

## Quality Policy Statement

Forest Research is an executive agency of the Forestry Commission, a leader in applied forest science, nationally and internationally. Our research supports the timber economy, climate change mitigation, biodiversity and understanding of people's relationships to woods and forests. We are in the frontline of the battle to protect the country's trees from invasive pests and diseases.

We are committed to meeting and exceeding our customers' expectations, including those defined by relevant standards, as well as statutory and regulatory requirements.

We are dedicated to continuous improvement. We utilise a Quality Management System aligned to the Joint Code of Practice for Research so we can measure and improve our performance.

We apply the following principles:

- We manage risks and opportunities associated with our processes to mitigate their impact.
- We support and develop our staff to deliver a high-quality service for our customers.
- We maintain a working culture that uses best quality practices.
- We provide the infrastructure and resources required to produce high-quality outputs.
- We have a document and record management system to demonstrate to stakeholders the quality of our processes and outputs.
- We appraise our internal processes regularly and review the findings with the senior management team.
- We gather and monitor customer feedback, submitting our work for external review by the Expert Committee on Forest Science.
- We have a customer complaints procedure to allow for continuous improvement of our processes.

Our internal procedures are held in an employee Quality Manual. We review this policy annually, publish it on the Forest Research website and display it in public areas of our buildings.



Professor James Pendlebury, Chief Executive, Forest Research

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