

## 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

# TWC (services) Limited

## ENVIRONMENTAL POLICY

TWC (services) Ltd. provides a range of water treatment and water hygiene services to industry. These services include, Legionella risk assessment, compliance to ACOP L8 and associated documentation, remedial works, technical and sample analysis, flushing, dosing and cleaning of closed systems, consultancy and chemical 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 and compliance is maintained at all times. We are committed to doing our bit for the environment and as a demonstration of our commitment to this we have implemented an Environmental Management System (“EMS”) in accordance with ISO 14001:2015.

Through our environmental policy we wish to communicate our commitment to the protection of the environment, limiting any adverse affects to the environment in which we operate, and ensuring that we meet all relevant compliance obligations, and its operations are acceptable internationally.

TWC’s Management Team and employees are committed to running the business in such a way that will, as far as practicable, prevent pollution and support environmental protection. This will be achieved by the elimination or minimisation of waste and pollution, with due regard to all legislation, consents, and controls. TWC will set specific Environmental Objectives & Targets relating to the company’s environmental goals and its EMS. These Objectives and Targets are reviewed using TWC’s Internal Audit and Management Review processes.

TWC’s Management Team identifies, reviews, evaluates, and implements such legislation, as well as relevant statutory regulations and professional requirements that impact upon its business operations and considers all relevant environmental issues when making decisions impacting on their work. All employees are made aware of our collective and any individual responsibilities for and commitment to acting in accordance with TWC’s Environmental Policy, whilst working to continually improve its EMS. TWC is also committed to minimising any disturbance to the local environment and resources of the communities in which the company operates, including the presentation of its own sites and premises. TWC is committed to look at innovations to help reduce its environmental impact such as remote monitoring systems and the use of technology to conduct client and team meetings remotely.

In determining the Scope of our EMS, we have considered our compliance obligations, the needs and expectations of our interested parties and the context of our organisation, which are detailed above. The scope of our EMS 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.” We will seek to apply our EMS to our suppliers and clients where we have the authority and ability to control and influence them.

This policy is communicated to all staff, its suppliers, sub-contractors and any other interested parties (i.e. Clients, stakeholders etc.), as well as to the public on request. We want our goals in respect of the environment to be shared as far as possible, and for everyone who deals with us to be aware of them.

Signed: 

Dr Simon Atkins  
Director

February 2022