

## *Quality Policy*

Microbee Group Ltd (hereafter “Microbee” or “the company”, comprising of Microbee Ltd, Microbee Bird Control Ltd and Microbee Tree Management Ltd) aims to provide the best service for customers in the practice of good environmental management.

Microbee is committed to providing its clients with a high quality of pest-, bird- and tree management, and endeavours to implement the necessary measures to ensure this is maintained at all times. In order to provide our customers with the best service possible, Service Technicians are trained to at least British Pest Control Association (BPCA) Level 2 standard. The Tree Manager and Bird Manager have got all the necessary qualifications for their job roles, as well as extensive practical experience.

Microbee is committed to upholding the best practices of our accreditors and compliance bodies, and in particular:

- recognises its commitments to the environment under the Wildlife & Countryside Act 1981;
- observes the BPCA’s code of practice and code of conduct;
- fulfils the requirements for the status of an ARB Approved Contractor.

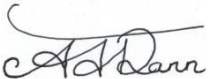

The goal of the company is to achieve a high level of customer service at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

In order to ensure that the requirements of this policy are met, and that continual improvement is maintained in line with the spirit of the policy, objectives will be set, determined and monitored at the level of top management. The quality policy principles and objectives will be communicated and available to staff at all times.

The Biologists, Tree Managers and Bird Managers are responsible for attending surveys and ensuring that we fully identify the problems of our clients, advise and inform them of the appropriate solution to their problem. In addition, the Biologists are responsible for continued training of Service Technicians in all areas of pest control, to maintain their knowledge to BPCA Level 2 standards. Biologists undergo regular training themselves, as well as being involved in the company’s academic research efforts. Training will be an integral part of the strategy to achieve the policy’s objectives. (See also our Training & Development Policy)

Microbee believes in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

Within this policy we are committed to operating our company under the disciplines and control of a Quality Management System conforming to the international standard ISO 9001:2015, planned and developed jointly with our other management system functions.

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Angela Dann, Director	
Sofia Calderon Draper, Director	
Tom Evans, Director	