

Quality Assurance Policy

Gillespies

Gillespies is an award-winning practice of landscape architects, environmental planners and masterplanners, passionate about creating inspirational and dynamic places in the UK and internationally.

We work with a range of leading developers, local authorities, architects, engineers and contractors to create world class spaces and places that are a unique design response for those using and experiencing them.

The practice encompasses a number of specialisms, which allows us to provide a comprehensive approach, tailored to suit the specific needs of each client. We readily adapt to and embrace legislative, technical and environmental changes.

We provide clients with creative, reliable, practical and understandable advice and solutions.

Gillespies is committed to providing the highest quality service. We listen to our customers and continually review our processes in line with business needs, purpose, context and strategic direction to maximise the efficiency of our quality management system. The principal elements of our policy are:

- To develop and maintain a quality management system satisfying the requirements of ISO 9001:2015, which forms the framework for setting objectives, achieving continual improvement, and ensuring high levels of client satisfaction.
- To satisfy customer, legal and other applicable requirements in the course of business.
- To establish levels of communication capable of fully determining the needs and expectations of all clients and interested parties; and to communicate this quality policy inside the business and to relevant interested external parties.

- To establish and maintain an infrastructure capable of supporting all company activities and realising all company objectives. Objectives and their targets are reviewed regularly by senior management.
- To identify scope for improvement in every aspect of the company's activities, devising and implementing effective solutions throughout.

We aim to deliver high quality advice to our clients and deliver award winning work that adds value, benefits communities and improves the environment. In doing so we aim to fully satisfy, and hopefully exceed, our clients' expectations.

This policy is available to all staff on the intranet and also on our company website.

Date of Last Review:

18 July 2025

Date of next review: Review period:

18 July 2026

12 months



Eugenia Grilli, Partner, Gillespies LLP

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