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21<sup>st</sup> January 2025  
Revision Number: H  
Next review: January 2026

# Quality Management Policy

Certified



Corporation

This company is committed to  
accountability, transparency,  
and continuous improvement.



**Tyler  
Grange**

**Quality Management Policy**  
21<sup>st</sup> January 2025  
TG\_400\_007\_Rev H

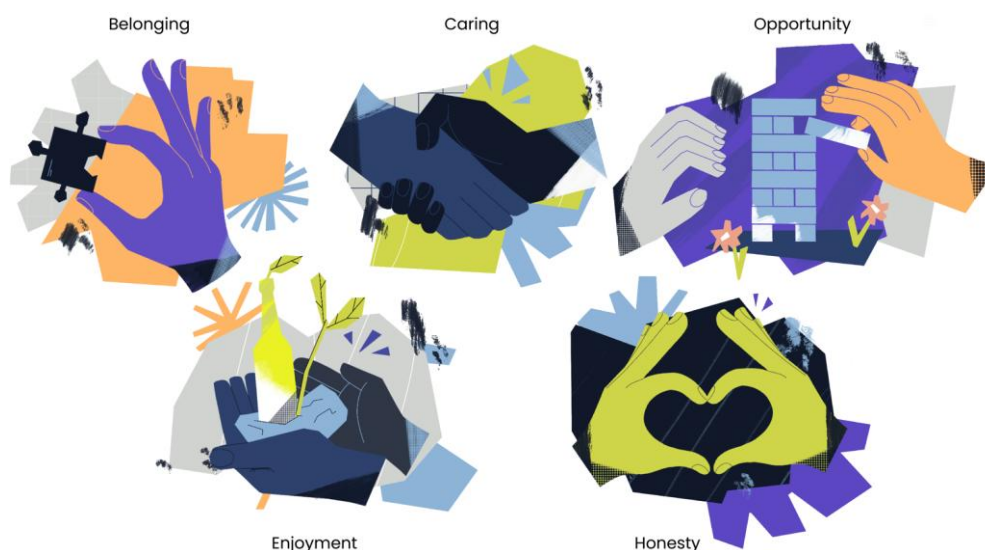
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## Section 1: Introduction and TG Culture

- 1.1. Tyler Grange Group Limited<sup>1</sup> (TG) is a leading UK-based environmental consultancy of ecologists, arboriculturists and landscape planners. We provide support to projects in both urban and rural contexts, making sure they serve the environment, just as much as your business and commercial needs. TG recognises that each of us brings something unique to the family, all of us guided by our core values: Belonging, Caring, Enjoyment, Honesty and Opportunity:



- A team **belonging** of committed individuals who are able to demonstrate technical and commercial excellence. We strongly believe that focussed and motivated people can be trusted to develop their professional competence. Allowance of time for the community. Each employee is encouraged to up to one day per month to undertake work of their choice in the community;
- **Caring**, offering of the highest possible standard; persistent, focussed, proactive and timely; capable of ensuring satisfaction and securing long term relationships. A good lifestyle which respects the need for business success and individual's priorities beyond the workplace. We care about people and the environment;
- **Enjoyment**, offering reward (financial and operational) which is distributed equitably to reflect achievement particular to the individual's role within the team; and
- **Honesty**, offering professional services and standards which are distinctively high quality, innovative, responsive and respected. A commitment to professional standards, the health and safety of our team and the environment. Operating as a responsible organisation;
- A working environment with effective systems, support and **opportunity** in a valued workplace. An environment which provides stimulus and drives personal aspirations.

<sup>1</sup> <https://tylergrange.co.uk/who-we-are/>



Growth at a pace which balances opportunities for expansion with 'success' as defined by these Core Values.

