



TWI QUALITY POLICY

It is the policy of TWI to provide a world class professional service with full commitment to confidentiality, integrity and impartiality. By meeting customer and stakeholder requirements and ensuring they trust, and have confidence in, our services, we will achieve our corporate mission to provide authoritative and impartial expert advice, knowledge transfer, training and skills development, know-how, and safety assurance, through engineering, materials, inspection and joining technologies.

TWI will achieve its Quality Policy through:

- Our practical and comprehensive quality management system which has been established, documented and implemented to fully conform to internationally recognised standards including ISO 9001, ISO/IEC 17025 and TickITplus in addition to complying with applicable legal and regulatory requirements, and customer specific requirements.
- Our commitment to customer satisfaction through working closely with our customers to clearly understand their requirements and expectations, and seeking feedback on all our services.
- Setting quality objectives and monitoring key performance indicators (KPIs).
- Providing clear accountability for managing risk.
- Our commitment to our staff in the development of skills and competencies to enable them to progress and serve our customers.
- Our corporate values of teamwork, diversity and inclusion, innovation and expertise, adaptability, customer focus and taking responsibility.
- Working to continually improve the effectiveness of the quality management system and business performance by setting and monitoring relevant, measurable objectives through to the desired outcome.
- Identifying and managing risks and opportunities.
- Providing and maintaining the necessary infrastructure and work environment to ensure conformity to product, service, regulatory and legal requirements.

The Quality Policy and quality management system have been established and approved by top management and are subject to management review to ensure continuing suitability, efficiency and effectiveness.

The policy is available to all staff via The Grid and is discussed at induction when staff are made aware of the importance of meeting statutory, regulatory and customer requirements. All employees have individual responsibility for ensuring familiarisation and compliance with procedures relevant to their work, and to co-operate fully with management to continually improve quality performance.

The Policy is publically available via TWI's corporate website.

A handwritten signature in black ink, appearing to read 'Aamir Khalid', is positioned above the printed name and title.

Aamir Khalid
Chief Executive