Lowther Forestry Group Ltd.

The Estate Office, Lowther Castle,
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LOWTHER FORESTRY GROUP LTD
QUALITY POLICY

Lowther Forestry Group Ltd is committed to establishing and maintaining a Quality Management System (QMS) that meets the requirements of ISO 9001:2015. Our goal is to consistently deliver high-quality products and services that fully satisfy our clients' needs. To achieve this, we will promote active collaboration with clients and principal contractors, ensuring compliance with contract requirements, specifications, relevant industry codes of practice and British Standards, including but not limited to BS3998, BS1722, BS4428, BS8545 and BS6579.

We adhere strictly to the National Highways Sector Scheme 18, 2a & 2c, delivering all highway projects in alignment with Series 3000 and 0300 together with all associated quality management provisions as outlined in the appendices and the Manual of Contract Documents for Highway Works (MCHW).

Our commitment to customer satisfaction drives us to foster a culture of continual improvement throughout the company. As members of the Conflict Avoidance Directory, we actively seek to introduce conflict avoidance procedures into all framework agreements and contracts and promote collaborative working with our clients/customers to minimise disputes.

We evaluate and monitor our improvement and client satisfaction through regular internal and external audits, quality inspections, and customer satisfaction surveys.

To support our continued success, we will monitor both internal and external risks and business opportunities and provide adequate resources (financial, training, supervision, equipment and materials) to empower our personnel to perform effectively and meet the required standards.

The performance of our QMS and quality objectives will be reviewed annually to ensure their effectiveness and relevance. We are dedicated to the continuous enhancement of our QMS.

This policy will be publicly available on the company's website and reviewed annually.

Signed:

Managing Director

Last review date: 01.03.26

Registered Office: The Estate Office, Lowther Castle, Penrith, Cumbria, CA10 2HH ● Lowther Forestry Group Limited is registered in England No. 3309271 ● VAT Reg. No. 698 0654 85