- 1.2. Tyler Grange became a Certified B Corp<sup>2</sup> in 2022, which means we actively aim to work with clients and suppliers who share our values and have a similar outlook with regard to the importance of their social and environmental responsibilities towards protecting the planet and people. As such, key suppliers that we work with shall be issued with a purpose-built ([TG\_100\_180] Supplier Screening Questionnaire) in order to obtain their ESG alignments and commitments.
- 1.3. Identified as a "Service with Minor Environmental Footprint"<sup>3</sup> via B Lab, a not for profit organisation, and using green energy providers where possible, we take our environmental impacts seriously. As such, and to further reduce Greenhouse Gas emissions and increase employee wellbeing, TG has committed to permanently offering its Tribe a 4-day working week to all its employees and aim to becoming Net Zero by 2030 across all three scopes.

### **Mission Statement**

- 1.4. *Tyler Grange is committed to helping others and improving the environment. As environmental experts, we believe that by collaborating we can solve our clients' problems and improve the world. Development is needed for social change and to do that it needs to be done well. We will engage with all projects big, small, and controversial, so that we can have the greatest positive impact for the environment and for society.*
- 1.5. All employees, volunteers and TG Partners (subcontractors) working for TG are expected to uphold this philosophy.

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<sup>2</sup> <https://www.bcorporation.net/en-us/>

<sup>3</sup> <https://www.bcorporation.net/en-us/find-a-b-corp/company/tyler-grange-group-limited>



## Section 2: Scope

- 2.1. This ([TG\_400\_006] Quality Management Policy) is established by Tyler Grange Group Limited, a certified B Corp operating as an environmental consultancy. The purpose of this policy is to outline our commitment to quality, as well as environmental and social governance. This policy applies to all activities, products, processes and services provided by Tyler Grange at all its locations, including office facilities, field operations and project sites. It encompasses the entire lifecycle of our services, from initial client engagement to project completion.
- 2.2. This policy is part of the ([TG\_400\_001] Quality Management System), which can be defined as a series of planned actions necessary to provide our clients with the service that they expect. It demonstrates, both internally and externally, that the systems that TG operates are measurable, productive and consistent, providing value for money and adhering to best practice.
- 2.3. Tyler Grange is committed to meeting the needs and expectations of our customers through the continual improvement of our products, services, and processes. In order to achieve this goal, Tyler Grange adopt the following principles and guidance to inform and develop our quality management framework:
- Achilles Certification;
  - B Corp Certification;
  - Gold Constructionline accreditation;
  - Constructionline Social Value certification;
  - Gold 4 Day Week Employer accreditation;
  - ISO 9001 guidance and 19011:2018 certification;
  - HSE Risk Management Guidance; and
  - UN Global Compact's SDG Action Manager.



## Section 3: Policy

- 3.1. Quality can be defined as all the features and characteristics of a product or service that bear on its ability to satisfy stated or implied needs. This covers the idea of fitness for purpose, customer satisfaction, safety and value for money.
- 3.2. Tyler Grange recognise the benefits of establishing an effective quality management policy to support and promote:
- improved internal working leading to consistency and fewer errors and re-work;
  - improved client satisfaction and loyalty;
  - improved team morale, wellbeing and motivation; the team take pride in their work;
  - competitive advantage; saving both time and money for the client and for TG;
  - increased efficiency and profitability; a QMS means that the team can assist, where necessary, and work is not wholly reliant on one person; and
  - preferred supplier status.
- 3.3. To enable the scope and deliver high quality service, Tyler Grange will strive to:
- understand the needs and expectations of our customers and aim to exceed them through the consistent delivery of high-quality products and services;
  - establish and review ([TG\_400\_008] QMS Objectives) at relevant functions and levels within our organization, at least annually, to ensure that they are aligned with our overall business objectives;
  - encourage the active participation of all employees in the improvement of our products, services and processes;
  - ensure that our products and services conform to applicable regulatory and statutory requirements, i.e. CIEEM, Arboricultural Association and Landscape Institute professional Code of Conduct;
  - regularly review and analyse our performance data to identify opportunities for improvement and to ensure that our quality management system is effective;
  - determine the necessary competence of our employees and provide the training and development needed to enhance their performance;
  - establish and maintain effective communication processes with our customers and other interested parties;
  - establish and maintain the necessary infrastructure to support the operation and control of our processes;



