



Our Vision Is

Grounds maintenance, with people at its heart. It is our policy to provide a complete range of external grounds maintenance and management services to a diverse client base including local authorities, housing associations, educational establishments and the corporate sector. We will ensure we meet customer's satisfaction, their requirements and in compliance with statutory, regulatory requirements and industry best practice.

Our Mission is

To be one of the most successful and reputable grounds maintenance companies.

Our Approach

- We establish and maintain a Quality Management System which satisfies the requirements of BSEN ISO 9001:2015, and any other Client specific quality requirements.
- We implement appropriate actions to address any risks and opportunities associated with internal / external issues and to meet the requirements of interested parties.
- We ensure all our staff are fully competent and trained to carry out their assigned activities by investing in training and continued personal development, to make them feel valued and reward loyalty so that we continue to provide a service synonymous with our Industry standing.
- We maintain a documented information system and review our systems; processes and workmanship to ensure that we comply with requirements and that we continually improve the effectiveness of the business management system.
- We are committed to satisfying applicable requirements and for the continual improvement of the management system.

Monitoring our Progress

- We set objectives each year through our strategic plan and work towards achievement of these through our continued commitment to recognition to BSEN ISO 9001:2015. Objectives consider risk management and business contingency which will also be included within our strategic plan. The strategic direction is reviewed and then used as an input for this quality policy, to reduce risk and to set objectives
- We continually monitor all our projects by carrying out site inspections and audits to ensure we maintain our high standards

Responsibilities

The Management of John O'Conner (Grounds Maintenance) Limited will ensure that this Policy and the related objectives are communicated, understood and applied.

The ISM / SHEQ Manager and authorised deputies have the authority and the responsibility to establish and maintain the business management system. They have the freedom to recognise any quality problems relating to service, process and systems and to initiate, recommend or provide solutions to these problems.

The management system laid down in our Integrated Management Manual has our full support and all staff are aware of its' existence and must adhere to its' directive.

Signed:

Date: 23/09/2019

Matt O'Conner
 Managing Director

This Policy is displayed at Head Office and at all depots

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