
Reviewed: 13th January 2026
Revision Number: I
Next review: January 2027

Quality Management Policy

Certified



Corporation

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



**Tyler
Grange**

Quality Management Policy
13th January 2026
TG_400_007_Rev I

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Section 1: Quality Policy Statement

- 1.1. This ([TG_400_006] Quality Management Policy) 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, adhering to good practice and regulatory requirements, in line with ISO 9001:2018.
- 1.2. 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

- 1.3. 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 ([TGSF_400_001] Quality Management System) that is in place;
 - Act with integrity, independence and professional rigour to provide robust, science-led environmental assessments that support sound planning decisions and help clients navigate regulatory requirements;
 - Ensure that accurate and reliable information on reports and plans, and subsequent revisions, are appropriately reviewed and signed off before external issue, complying with internal quality assurance procedures¹;
 - Ensure that full audit trails are maintained and available, particularly if relating to biodiversity net gain metrics (BNG), and are in accordance with internal guidance²;
 - Promote nature recovery, green infrastructure and biodiversity enhancement opportunities within all relevant planning projects;
 - Encourage the use of environmentally responsible design approaches, including habitat creation, climate resilience measures and nature-based solutions;
 - Communicate quality and training through various methods, including ([TGSF_100_268] Annual Mandatory Training), ad hoc updates and the implementation of a ([TGSF_100_286] QMS Communications Log);
 - Produce publicly available Impact Reports, detailing our social and environmental commitments and achievements from 2023; and

¹ TG: see [MD's communication log, 25/11/25](#)

² [BNG Assessment checklist.ods](#), [BNG metric QA checklist \(2\).docx](#) and [BNG workflow](#)



- Document, implement, maintain and communicate this policy annually to all employees, and suppliers where updates are required.

Goals

1.4. TG are committed to working towards the following development goals³:

- Use 'Dreamcatching', mentoring and C3POs (appraisals) to improve the satisfaction of employees by 2025 - WorkL's Sunday Times survey saw an 89% overall Job Satisfaction score in 2025's results, rating it excellent
- 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 by 2025 - WorkL's Sunday Times survey saw an 86% overall Wellbeing score in 2025's results, rating it excellent, and 93% of the team agreeing that "My employer cares for my wellbeing";
- Strive to maintain around 50% split of male and female employees - 2025's ratio of female workers equated to 56.58% with 52% of these being in managerial roles. The gender pay gap has reduced in 2025 to 12.11% (mean average) from 13.62% in 2024;
- Continue to encourage diversity in the workforce through education - TG are Includability⁴ accredited, host an informal Neurodiversity Group, comprising 11 people, and 10 workers from underrepresented groups;
- Strive to achieve Net Zero carbon emissions across all operations by 2030, or sooner if possible - in 2026 we are exploring better greenhouse gas platforms which will aid the delivery of scope 1 and 2 alignments; and
- Continue to evaluate its QMS annually for continual progression and improved customer satisfaction - 2025 feedback showed 83% of clients scoring 5/5 (being "delighted" and 4/5 for satisfaction levels.

Method

1.5. TG monitors, measures and evaluates its quality performance through the following :

- ([TGSF_100_263] Annual Impact Report) data collection;
- ([TGSF_400_008] QMS Objectives)([TGSF_400_006] QMS Audit Schedule);
- ([TGSF_400_001] Quality Management System);
- ([TGSF_400_002] Quality Procedures Manual);
- Internal auditing; and
- Client feedback mechanisms.

1.6. As an environmental planning consultancy, we are committed to delivering high quality evidence-based advice that supports sustainable development. We recognise our responsibility to integrate environmental stewardship into every stage of project planning and assessment, ensuring our work contributes to long-term ecological resilience, climate adaptation and responsible land use.

³ All data will be available via 2025's Impact Report, due to be published from March 2026, due to delayed B Corp recertification

⁴ <https://www.weareincludability.co.uk/members#featured>



- 1.7. 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.

