



JOHNSONS
OF WHIXLEY

PROFESSIONAL NURSERYMEN

QUALITY POLICY ISO 9001:2015

It is the policy of Johnsons of Whixley Ltd to satisfy the requirements of its neighbours, customers and suppliers to the best of its ability. This can only be achieved by operating an effective, comprehensive, co-ordinated Quality System, which ensures quality and strives to continually improve all products and services provided by the company.

Quality objectives are set, measured against, and reported through the traffic light system. Any financial costs associated with these objectives will be attributed wherever possible.

To foster a culture of continual improvement Johnsons of Whixley will continue to recognize and reward effective teamwork and individual achievement and will review service provision regularly. The company's emphasis on appropriate training, limited complaints from customers and the public at large, and a high proportion of repeat business acts as testimony to its commitment in these areas.

Senior management ensures that the quality policy is communicated to, and is understood, by all employees and is also communicated to relevant interested parties where appropriate. Internal auditing activities are undertaken by employees.



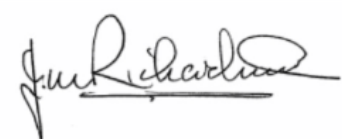
Annual Management Review of the quality policy determines the policy's continuing suitability for our organization.

The 'Quality System' appears as a standard agenda item at the Senior Management Group meetings, which are attended by directors, unit managers and section heads. This policy is communicated to staff and relevant interested parties via the web-site.

The objectives currently include:

- To achieve sales budgets in a difficult trading environment.
- To sell proactively at all levels, externally and internally.
- To sell home grown stock and only sell bought goods which help achieve the required percentage mark-up and customer demand for diversity.
- To increase investment in personnel.
- To remain within budget for overall expenditure.
- To identify ways to reduce waste and use the resource more effectively.
- To re-invest in company development projects
- To achieve a net profit that will provide job security, staff benefits, and development.
- To maintain a greater degree of site cleanliness
- To improve inter-unit co-operation and understanding.
- To maintain industry trust and goodwill developed over many years.
- To operate in an environmentally acceptable way which will maintain both local and national external recognition.
- The Maintenance of the company's social responsibilities

John Richardson Chairman 25.08.16

A handwritten signature in black ink, appearing to read 'John Richardson', written over a horizontal line.