- establish and maintain the necessary work environment to support the operation and control of our processes;
  - ensure that the company's services are reliable, accurate and consistent;
  - protect the health, safety and welfare of employees, clients, TG Partners and other stakeholders; and
  - embed environmental and social governance in line with B Corp standards.
- 3.4. Recognising that our differences make us stronger, Tyler Grange look for employees who align with our culture and values, and that is the same no matter what background or personality they have. We continue to promote an equal and diverse workforce, and this is evidenced through our Gold Constructionline accreditation, Social Value certification, B Corp certification and within our ([TG\_100\_263] Annual Impact Report).
- 3.5. The following documents, located on the controlled ([TG\_100\_00] Document Register) also support this policy:
- ([TG\_400\_001] Quality Management System);
  - ([TG\_400\_002] Quality Procedures Manual);
  - ([TG\_100\_80] Project Management Poster)
  - ([TG\_100\_30] Equal Opportunities Policy);
  - ([TG\_100\_136] Diversity, Equity and Inclusion Policy);
  - ([TG\_100\_178] Labour Standards & Human Rights Policy);
  - ([TG\_100\_40] Modern Slavery and Trafficking Policy);
  - ([TG\_100\_260] TG Inclusive Hiring Guide);
  - ([TG\_100\_180] Supplier Screening Questionnaire);
  - ([TG\_100\_162] Sexual Harassment Policy);
  - ([TG\_100\_26] Anti Bribery Policy);
  - ([TG\_100\_39] Whistle Blowing Policy);
  - ([TG\_100\_263] Annual Impact Report);
  - ([TG\_200\_002] Health & Safety Policy); and
  - ([TG\_100\_14] TG Code of Ethics).



## Section 4: Aims and Objectives

- 4.1 Tyler Grange's ([TG\_400\_006] Quality Management Policy) aims to achieve sustained and profitable growth by providing services which consistently satisfy and exceed the needs and expectations of our clients.
- 4.2 The quality standards are achieved through the adoption of a system of procedures in the ([TG\_400\_001] Quality Management System) and ([TG\_400\_002] Quality Procedures Manual) that reflect the competence of the company to fulfil the needs of existing and potential clients.
- 4.3 Achievement of this policy involves the whole TG team, who are individually responsible for the quality of their work, resulting in a working environment where all team members are committed to continual improvement in project delivery. Company objectives and targets will be set and regularly monitored to maintain the drive towards continual improvement.
- 4.4 This policy is to be shared with the team annually and shared with suppliers and partners, where relevant, to ensure alignment to our values and is maintained by regular reviews.
- 4.5 The ([TG\_400\_006] Quality Management Policy) is displayed on the TG notice board. It should be communicated and understood by the whole TG team. The Director responsible for Quality is ultimately responsible for ensuring that the company culture is conducive to ensuring full commitment to the policy at all levels.
- 4.6 The overall objectives of for Tyler Grange which should be supported by the Quality Management System include:
- **Growth:** the business growth target remains at £10m turnover and, while there has been a marked increase in 2023/24, the target for profit is to exceed 15% with a stretch target of 20%. In a challenging and volatile economic climate, growth is to be delivered primarily through looking at productivity improvements supported by the growth and consolidation of the TG Partner network, with careful and limited growth within the core team to ensure that we have an appropriate team structure to maintain quality of our service and to manage workflow effectively. This will enable TG to remain agile and protect the core TG team (i.e. in the case of a severe shock such as a recession or pandemic).
  - **Service Delivery:** continued investment and development in IT infrastructure, and also new technologies (i.e. equipment, software and AI), as well as upskilling and re-structuring the Core Team, TG Partners and external parties supported by the Growth Collective. This is to improve the effectiveness of the Core Team, and our wider network, to ensure quality of our product and service. To improve efficiency and deliver successful B Corp commitments and the permanent adoption of the 4 Day working week into the future.
  - **Market Diversification:** through ongoing sales campaigns and great client care, consolidate our existing and diverse client base to ensure resilience in the face of an uncertain future economy. To explore new services and partnerships and actively choose





to work with those who share our values, above others. To respond to opportunities presented by new developments in the industry e.g. Biodiversity Net Gain, nature based solutions, Greenhouse Gas reduction and green and blue infrastructure, etc.