Revision History

Section	Changes	Updated by	Version
Section 1	Updates to Aims, Goals and Method	KG 13/01/26	1

Updated by:



Kay Geoghegan
Quality, Data & B Corp Lead

Date: 13/01/2026

Reviewed by:



Julian Arthur
Technical Director

Date: 13/01/2026

Approved by:



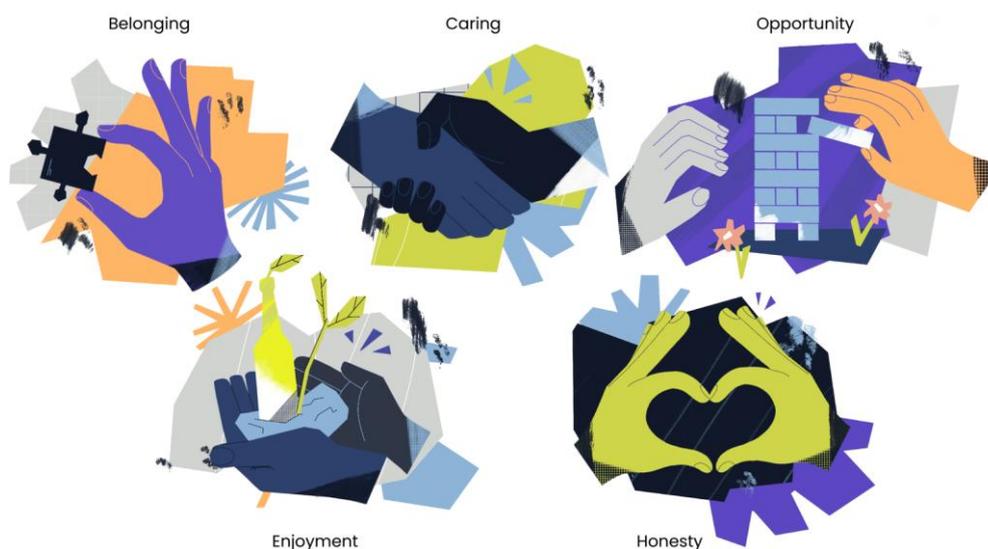
Jon Berry
Managing Director

Date: 13/01/2026



Section 2: Introduction and TG Culture

2.1. Tyler Grange Group Limited⁵ (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.

⁵ <https://tylergrange.co.uk/who-we-are/>



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

- 2.2. Tyler Grange became a Certified B Corp⁶ 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 ([TGSF_100_287] Supply Chain Charter), ([TGSF_100_286] Supplier Code of Conduct) and ([TGSF_100_180] Supplier Screening Questionnaire) in order to obtain their ESG alignments and commitments.
- 2.3. Identified as a "Service with Minor Environmental Footprint"⁷ 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 become Net Zero across scopes 1 and 2 by 2030, and scope 3 by 2050 with plans to seek third-party adoption and verification from 2026.

Mission Statement

- 2.4. *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.*
- 2.5. All employees, volunteers and TG Partners (subcontractors) working for TG are expected to uphold this philosophy.

⁶ <https://www.bcorporation.net/en-us/>

⁷ <https://www.bcorporation.net/en-us/find-a-b-corp/company/tyler-grange-group-limited>



Section 3: Scope of the Policy

- 3.1. The purpose of this ([TG_400_006] Quality Management Policy) is to outline Tyler Grange's commitment to quality, in association with environmental and social governance. This policy applies to all stakeholders, 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.
- 3.2. This policy is part of the overarching ([TGSF_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.
- 3.3. 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 UVDB Verify Category C, third-party audits (Silver Plus);
 - B Corp Certification;
 - Gold Constructionline accreditation;
 - Constructionline Social Value certification;
 - Gold 4 Day Week Employer accreditation;
 - Includability accreditation;
 - ISO 9001 guidance and 19011:2018 certification;
 - HSE Risk Management Guidance; and
 - UN Global Compact's SDG Action Manager.



Section 4: Quality Policy

- 4.1. 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.
- 4.2. Tyler Grange recognise the benefits of establishing an effective quality management policy to support and promote:
 - continual improvement and innovation, leading to greater consistency, fewer errors and re-work, and provides a competitive advantage; saving both time and money for the client and for TG;
 - improved client satisfaction and loyalty, meeting customer needs and expectations, ensuring effective communication throughout the project lifecycle;
 - improved team morale, wellbeing, development and motivation, enabling the team take pride in their work;
 - 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, improving customer perceptions, trust and feedback.
- 4.3. 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 ([TGSF_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, in addition through various working groups, such as the Hive (innovations), Tectonics (technical expertise) and the Sustainability Circle;
 - ensure that our products and services conform to applicable regulatory and statutory requirements, i.e. CIEEM, Arboricultural Association and Landscape Institute's professional Code of Conduct;
 - 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, through CPD, mentoring roles, biannual appraisals and training matrices;
 - 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.

4.4. 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 employee onboarding and via third-party verification; B Corp certification, Includability accreditation, Gold Constructionline accreditation, Social Value certification and shared publicly through our ([TGSF_100_263] Annual Impact Report).

