

# QUALITY POLICY STATEMENT

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At OUTCO Ltd we are committed to delivering the highest standards of service in grounds maintenance and outdoor estate management across the United Kingdom. Our aim is to consistently meet and exceed the expectations of our customers, stakeholders, and regulatory bodies through continuous improvement and excellence in all aspects of our operations. Our Commitments:

> **CUSTOMER FOCUS**

We place our customers at the heart of everything we do, ensuring their needs and requirements are understood, met, and exceeded where possible.

> **QUALITY MANAGEMENT SYSTEM**

We maintain and continually improve our Quality Management System in line with ISO 9001:2015 standards, ensuring its effectiveness in achieving our quality objectives.

> **COMPLIANCE**

We adhere to all relevant legal, statutory, and regulatory requirements applicable to our services and operations, ensuring a safe and sustainable approach to grounds maintenance and estate management.

> **CONTINUOUS IMPROVEMENT**

Through regular review of our processes, performance, and customer feedback, we are dedicated to identifying opportunities for improvement to enhance the quality of our services.

> **EMPLOYEE ENGAGEMENT AND DEVELOPMENT**

We invest in the training, development, and well-being of our team to ensure they are skilled, motivated, and aligned with our quality objectives.

> **SUSTAINABILITY AND INNOVATION**

We actively seek innovative solutions and sustainable practices to minimize our environmental impact while maintaining the highest levels of service quality.

> **QUALITY OBJECTIVES:**

To support this policy, we set measurable quality objectives that are reviewed and updated regularly to ensure alignment with our strategic direction.

> **RESPONSIBILITY:**

This policy is communicated to all employees, contractors, and stakeholders, ensuring understanding and commitment to its principles. Every team member is responsible for upholding the standards set out in this policy, contributing to our shared vision of excellence.

This Quality Policy is reviewed annually by senior management to ensure its continued suitability and alignment with the company's goals and ISO 9001:2015 requirements.

**Signed:**



Name:

**Jason Pestch**

Position:

**CEO**

Date:

**08 January 2025**