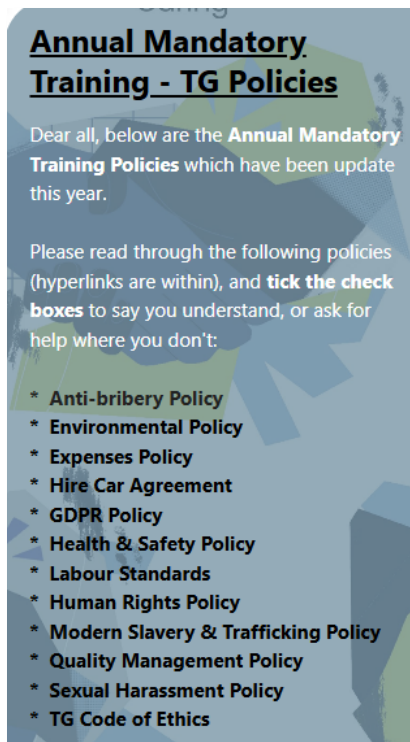
- **Customer Satisfaction:** we continue to recognise that a high level of customer satisfaction and repeat business is central to TG's past and future success; historically, TG generates a large proportion of its turnover from long-standing clients who appreciate our proven ability to deliver added value to time and cost. Whilst not strictly evidence of satisfaction, that these clients return for more is a de facto demonstration of high levels of satisfaction. TG therefore has an objective to maintain the future level of repeat business, expressed as a proportion of total new orders, at historic levels.
- **Sustainability, Climate and Wellbeing:** to improve the sustainability and ethical credentials of TG by maintaining B Corp certification, developing our ESG and Net Zero reduction strategies. We document our achievements through published annual impact reports and target successful recertification in November 2025. To actively favour partnerships and suppliers that are B Corp / benefit companies and this will be captured through the Preferred Supplier Questionnaire which will be sent to suppliers. To actively promote carbon literacy training for the team, and encourage associated initiatives that drive down individuals' carbon footprint and hence that of TG as a whole.
- **Technical Quality:** to maintain excellence in our work, delivering high quality advice for our clients and promoting best practice in the industry writ large. This will be achieved by staying at the forefront of current policy and regulation, supported by high calibre staff who, as a minimum, maintain their professional memberships including CPD requirements, but who also actively seek opportunities for knowledge sharing and collaboration. We have efficient but effective review processes that ensure that any work issued meets the high standards set by us.

4.7 These objectives are reviewed annually by the Board of Directors.



## Section 5: Responsibilities and Training

- 5.1 To achieve and maintain the required level of assurance, the Operations Director has overall accountability for quality.
- 5.2 The Technical Director is responsible for ensuring that the company culture is conducive to ensuring full commitments to the policy at all levels within the business. Processes and procedures may be discussed and approved through the Techtonic team (innovations), board and/or the Quality, Data and B Corp Lead.
- 5.3 The Quality, Data and B Corp Lead has the responsibility of managing the quality process, reporting to the Technical Director, who reports to the Board of Directors monthly. They are also supported by process owners.
- 5.4 Tyler Grange's quality management relates to the full range of Tyler Grange's activities. It also relates to any site where work is undertaken for a client as part of a formal contract, including work undertaken by trusted, established TG Partners (Sub-Consultants / Sub-Contractors).
- 5.5 We share this policy with all staff as part of their annual mandatory training, along with the following key policies and obtain their signatures to say they have read and understand these:



