



Quality Policy

Scope:

RTT Services is a tree and vegetation management contractor serving the commercial, domestic and highways markets. We recognise the value in meeting and exceeding the expectations of our stakeholders and shall always strive to provide the very best customer experience.

This Quality Policy shall apply to all work activities undertaken by RTT Services.

The requirements are aimed at achieving customer satisfaction by applying the management system, continually improving the management system and by avoiding non-conformity.

In accordance with the requirements of ISO9001: 2015 and NHSS18 this policy shall be applicable to the provision of:

Arboricultural work for:

- Domestic Clients
- Commercial Clients
- Highway Vegetation Management

The SS18 will only be for 18A, 18B and 18C

18A a) Application of arboricultural work

18A b) Application of mechanical tree vegetation removal

18A c) Application of maintenance of established trees and shrubs

18B a) Application of control measures for invasive and protected species

18B b) Application of site management for pesticides & pest control

18C a) Management and maintenance of trees and herbaceous plants

18C b) Management and maintenance of ground preparation works

18C c) Management and maintenance of litter picking activities

Design and development is excluded from the scope of the quality management system.

The above listed services shall be managed from the RTT Services, Site Office situated at:

Rookery Farm
Felpham
PO22 6EP

We have developed a Quality Management System based upon the requirements of ISO9001: 2015 and NHSS18 as we place a high emphasis on continually improving our service using the principles of 'Process Management'.



We shall:

- Operate a quality management system to satisfy the requirement of ISO 9001: 2015 and NHSS18
- This document is our quality policy and it has been developed in consultation with our management team to be what we feel is appropriate to the purpose of the organisation.
- We are committed to complying with the requirements of the quality management system (ISO9001: 2015 and NHSS18) and to improving its effectiveness through a process of critical reflection.
- We are committed to complying with all other requirements such as stakeholder expectations, legislation, and guidance as applicable.
- Our team has agreed and shall regularly review and update quality objectives and this policy is considered to be the framework for the review of our performance against those objectives and as the foundation for the administrative processes enabling our other accreditations.
- The policy has been communicated throughout the organisation and the continuing use of briefing and training shall ensure that the policy and the spirit of the policy is understood.
- We shall hold regular review meetings to reflect upon our performance and to ensure the continuing suitability of this policy.

Through leadership and actions, we shall create an environment where people are fully involved and in which a quality management system can operate effectively.

The quality management principle shall be used by the senior team as the basis of its role:

1. To establish and maintain the quality policy and quality objectives of the organisation.
2. To promote the quality policy and quality objectives throughout the organisation to increase awareness, motivation and involvement.
3. To ensure that the organisation is fully focused upon customer requirements.
4. To ensure that appropriate processes are implemented to enable requirements of customers and other interested parties to be fulfilled and quality objectives achieved.
5. To ensure that an effective and efficient quality management system is established, implemented and maintained to achieve these quality objectives.
6. To ensure the availability of necessary resources.
7. To review the quality management system periodically.
8. To decide on actions regarding the quality policy and quality objectives.
9. To decide on actions for improvement of the quality management system.

Signed	
Name	Jake Davies
Position	Director
Date	04/02/2026