



QUALITY POLICY

TWF Services, comprising all subsidiary companies, recognizes the importance of quality and is committed to operating its business responsibly and in compliance with all legal requirements relating to the provision of community-led services and investment in housing, employment, and infrastructure.

TWF's Quality Policy ensures that all activities are carried out in accordance with our Quality Management System, which meets the requirements of BS EN ISO9001:2015.

There are three elements overarching the Policy:

- Management responsibility – ensuring that top level management show commitment to the quality system and develop it according to customers' needs and business objectives
- Resource management – ensuring that the people, infrastructure, and work environment needed to implement and improve quality systems are in place
- Product realization, measurement, analysis, and improvement – delivering what our customers want, checking that we have satisfied customer expectations, monitoring progress, and looking for ways to improve effectiveness.

The Quality Management System manual sets out the organization, procedures, and associated documentation to manage and control our business and is available to all staff.

The aim of our Quality Management System is to ensure that:

- We make certain our customer's requirements have been fully understood and all work is carried out to an agreed, consistent standard
- Our staff are fully trained and have the skills and resources to fulfil customer requirements
- We ensure customer satisfaction by striving to provide a quality of service that meets or exceeds expectations
- We procure supplier's and subcontractor services that meet our own quality standards
- We provide our services in a manner which ensures the safety of customers, the public and staff, thus linking in with our ISO45001 accreditation



- We comply with all relevant legislation
- We ensure complaints are dealt with fairly, responded to in an acceptable timeframe
- We seek regular quality feedback from our customers and review as part of our continual improvement process
- We review, monitor, and strive to continuously improve our systems and procedures