## Section 6: Policy Statement

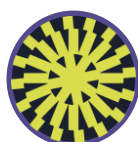
- 6.1. This Quality Policy Statement outlines Tyler Grange's (TG) approach towards the quality management of its systems, processes, procedures and staff training which are delivered from a strategic direction through business objectives that are reviewed annually by Directors to consistently meet client requirements and ensuring their ongoing satisfaction. It should demonstrate, both internally and externally, that the systems TG operates are measurable, productive and reliable, providing value for money and adhering to good practice.
- 6.2. The benefits of developing a Quality Management System are:
- Improved internal working, leading to fewer errors and re-work;
  - Improved client satisfaction and loyalty;
  - Improved team morale and motivation; the team have pride in their work;
  - Competitive advantage; saving both time and money for the client and TG;
  - Increased efficiency / profitability; a QMS means that the team can assist where necessary, work is not wholly reliant on one person; and
  - Preferred supplier status.

### Aims

- 6.3. At all times, TG will endeavour to:
- Comply with and, where possible, exceed all relevant legal and regulatory requirements;
  - Adhere to, and ensure, our monitoring of processes continues to meet stringent standards;
  - Adhere to the ([TG\_400\_001] Quality Management System) that is in place;
  - Produce publicly available Impact Reports, detailing our social and environmental commitments and achievements from 2023; and
  - Document, implement, maintain and communicate this policy annually to all employees, and suppliers where updates are required.

### Goals

- 6.4. TG are committed to working towards the following development goals:
- Use 'Dreamcatching', mentoring and C3POs (appraisals) to improve the satisfaction of employees by 2025;
  - Continue to enhance the wellbeing of the team through training, one-to-one sessions, where required, enable flexible working and by making the four-day working week a permanent business function;
  - Strive to maintain around 50% split of male and female employees;
  - Continue to encourage diversity in the workforce through education;
  - Strive to achieve Net Zero carbon emissions across all operations by 2030, or sooner if possible; and
  - Continue to evaluate its QMS annually for continual progression and improved customer satisfaction.



**Method**

- 6.5. TG encourages the following policies and documents to be read in conjunction with this policy:
- ([TG\_100\_14] TG Code of Ethics);
  - ([TG\_400\_001] Quality Management System); and
  - ([TG\_400\_002] Quality Procedures Manual).
- 6.6. TG’s quality policy aims to achieve sustained and profitable growth by providing services, which consistently satisfy and exceed the needs and expectations of our clients.

*Updated by:*



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Kay Geoghegan  
**Quality, Data & B Corp Lead**

Date: 21/01/2025

*Reviewed by:*



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Julian Arthur  
**Technical Director**

Date: 22/01/2025

*Approved by:*



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Jon Berry  
**Managing Director**

Date: 22/01/2025



## Section 7: Document History

### 7.1. Document Location

The source of the document will be found at the following location:  
MS Teams \ All@TG \ Quality Management.

### 7.2. Revision History

**Date of this revision:** 21 January 2025

**Date of next revision:** 21 January 2026

### 7.3. Previous Revision Dates:

- 02 February 2018
- 24 January 2019
- 02 January 2020
- 08 January 2021
- 24 January 2022
- 13 December 2023
- 02 January 2024

### 7.4. Approvals

This document requires the following approvals.  
Signed approval forms should be filed appropriately in the project filing system.

Name	Title	Date of Issue	Version
Julian Arthur	Technical Director review	21/01/2024	H
Jon Berry	Managing Director approval	21/01/2024	H

### 7.5. Distribution

This document will be distributed to:

Name	Title	Date of Issue	Version
Julian Arthur	Technical Director	21/01/2025	H
TG Team	Part of Mandatory annual training	28/01/2025	H
Suppliers TG Partners	From January 2024, along with all other updated policies, for existing suppliers.	Jan 2024	H



## 7.6. Change History

Section	Changes	Updated by	Version
Section 3, Para 3.3	Inclusion of professional memberships code of conduct	KG	H
Section 4, Para 4.6	Update of QMS Objectives	JA	H
Section 5, Para 5.2	Inclusion of Techtonic approvals	KG	H

