Title: **VALLEY PROVINCIAL LTD QUALITY POLICY STATEMENT**

Valley Provincial Ltd specialises in the supply and maintenance of all aspects of interior and exterior floral, landscape and amenity products and services to the commercial and institutional sectors.

The effectiveness of the Quality Management System, which is measured in accordance with the ISO 9001 standards will be achieved through:

- Consideration of the context of the organization and aligning the Quality Management System with the strategic direction of Valley Provincial Ltd.
- Satisfying customer and applicable statutory and regulatory requirements
- Management of the organization, along with employee-established quality objectives and defined responsibilities for their fulfilment.
- Establishing, applying, maintaining and continual improvement of the effectiveness of Quality Management System in accordance with the international Standard ISO 9001:2015.
- Continual enhancement of customers' satisfaction by way of regular NPS surveys.
- Tracking and applying new technologies and educating employees on best practices.
- Careful selection and assessment of suppliers.
- Commitment to increase the quality of products and services in order to completely satisfy customers' expectations
- Making continuous improvement a part of every day and throughout every activity.
- Continuously upgrading the Quality Management System in all process activities of the business.

Furthermore, and in line with the provisions and objectives of the Climate Change Act 2008, Valley Provincial are working on a Carbon Footprint Management Project and have collaborated with Carbon Footprint Ltd to assist us in our journey to Net Zero by 2050.

This Quality Policy is communicated to all persons working for or on behalf of the Company and is made available to the public if requested. The company will continue to raise the levels of environmental awareness throughout its workforce and to promote this awareness to its customers and suppliers.

This Quality Policy is endorsed by the Executive Management of Valley Provincial Ltd who are committed to operating it's Quality Management System in a manner that attains and sustains registration to the international Quality Management Standard ISO 9001.

Signed: Paul Brown _____

Paul Brown, Managing Director

Date: 16.12.2024 _____

Review date: 16.12.2025 _____