TWC (Services) Ltd provides a comprehensive range of water treatment and water hygiene services to industry. These services include Legionella risk assessment, compliance with ACOP L8 and associated documentation, remedial works, technical and sample analysis, flushing, dosing and cleaning of closed systems, consultancy, and the supply and control of chemical dosing equipment. We offer a full spectrum of services delivered with a flexible approach.

We are committed to providing our customers with products and services that are reliable, consistent, and cost-effective, while maintaining customer satisfaction and ongoing compliance. Alongside this commitment, TWC (Services) Ltd recognises its responsibility to protect the environment and minimise the environmental impact of its activities. We recognise the impacts of climate change and the importance of continually improving the sustainability of our operations to reduce our environmental impact and contribute to climate change mitigation. To demonstrate this commitment, we have implemented an Environmental Management System (EMS) in accordance with the requirements of ISO 14001.

Scope of the Environmental Management System

In determining the scope of our EMS, we have considered our compliance obligations, the needs and expectations of interested parties, and the context of our organisation. The scope of the EMS is defined as:

‘’Water Hygiene and chemical specialists providing legionella risk assessment, L8 Monitoring, sampling, disinfection and ongoing chemical treatments for domestic water, cooling and heating systems, cooling towers and steam boilers’’

Where reasonably practicable, we will seek to apply the principles of our EMS to suppliers and clients over whom we have influence or control.

Our Commitments

TWC's Management Team and employees are committed to conducting business in a manner that complies with all applicable legal, regulatory and other requirements and that, so far as is reasonably practicable:

- Prevents pollution and protects the environment.
- Continually improves our environmental performance.
- Minimises waste, emissions, and resource consumption.
- Complies with all relevant environmental legislation, consents, and regulatory controls.
- Supports continual improvement of the Environmental Management System.

We will achieve this through the identification, control, and reduction of environmental aspects, impacts and risks associated with our activities, products, and services.

Environmental Objectives and Compliance

TWC will establish, monitor, and review measurable Environmental Objectives and Targets aligned with our environmental goals and the requirements of ISO 14001. Progress against these objectives will be reviewed through internal audits and management review processes to ensure effectiveness and continual improvement. This policy provides the framework for setting and reviewing those objectives.

This Environmental Policy is reviewed periodically to ensure that it remains appropriate to the organisation purpose, context, environmental aspects and strategic direction.

The Management Team is responsible for identifying, reviewing, and implementing relevant environmental legislation, statutory regulations, and professional requirements applicable to our operations. Environmental considerations are integrated into business decision-making to ensure responsible and sustainable outcomes.

Awareness, Responsibility, and Innovation

All employees are made aware of their individual and collective responsibilities under this Environmental Policy and are expected to work in accordance with the EMS. Training, communication, and engagement are used to promote environmental awareness and good practice throughout the organisation.

TWC is committed to minimising disturbance to the local environment and to the communities in which we operate, including maintaining the appearance and environmental standards of our sites and premises.

We will actively explore and adopt innovations that reduce our environmental impact, including the use of remote monitoring systems, digital technologies, and remote meeting platforms where appropriate to reduce travel and resource use.

Communication

This Environmental Policy is communicated to all employees and made available to suppliers, subcontractors, clients, stakeholders, and other interested parties. The policy is publicly available upon request. We aim to ensure that our environmental goals and commitments are clearly understood by all those who work with or on behalf of TWC (Services) Ltd.



Darren Dobinson
Managing Director