeps one copy of site for security. Control of documents can be seen on the QMS and Appendix Register.

Documents can be retrieved by authorised personnel from the storage locations specified *and / or from folders on the network*. Customer records are identified by *customer name.*

If records are to be destroyed, they will be disposed of in a controlled manner; *sensitive hard copies will be shredded, and soft copies will be deleted from the system*.

If records are to be archived, they will be identified and stored appropriately.

8. OPERATION

8.1 Operational planning and control

KLG Ltd has determined the requirements and controls implemented for all processes detailed in section 4.4. Any planned changes are controlled through section 6.3 (Planning for Changes)

8.2 Determination of requirements for products and services

8.2.1 Customer Communication

Capability, facility and service information is supplied to customers via web site, brochures, email and through direct sales / personal contact.

Communications such as enquiries, quotes, orders and amendment details are appropriately stored and identified by customer and reference number.

Any technical documentation required for products / services offered by **KLG Ltd** are forwarded to our clients on closure of the contract. The documentation is then filed within the client file.

Customer feedback is proactively sought via direct contact and satisfaction monitoring.

Complaints are documented and recorded. Complaint Management, as part of our ongoing commitment to customer service, we have a policy of dealing with all complaints to the satisfaction of our clients.

Our complaints procedure is as follows: -

1. All complaints are logged by the HR Manager
2. The management team will discuss and agree a proposal to remedy the complaint immediately.
3. An email will then be written to the complainant in confirmation of the proposed action.
4. Once the action to be taken has been agreed with the complainant, this will be put in hand promptly and the item closed off.
5. The complaints log is reviewed at the quarterly ISO meetings.

8.2.2 Determination of requirements related to products and services

KLG Ltd ensures that applicable statutory and regulatory requirements are met which can be evidenced within section 4.1 of this document.

Should we issue any legal documentation (i.e. calibration document – traced back to national standards) in connection with the products / services offered then this is forwarded to the clients at the closure of the contract. All documentation is filed within the client file for archive purposes.

8.2.3 Review of requirements related to products and services

KLG Ltd has processes in place to ensure that client details are collected at “Contract Review”. This to ensure that all details are correct and any additional information is collected etc.

Any statutory and regulatory requirements applicable to the service / products offered are also documented within the contract review.

The contract review will be reviewed mid-way through the process to validate the client’s requirements.

Any change required either through client requirements or product / service design will be fully documented through the “Planning of changes” within section 6.1 of this document.

8.3 Design and development of products and services

KLG Ltd has processes for the development of our services, we do not design or develop products, and we used a list of reputable suppliers for these purposes. Our services provided to client are outlined within the QMS, appendices and business strategy set in place by the Managing Director.

8.4 Control of externally provided products and services

8.4.1 General

KLG Ltd ensures that externally provided processes, products and services conform to specified requirements and reviewed as part of KLG Ltd risk and mitigation matrix.

8.4.2 Type and extent of control of external provision

KLG Ltd have controls in place to ensure that external provisions are approved before using the service or product, this in part will involve compliance with the Construction Products Regulations. This is done via the Supplier Questionnaire.

See Appendix 30 and 38

As a company we do not manufacture any products, we use reputable suppliers to by our products through for example – Tree / Plants / Aggregates these are bought in compliance with regulation plant passports / legislation / etc

8.4.3 Information for external provision

Communication of any applicable requirements which are deemed appropriate and are provided through the contract review with the provider. (i.e. T&C's, performance, competence etc)

8.5 Production and service provision

8.5.1 Control of production and service provision

KLG Ltd ensures that controls are in place for conditions for production and service provision, including delivery and post-delivery activities.

As a company we do not manufacture any products, we use reputable suppliers to by our products through for example – Tree / Plants / Aggregates these are bought in compliance with regulation plant passports / legislation / etc

8.5.2 Identification and traceability

All plants / trees are bought in compliance with DEFRA plant passports, records are kept as needed, and we report using DEFRA's online notification system. All plants that are purchased from the EU have to be registered through the Procedure for Electronic Applications for Certificates from the Horticultural Marketing Inspectorate ('Peach System)', Peach is an online tool used to import certain plants into Great Britain. When carrying out this import application, it must be accompanied by a Road Consignment Note (CMR note), all plant delivery note documents and a phytosanitary plant health certificate.

The importation of certain species that are on the watch list such as Quercus (Oak Trees) and any Xylella hosts are banned to safeguard the biosecurity of the UK. Please refer to the KLG Ltd Brexit Procedure for Buying Plants.

