Our Quality Commitment

Wild Surveys Ltd is a Scotland-based ecological consultancy providing ecological surveys, environmental advice, and project support services across a range of sectors. Our work supports clients in meeting environmental and planning requirements, while promoting sustainable outcomes and high professional standards.

This Quality Policy sets out Wild Surveys Ltd's commitment to delivering high-quality ecological consultancy services and to maintaining an effective Business Management System aligned with ISO9001:2015.

It defines how we ensure that our work consistently meets customer requirements, complies with applicable legislation, and supports the continual improvement of our business processes.

1. Our commitment

We are committed to delivering services that:

- meet customer requirements
- comply with applicable legal and regulatory requirements
- are delivered on time and within agreed budgets

2. Our business management system

We operate an integrated Business Management System (BMS) aligned with ISO9001:2015, supported by our environmental and health & safety management arrangements.

Our BMS:

- defines how we plan, deliver and review our work
- ensures consistency and quality across all projects
- supports risk-based thinking and informed decision-making

3. Leadership commitment

The Leadership Team is committed to:

- ensuring the effectiveness of the BMS
- promoting a process-based and risk-based approach
- setting and reviewing measurable quality objectives
- ensuring resources are available to support delivery
- communicating the importance of quality and customer focus
- ensuring roles and responsibilities are clearly understood

4. Customer focus

We are committed to:

- understanding customer needs and expectations
- delivering services that meet or exceed those expectations
- maintaining strong, professional client relationships

- responding to feedback and complaints constructively
- are delivered on time and within agreed budgets

5. Continual improvement

We will continually improve the effectiveness of our BMS through:

- internal audits
- management review
- incident and non-conformance reporting
- staff feedback and involvement
- analysis of performance data

6. Compliance

We are committed to complying with:

- all relevant statutory and regulatory requirements
- applicable industry standards
- our own internal policies and procedures

7. Communication and awareness

This policy:

- is communicated to all staff
- is available to interested parties
- forms part of staff induction and ongoing awareness

All employees are responsible for:

- understanding this policy
- working in accordance with the BMS
- contributing to continual improvement

8. Review

This policy will be reviewed at least annually as part of Management Review, or sooner where required.



Helen Lundie
Director
18th April 2026