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Quality Management Policy

January 2023

EP Ecology Ltd. provides ecological consultancy advice and data to clients in support of planning applications, to inform on-site mitigation and compensation requirements, and to inform licence applications for derogation where appropriate. As nature is in crisis, identified even through the new National Planning Policy Framework, it is imperative that the data we collect, the advice we give, and the deliverables that we produce are of the highest standard and quality.

EP Ecology Ltd has implemented a certified ISO 9001 Quality Management System as quality is valuable to our clients as it facilitates smooth progression with their project goals, and so we strive to provide our clients with services which meet or even exceed their expectations. Services which maximise the gain for our clients, whilst realising a projects potential for biodiversity.

EP Ecology Ltd is committed to continuous improvement of our personal standards, and of the standards of our industry, and we have established a Business Management System which provides the framework for measuring and improving our performance.

The following company policies have been put in place to support our aim of providing satisfaction and assurance to our clients, and facilitate continuous improvement throughout our business through:

- Regular gathering and monitoring of client feedback.
- Reacting to client complaints in a timely manner.
- Training and continuing professional development of our employees.
- All deliverables for third parties go through a rigorous in-house review process to ensure validity and quality.
- Our staff are kept up to date with legislative and guidance changes as well as regularly reviewing technical literature to enhance our assessments and field practices.
- The setting and reviewing of company quality objectives through our Management Review process.

This policy will be reviewed annually and communicated to all employees, sub-contractors, and clients.

Erik Paterson,
Director,
EP Ecology Ltd.

Date of review: 18 January 2023

Date of next review: on or before 31 January 2024