



QUALITY POLICY

Heritage Tree Services is committed to providing a comprehensive and professional arboricultural service that has its foundation in sound arboricultural practices and techniques. We strive to be the provider of choice for the arboriculture industry through our reliability, delivery of high quality outcomes and safe work practices.

We strive to achieve this by:

- Our commitment to staff training to ensure that our staff are properly qualified.
- Ensuring our work is in accordance with Australian Standards.
- Promoting an understanding of our customers' needs and expectations, together with a culture of exceeding customer expectations.
- Developing seamless processes by fully integrating the services provided by our suppliers.
- Monitoring our performance through performance metrics in order to continually improve our processes and services.
- Utilising our ISO 9001 quality management system across all functional areas of the business everywhere, every time, without exception.

Gavin Rowan
Managing Director, Heritage Tree Care

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