



## **Business Policy**

Bordon Hill Nurseries Ltd will always endeavour to provide all our customers, be they internal or external, with products and services of a higher quality than they expect.

We ensure that all products produced are safe and meet all plant health, legal and ethical requirements. We aim to achieve this by the following means:

- We recognise that quality is dependent upon customers' perception together with recognised standards.
- It is the responsibility of the supplier to discover their customers' expectations and monitor their satisfaction.
- The business will always support individual endeavour to raise quality standards where appropriate.
- We are each responsible for the quality of our own work and that of our team. We must take appropriate action if the quality of work dips, or shows signs of dipping, below the acceptable level.
- Any problems or complaints will be dealt with professionally and as a matter of urgency and used as opportunity for immediate and future improvements.
- All our operations are carried out with particular attention paid to the Health and Safety of our employees and visitors to our site.
- The company is committed to developing individuals through training and mentoring.
- People are treated fairly and with respect.
- Bordon Hill Nurseries also aims to protect the environment by acting responsibly whilst carrying out its business activities.

Get it right first time. Ensure your customers are satisfied

A handwritten signature in black ink, appearing to read "AS", followed by a long horizontal line and a small loop at the end.

Date: 10<sup>th</sup> September 2023

Signed by: Alexander Shepherd

Position: Director