

## QUALITY POLICY

TWC (services) Ltd provides a range of water treatment and water hygiene services to industry. These services include, risk assessment, technical analysis, laboratory analysis, consultancy and dosage and control equipment – a full spectrum of services with a flexible approach. We are committed to providing customers with its products and services in a reliable, consistent and cost effective manner in order that customer satisfaction is maintained at all times.

To achieve the above the senior management team are fully committed to comply with the requirements of ISO 9001:2015 and to continually improve the effectiveness of the Quality Management System (QMS). All areas of ISO 9001:2015 apply to us other than section 8.3 which is not applicable as we do not perform any design function. The scope of our certification is “Water Hygiene & Chemical Specialists covering from Legionella Risk Assessment, L8 Monitoring, Sampling & Disinfection to ongoing Chemical Treatments for Domestic water, Cooling & Heating Systems, Cooling Towers and Steam Boilers”

The Quality Policy, the Quality Objectives and the Quality Management System are reviewed regularly at the Management Review Meetings and more frequently as appropriate. At these meetings we ensure that this policy and the QMS as a whole remain compatible with the strategic direction and the purpose and context of our organization.

TWC (services) Ltd are also a members of the Legionella Control Association, SafeContractor, Constructionline and ISO14001 and complies with all relevant and applicable legislation and regulations.

The Quality Policy, Quality Objectives and the requirements of the QMS are communicated to all staff within the organisation. This is achieved via induction and training programmes and reinforced at team meetings. Management Review minutes are also communicated to all relevant staff. Our Quality Manager is responsible for monitoring the quality system and reports regularly to the Senior Management team on the system's implementation, status and effectiveness.

TWC (services) Ltd recognises that the continued success of our business is dependent on our commitment to the quality of our products and services, and therefore gives this Quality Policy our full support and will support all those who endeavour to carry it out.

Signed



Date 7<sup>th</sup> October 2021

Dr Simon Atkins

General Manager