8.5.3 Property belonging to customers or external providers

Records are kept as needed.

8.5.4 Preservation

All plants and trees are stored / transported in accordance with good horticultural standards.

8.5.5 Post-delivery activities

We notify clients once maintenance periods are at an end, our Maintenance manager issues a post completion letter that details the works required going forward and records current state / condition of plants and trees.

8.6 Release of products and services

KLG Ltd ensures that the appropriate documentation is provided to the client on release of the product / service and this is also retained for traceability.

8.7 Control of nonconforming process outputs, products and services

The KLG Ltd Management Action Log (AS to update action log)is used to identify non-conformances and any actual or potential shortfalls in quality standards or internal processes/ procedures, suggest improvements and track any actions to ensure improvements have taken place, or potential problems are avoided.

These areas are reviewed within the agenda for the Management Review meetings and typically cover the action taken to control and correct any non-conformances noting any consequences of the action taken and themes which may be evident. In terms of continual improvement, we also review the suitability, adequacy and effectiveness of our Business Management System.

KLG Ltd has various processes and procedures in place to ensure that preventative action against nonconformities can be introduced, documented and seen through to completion in order to address the initial problem. The complex nature of the clients we work with demands that we have flexible, but effective, processes and procedures in place.

However, **KLG Ltd** also uses internal and external audits and risk assessments to continuously improve its service delivery, financial, HR and operational functions.

Steps

• Our HSEQ Manager maintains and monitors the Action Log.

•If any person discovers a shortfall, or potential shortfall in the written processes/procedures or a problem in the practical application of them, the details must be documented in the Action Log. The relevant person who is responsible for the action is informed. Action required as a result of Customer Feedback, Customer Complaint, Information Security incident or Management Review is also logged and tracked via the company Action Log.

The Senior Management Representative is responsible for checking the "non-conforming products or services form" and ensuring that people with allocated responsibilities are aware of them and actions are progressing.

Once all actions on a log sheet have been completed the Management Representative archives it as a Quality Record

See Appendix 37 for record sheet.

8.8 Subcontractor Management

KLG Ltd have implemented a procedure for the management of subcontractors which it may engage to undertake works on behalf of KLG.

The Subcontractor Management procedure (Refer to Subcontractor Management -39) is a staged process which aims to assess and then manage any subcontractors KLG Ltd wish to utilise to undertake works. This staged process shall identify subcontractors who are both competent, experienced and qualified and will allow KLG Ltd to manage the engagement process to ensure that quality, along with protection of the environment and health and safety, is at the forefront of all we complete.

See Appendix 39 for Subcontractor Management procedure

9. PERFORMANCE EVALUATION

9.1 Monitoring, measurement, analysis and evaluation

Monitoring is based on Risk and is linked to the risk & opportunities register.

9.1.1 General

KLG Ltd has deemed the following elements (9.1.2, 9.2 & 9.3) for monitoring, measuring, analysis & evaluation to ensure the quality performance and the effectiveness of the quality management system.

9.1.2 Customer Satisfaction

KLG Ltd collates data on customer satisfaction through various means. This includes customer contact, emails and customer satisfaction survey.

The customer satisfaction survey is sent to clients as projects finish on ad-hoc basis, analysed and evaluated at the Management review meeting by “Management” as it is a reportable requirement.

9.1.3 Analysis and Evaluation

Results of feedback which includes customer satisfaction questionnaire, internal audits, conformity of products & service, planning, suppliers, risk & opportunities matrix is evaluated through the management review meeting and actioned as applicable should any non-conforming areas be present. Where possible SMART principles should be utilised;

9.2 Internal Audit

An internal audit schedule is prepared on an annual basis and covers the requirements of any ISO standards in which **KLG Ltd** wish to be certified. Appropriate personnel are allocated to complete the internal audits and must record appropriate evidence for completeness. Internal audit documentation must be kept and filed appropriately.

Audit schedule – appendix 19

Audit record – appendix 18 on SC-001.1 Internal Audit Report

9.3 Management Review

Management reviews take place on a bi-annual basis. The attendees present are Management Team and any other appropriate persons of the business.

All inputs / outputs are full documented and minuted in line with the requirements of the specific ISO standard in which KLG. Any actions arising from the meeting must be completed without any undue delay and appropriate evidence filed with the Management review documentation.

