

ECONORTH LTD.

Quality

Policy

John Thompson

Next Review Date: 14.02.21



This policy applies to all EcoNorth Staff / Internships / Sub-Contractors / Placements who work on behalf of the company and is reviewed annually to ensure its continuing suitability.

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Quality Policy

EcoNorth is a professional consultancy that provides a complete ecological service for development, conservation and infrastructure projects across the UK and Ireland. Services include protected species surveys, licencing and mitigation, all ecological assessment, land management, Clerk of Works and GIS mapping.

In order to consistently deliver a high quality service, EcoNorth operates a quality management system, with the intention of achieving internationally recognised accreditation under ISO 9001:2015 by March 2021.


We strive for continual improvement in the quality of our services and systems, and achieve excellent customer satisfaction. Our team of Ecologists and Project Managers contributes to the development and implementation of quality improvement objectives, which are authorised and reviewed by the Senior Management Team and Board. Each client has a single point of contact within EcoNorth and can request access to all their project information via our web-portal.

The competence of our team of staff and associates is central to providing an excellent service and we carefully match expert resources to projects. Between us we have over 50 years of professional survey experience of all UK protected species. We provide continual opportunities for development for all staff including professional memberships.

Our approach to quality assurance includes agreeing with the client the nature, amount and timing of the outputs to be delivered during the course of the project/assignment. All projects are managed, monitored and evaluated through a robust project management system and all reports undergo a rigorous two-stage peer review process undertaken by peers. Weekly team meetings designed specifically to discuss projects and an internal training programme ensure that we continuously disseminate lessons learned and adopt best practice.

We commit ourselves to comply with best professional practice, client requirements and applicable compliance obligations in all that we do.

EcoNorth's Executive Director holds ultimate responsibility for the quality assurance and ensuring effective implementation of this policy. He is fully supported by the Quality Manager.



John Thompson
Executive Director
14.02.20