

Quality Policy Statement



Document Ref	Revision	Issue/Review Date	Next Review Due
FR0003	Rev E (Jan26)	05 January 2026	05 January 2027

Frosts Landscape Construction Ltd is committed to delivering high-quality projects that meet or exceed client requirements, applicable standards and statutory obligations.

We aim to achieve consistent, right-first-time delivery through effective planning, competent people, robust processes and continual improvement.

We maintain an ISO 9001:2015 certified Quality Management System and apply the requirements of National Highways Sector Scheme 18 (NHSS 18) where relevant to our works.

Our Commitments

We will:

- Understand and clearly define client, statutory and contractual requirements before commencing work.
- Plan, manage and deliver works in accordance with agreed specifications, drawings, standards and approved methods.
- Maintain effective document control to ensure that only current, approved information is used.
- Use competent personnel, approved suppliers and suitably controlled subcontractors to deliver quality outcomes.
- Inspect and test works to verify compliance at appropriate stages and prevent defects.
- Identify, record and manage nonconformities, implementing corrective actions to prevent recurrence.
- Engage with clients, designers and stakeholders to manage change effectively and minimise quality risk.
- Capture lessons learned and performance data to support continual improvement across the business.

Quality Objectives and Performance Review

We set measurable quality objectives that support customer satisfaction, right-first-time delivery and continual improvement.

Quality performance is monitored and reviewed through audits, management review, performance data and stakeholder feedback.

Where improvements also reduce waste, rework or resource use, these are recognised as additional benefits aligned with our environmental and sustainability objectives.

Responsibilities

The Board of Directors is responsible for:

- Setting the strategic direction for quality management.
- Ensuring the Quality Management System is implemented, maintained and integrated into business planning.
- Providing leadership, resources and oversight to support consistent, high-quality delivery and continual improvement.

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Managers and Supervisors are responsible for:

- Planning and managing works to ensure quality requirements are clearly defined and met.
- Communicating specifications, drawings, inspection requirements and acceptance criteria.
- Ensuring that employees and subcontractors are competent and suitably supervised.
- Monitoring quality performance, managing defects and implementing corrective actions where required.

Employees and all persons working under our control are responsible for:

- Carrying out work in accordance with approved information, procedures and instructions.
- Using materials, plant and equipment correctly to achieve required quality standards.
- Reporting defects, nonconformities or concerns promptly.
- Contributing to continuous improvement by sharing feedback and lessons learned.

Subcontractors and suppliers are expected to:

- Comply with this policy and all agreed quality requirements.
- Provide materials, products and services that meet specified standards.
- Cooperate with inspections, testing and quality assurance activities.

Communication and Review

This policy is communicated to all employees and persons working under our control and is made available to interested parties upon request.

The policy is reviewed at least annually and whenever there are significant changes to our activities, organisational structure or contractual obligations.

Approval

This Quality Policy Statement is approved by the Board of Directors and replaces all previous versions with immediate effect.

A handwritten signature in black ink, appearing to read 'Alistair Bayford'.

Alistair Bayford
Managing Director

Reviewed: 05 January 2026