



Quality Certified

# *Certificate of Registration*

## Taking Care of Trees

ABN: 52 617 540 397

Tree Vision

9 Armiger Court, HOLDEN HILL, SA, 5088, Australia

operates a

## Quality Management System

which complies with the requirements of:

### ISO 9001:2015

The registration covers tree management, tree and stump removal, pruning of trees, arborist consulting, tree reports and assessments, supply of mulch and trees, tree planting, 24/7 emergency response, Hydra-Vac Excavation and stem/soil injections.

**Original Certification:** 12 November 2009  
**Certification Decision/Reissue Date:** 14  
September 2018

**Registration No:** AU906-QC-EC-SC  
**Expiry Date:** 22 October 2021

**Craig J Bates**  
**President**  
**TQCS International (Group) Pty Ltd**

*For the TQCSI Certification Approval Panel*

**Sean Bates**  
**Accreditation Manager**  
**TQCS International Pty Ltd**

This certificate verifies the original certificate issued and is valid as long as it is displayed as an electronic copy at [www.tqcsi.com](http://www.tqcsi.com) and surveillance audits are satisfactorily completed. TQCS International Pty Ltd (ABN 59 065 953 924) of Quality House, 117A Tapleys Hill Road, Hendon, SA, 5014, Australia issues certification subject to the TQCSI Rules of Certification.



[TQCS International Pty Ltd](http://www.tqcsi.com)



[www.aacb.com.au](http://www.aacb.com.au)



[www.iaf.nu](http://www.iaf.nu)

JAS-ANZ



[www.jas-anz.org/register](http://www.jas-anz.org/register)



**TAKINGCAREofTREES**  
**TREE & STUMP SPECIALISTS**

## **TAKING CARE OF TREES QUALITY POLICY**

Taking Care of Trees (TCT) is a South Australian based company specialising in total tree care and management throughout Adelaide metropolitan and regional areas.

TCT believes that our quality management system is critical in underpinning our operations. It ensures that our work is consistent and helps us identify and implement continuous improvements.

Our quality management system aims to:

- Deliver high quality services
- Continually work towards improving our processes so that we meet the requirements of our customers and for the continued profitability of the company
- Provide timely and efficient customer service to help us strive to a customer complaint rate of zero
- Ensure our employees are trained and competent for the work they perform
- Encourage development through the adoption of management systems that assures quality to customers and improves efficiency for suppliers
- Meet all legislative and regulatory requirements, and work with government and the Arboriculture Industry to enhance their reputation within the industry
- Comply with and continually improve the effectiveness of our quality management system in accordance with AS/NZS ISO 9001:2016

Taking Care of Trees is committed to meeting client requirements and recognises the necessity to understand their clients' needs. We recognise that building and sustaining good working relationships with our customers through being accessible and responsive to individual needs are fundamental to our ongoing success. It is the responsibility of all TCT staff to implement and maintain these good working relationships.

TCT ensures it employs and maintains highly skilled and competent employees who are efficient in their individual fields of expertise. TCT ensures through ongoing training that all staff remain aware of the latest developments in their field, have adequate resources to conduct business effectively, fully understand the requirements of the Business Management System and implement the documented policies and procedures in their work.

Taking Care of Trees commitment to their customers includes:

- Continuously applying innovation to existing services
- Utilising our knowledge and experience to develop sustainable techniques, methods and solutions
- Continually apply best-practices
- Introduce new processes that fit our field as soon as reasonably practicable

Management fully endorses this Quality Policy and the formal Business Management System that has been implemented.

It is the responsibility of TCT Management to ensure this policy is communicated and understood by all employees, contractors and suppliers.

Date: 1st April 2017

Authorised: Original signed  
**Managing Director**

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Taking Care Group Pty Ltd  
Trading as Taking Care of Trees  
ABN 52 617 540 397

9 Armiger Court, Holden Hill SA 5088

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TCT helps offset its carbon emissions by donating to Trees For Life for every tree it removes.