4.5. The following documents, located on the controlled ([TG_100_00] Document Register) also support this policy:

- ([TGSF_400_001] Quality Management System);
- ([TGSF_400_002] Quality Procedures Manual);
- ([TGSF_100_080] Project Management Poster)
- ([TGSF_100_030] Equal Opportunities Policy);
- ([TGSF_100_136] Diversity, Equity and Inclusion Policy);
- ([TGSF_100_178] Labour Standards & Human Rights Policy);
- ([TGSF_100_040] Modern Slavery and Trafficking Policy);
- ([TGSF_100_260] TG Inclusive Hiring Guide);
- ([TGSF_100_180] Supplier Screening Questionnaire);
- ([TGSF_100_162] Sexual Harassment Policy);
- ([TGSF_100_026] Anti Bribery Policy);
- ([TGSF_100_039] Whistleblowing Policy);
- ([TGSF_100_263] Annual Impact Report);
- ([TGSF_200_002] Health & Safety Policy); and
- ([TGSF_100_014] TG Code of Ethics).



Section 5: Policy Aims and Objectives

- 5.1. 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.
- 5.2. The quality standards are achieved through the adoption of a system of procedures in the ([TGSF_400_001] Quality Management System) , ([TGSF_400_002] Quality Procedures Manual) and relevant controlled discipline documents on the document register, that reflect the competence of the company to fulfil the needs of existing and potential clients.
- 5.3. 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.
- 5.4. 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.
- 5.5. 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.
- 5.6. The overall objectives of for Tyler Grange which should be supported by the Quality Management System include:
 - **Growth:** the business is committed to sustainable growth that delivers for people and planet. For 2025/26 this is to grow to around £12m whilst maintaining or improving its profit margin of c 15%. In a challenging and volatile economic climate, growth is to be delivered primarily through looking at productivity improvements supported by our TG Partner network, with sustainable 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.
 - **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.

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

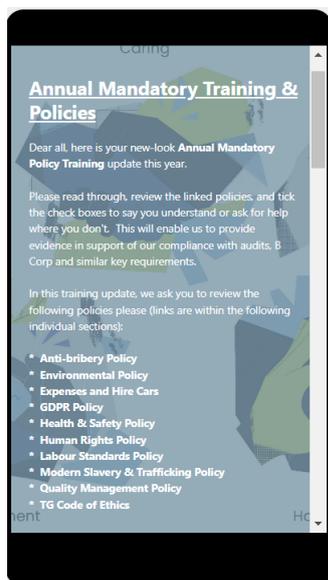
5.8. Supporting these objectives, is Tyler Grange’s 5-Year Strategy⁸, which influences strategic direction from the board.

⁸ https://tyler-grange.lightning.force.com/lightning/r/Document_Register__c/a1USr000005UDD3MAO/view



Section 6: Responsibilities and Training

- 6.1. To achieve and maintain the required level of assurance, the Operations Director has overall accountability for quality.
- 6.2. 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, Hive and Operations teams, board and/or the Quality, Data and B Corp Lead.
- 6.3. 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 and internal auditors.
- 6.4. **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).
- 6.5. 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:



Mandatory Training covers:

- ✓ ([TGSF_100_026] Anti Bribery Policy)*
- ✓ ([TGSF_300_001] Environmental Policy)*
- ✓ ([TGSF_100_031] Expenses Policy)
- ✓ ([TGSF_100_177] Hire Vehicle Policy)
- ✓ ([TGSF_100_159] GDPR Policy)
- ✓ ([TGSF_200_002] Health & Safety Policy)*
- ✓ ([TGSF_100_178] Labour Standards & Human Rights Policy)*
- ✓ ([TGSF_100_040] Modern Slavery and Trafficking Policy)*
- ✓ ([TGSF_400_006] Quality Management Policy)*
- ✓ ([TGSF_100_162] Sexual Harassment Policy)*
- ✓ ([TGSF_100_014] TG Code of Ethics)*

**Policies identified above are reviewed and updated annually, where required, in line with our ([TG_400_001] Quality Management System), and are shared with our stakeholders; employees, supply chain, suppliers and clients, where relevant.*



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: 13 January 2026

Date of next revision: 13 January 2027

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
- 21 January 2025

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	13/01/2026	I
Jon Berry	Managing Director approval	13/01/2026	I

7.5. Distribution

This document will be distributed to:

Name	Title	Date of Issue	Version
Julian Arthur	Technical Director	29/01/2026	I
TG Team	Part of Mandatory annual training	29/01/2026	I
Suppliers TG Partners	From January 2024, along with all other updated policies, for existing suppliers.	Jan 2026	I

