



JOHNSONS NURSERIES

Quality Policy ISO 9001:2015

It is the policy of Johnsons Nurseries 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, coordinated 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 Nurseries Ltd 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 organisation.

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

The objectives currently include:

- To achieve sales budgets in a difficult trading environment. Carefully targeted markets to maintain existing customers develop new ones and provide excellent service and quality.
- To sell proactively at all levels, externally and internally. Develop and support a motivated and knowledgeable sales team. Develop a comprehensive Webb site and other IT forms of contact.
- To sell homegrown stock, and only sell bought goods which help achieve the required percentage markup and customer demand for diversity and volume. Develop sales staff understanding and awareness of current stock quantities and quality to achieve the best prices.
- To increase investment in personnel. Increase internal and external training of all staff to increase staff awareness relating to sales, production, and business awareness.
- To remain within budget for overall expenditure. Undertake budget forecasts with diligence and monitor performance on a monthly basis. Exceed budget expenditure only with director approval.



- To identify ways to reduce waste and use the resource more effectively. Prevent losses due to bad weather by providing additional protection. Avoid losses due to poor tractor driving by better driving instruction. Develop ways of using unavoidable compost waste to produce an income.
- To re-invest in company development projects. Use profits or other resources to further develop the profitable development of the business.
- To achieve a net profit that will provide job security, staff benefits, and development. Achieve a net profit which will provide adequate income to directors and staff and satisfy the anxieties of all stakeholders.
- To maintain a greater degree of site cleanliness. Ensure that cleanliness and tidiness are second nature to employees by tuition, for example, and the provision of suitable waste receptacles in appropriate locations.
- To improve inter-unit cooperation and understanding. Ensure that appropriate meetings include staff from all units, and all units receive similar support and praise from senior management. All social events, including free lunches in bad weather, to be applicable to all.
- The Maintenance of the company's social responsibilities. The company's social responsibilities are reviewed annually, and our business activities do not appear to create problems within the local or business communities as there have been no complaints regarding our activities.
- To operate in an environmentally acceptable way which will maintain both local and national external recognition. The company will abide by the requirements of ISO14000 and ensure that infringements of environmental legislation do not occur, or if so, the impact will be minimal, and the problem addressed.
- To operate in a compliant and ethical manner in order to limit the import or distribution of any plants which may be susceptible to diseases and pests which are new to the UK and are identified by DEFRA as being potentially hazardous to the flora of the UK.
- To maintain industry trust and goodwill developed over many years. The company will maintain contact with its peers, associations, plant health advisors and Customers at all levels by having members on relevant committees, participating in industry events, and hosting customers as appropriate. Creditors and debtors will be treated with respect, although debtors will be limited credit levels associations, determined by external sources.

1st January 2024