Management review – appendix 2

10. IMPROVEMENT

10.1 General

KLG Ltd ensures that improvement processes are completed and actioned as necessary. Analysis methods include various elements which include:-

- Customer Satisfaction Analysis and Evaluation
- Internal Audits
- Planning changes to the Quality Management System, Products & Services
- 3rd party assessments for certification purposes
- Risks & Opportunities

10.2 Nonconformity and corrective action

Should a nonconformity occur, including those arising from complaints, internal audits & external 3rd part assessment **KLG Ltd** designate the appropriate "Management" representative to ensure that corrective action including root cause analysis is completed and implemented to avoid any further occurrences. This is then analysed and should the risk to the business pose to be "high" then this is then entered onto the "Risk & Opportunities" matrix to assist in mitigating the risk to the business.

Should any non-conformances occur then the internal audit report / non-conformance report must be completed to ensure that a full analysis of the problem is resolved. Should any changes to the Business Management System, Products or Services be required then the "Planning changes" document shall also be completed.

The corrective action plan summary must be completed, as this then forms part of the Management Review meeting.

See Corrective and Preventative Action Log appendix 36.

10.3 Continual Improvement

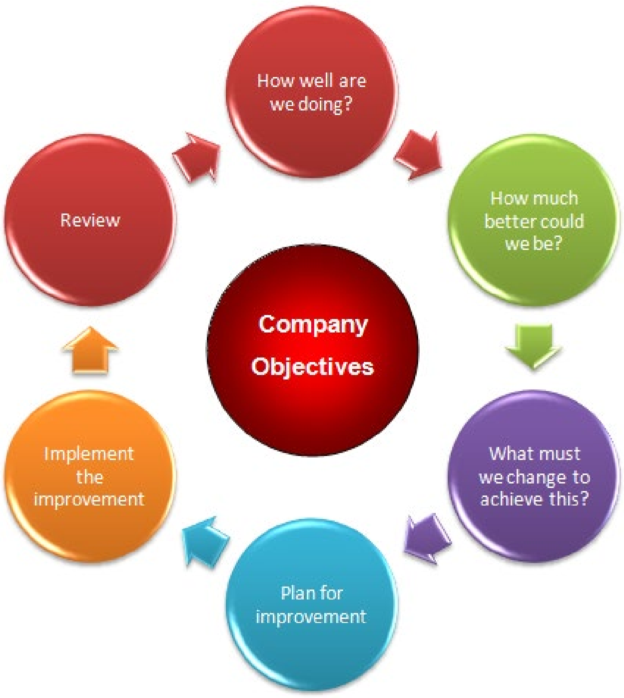
We believe that continuous improvement and customer satisfaction is an effective way of measuring the performance of **KLG Ltd.**

The Feedback we receive from our customers helps us to identify any corrective action(s) that may be required to ensure that our customers are satisfied with the service levels that they are receiving.

We use the continuous improvement model shown below and incorporate client feedback and performance review information via internal audit reports **(See Appendix 18)**.

Continual Improvement will be ongoing through various elements of the Business Management System which is encompassed within this document. The list below is not exhaustive: -

