



<b>Title</b>	Integrated Quality, Health, Safety and Environmental Policy	<b>Issued Date</b>	21/11/2024
<b>Authorised by</b>	Executive Board	<b>Owning department</b>	QAS
<b>Version</b>	4.0		

The CEO and the Leadership Team are committed to providing the highest standards of health, safety and welfare for all colleagues, students and all others who may be affected by TWI’s undertakings. In addition to this, TWI will strive to achieve the highest standard of customer satisfaction by working closely with our Members and customers to understand their requirements and expectations, and seeking feedback on all our services.

**It is our aim, through continuous improvement, to:**

- Ensure we provide a safe and healthy environment that reduces the level of risks to our colleagues and others affected by our activities.
- Minimise the impact our activities have on the environment - We are committed to achieving net-zero carbon emissions by 2050 and operating with responsible environmental practices to protect the environment. It is a priority for TWI to innovate – We are investing and deploying new solutions to help reduce emissions from TWI and our members’ operations. We also offer lower carbon products and services, improve our operational efficiency and use of our resources, and reduce our emissions.
- Ensure we consistently deliver products and services that meet or exceed contractual requirements.
- Maintain and improve, where appropriate, our Integrated Management System (IMS), which has been established to fully conform to internationally recognised standards including ISO 9001, ISO 14001, ISO 45001, ISO/IEC 17025 and TickITplus.

These improvements will be identified and monitored through setting objectives and monitoring of key performance indicators. To achieve the above, we will employ competent colleagues to assist us including, where and when appropriate, specialists from outside the organisation.

We expect that all colleagues, students, visitors and contractors will demonstrate the behaviours that support our company values and ensure that they:

- Respect and adhere to all relevant health, safety and environmental legislation and company policies.
- Take responsibility for their own actions and ensure that they do not put themselves or those around them at risk of harm.
- If an unsafe act is observed during an activity, they will “STOP” the activity.
- Make a positive contribution towards the implementation and maintenance of our Integrated Management System (IMS).
- Actively minimise the use of energy and natural resources whilst delivering product and services.

Each colleague will be provided with relevant information, instruction, training and supervision as is necessary to enable the safe performance of work activities.

We will consult with colleagues in matters that may affect the way we manage quality, health, safety and environmental issues and recognise that to achieve the above goals a collaborative approach must be maintained. The CEO and Leadership Team will make themselves available to discuss issues raised by employees as well as providing the formal consultation routes such as through the various Quality, Health, Safety and Environmental forums and committees currently in operation.

This policy statement will be made available to any member of the public, Enforcing Authorities or any other interested stakeholder on request.

**Review**

The CEO and Executive Team of TWI Ltd will review the Quality, Environmental and Health&Safety Policy annually to ensure its continued applicability and effectiveness.

**Interim Chief Executive Officer:**

**Date of review:**

25-11-24

**Director, Research & QA**

**Date of review:**

25/11/24