



Green Dragon Quality Policy



Groundwork Wales provides auditing and certification against the Green Dragon Environmental Standard and BS8555 throughout the UK. We believe that our customers expect a reliable and consistent service from all of our auditing staff. We aim to continually improve the service we provide to meet our customers' requirements and to create a brand that we can justifiably be proud of.

Our Quality Policy applies to all Green Dragon staff and forms the core of our commitment to these values. This policy also forms part of our commitment to meet the requirements of our customers, as well as best practice guidelines specified by the Institute of Environmental Management & Assessment (IEMA) and related National and International Standards.

The person with overall responsibility for Quality Assurance within Green Dragon is the Green Dragon Quality Manager. Our Quality Manager will ensure that our QMS is maintained and is responsible for ensuring that regular quality checks are carried out on all of our auditors. These checks will be carried out by the Green Dragon Technical Manager, who has overall responsibility for ensuring that auditing activities are being carried out in-line with our QMS.

Summary of our commitments:

- To implement a formal QMS that is driven by the values in this policy.
- To have this System formally accredited by UKAS and to maintain this accreditation in the long-term.
- To ensure that all Green Dragon auditors meet our training and qualification requirements.
- To carry out recorded Quality Assurance checks on all of our auditors over a cycle not exceeding three years.
- To conduct annual internal audits of our QMS to ensure that it remains relevant and appropriate to our activities.
- To conduct periodic Management Reviews of our systems and processes to ensure that they remain effective.
- To provide information on the complaints and technical appeals process to all auditees and interested parties – this is available on request.
- To investigate all complaints promptly and fairly.

Signed.....*Katy Stevenson*..... Date: 27th June 2019

Katy Stevenson

Chief Executive - Groundwork Wales

This Policy will be reviewed every 12 months.