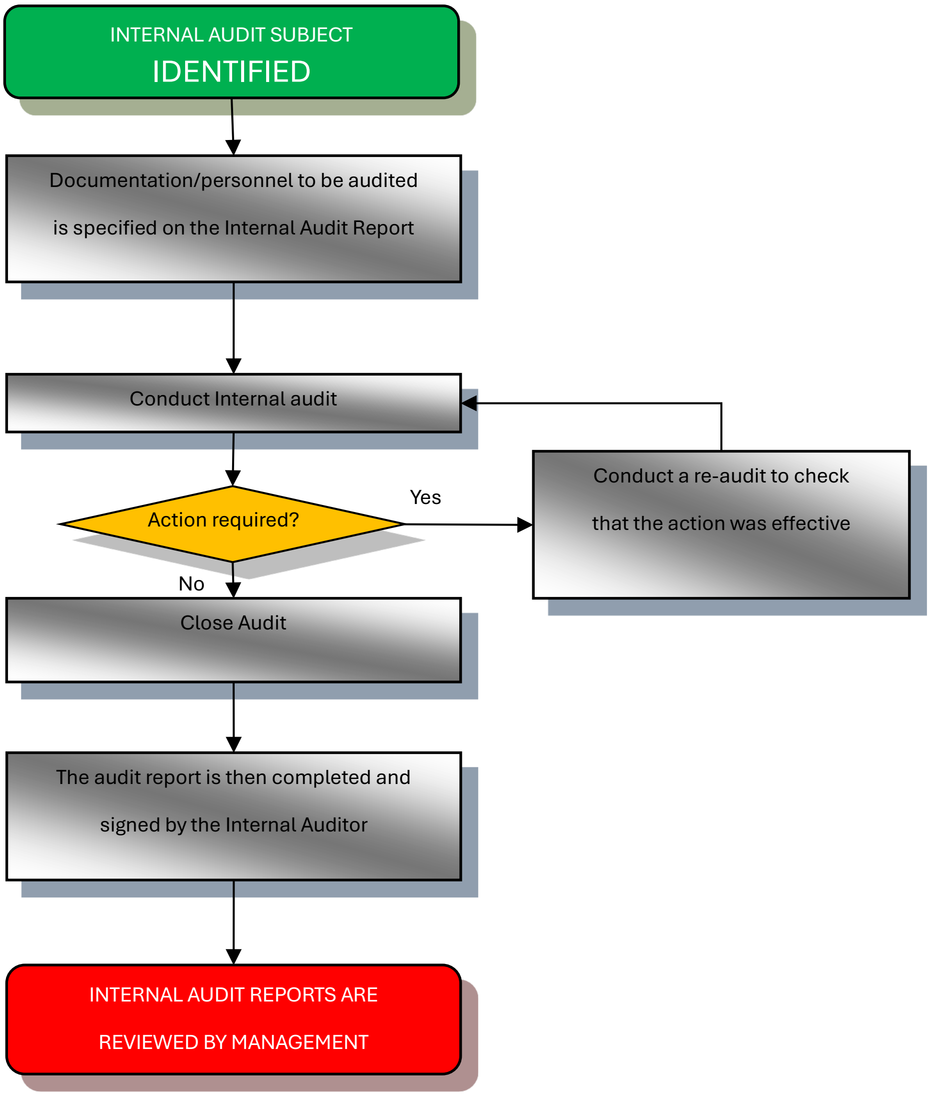
- Risk & Opportunities Analysis – Evaluated at several stages (clause 5.1, 6.1)
- Quality Policy / Objectives
- Planning of Changes
- Customer Satisfaction
- Internal Audits
- 3rd Party External Audits
- Management Review



On an annual basis we issue to our clients a questionnaire using the pro-forma in Appendix 20. All responses are logged, and the feedback is discussed at our monthly management meeting to ensure an effective response.

Internal audits are carried out regularly as part of our operational processes. We audit our business processes, and the findings of these audits are reviewed for improvement opportunities.

The audit process is as follows: -



Feedback on each audit is reviewed with our ISO9001:2015 accrediting body, the British Assessment Bureau, as part of our annual audits.

Audits cover all departments and are carried out monthly using the pro-forma in Appendix 18. All audits are centrally logged **(See Appendix 18)**.

11. Index of Appendices

1. Organisational Chart
2. Management Review Meeting Agenda
3. Employee Induction Form
4. Staff Training Log
5. Vehicle Procedures
6. Vehicle Schedule
7. Machinery Inspection Reports
8. Lorry Maintenance Schedule
9. Complaint Form
10. Request for Information (RFI) & Confirmation of Verbal Instruction (CVI)
11. Citation PLC Site Inspection
12. Daily Work Sheets
13. Controlled Waste Transfer Note
14. CHAS Accreditation
15. Construction Line Accreditation
16. BALI Accreditation
17. KLG Ltd Internal Safety Audits
18. KLG Ltd Internal Audit Report
19. Internal Audit Schedule
20. Customer Questionnaire
21. Verbal Feedback
22. Appraisal Form
23. Job Roles
24. Application Register
25. Project Handover Sheets
26. Tender Register

27. Sub-Contactor Purchase Order

28. Quality Management Action Log

29. KLG Ltd Brand Guidelines

30. Approved Sub Contractors List

31. Business Continuity Plan

32 - Quality Control Sheets

33 - File Sheet Cover

34 - Risk Management & Opportunities Matrix

35 - Change Sheet

36 - Corrective and Preventative Action Log

37 - Non-conforming Products or Services

38 - Supplier Quality Questionnaire

39 - Sub-Con Management

40 - Business Strategy

41 - Purchase Order System

42 – Master File List

43 - Charge Out Rates

44 – Legislation Check List

45 – CVR

46 – GDPR Procedures / Info

47 – Site Plan