

## Evaporative Cooling Equipment Specialist Repair & Renewal

### Quality Policy

#### Position statement

Tower Systems Ltd is an established service provider for the installation, maintenance, repair and refurbishment of evaporative cooling towers within the United Kingdom, this includes a number of specifically related services in respect of the control of legionella in such systems. We work closely with manufacturers, installers and consultants who offer related products and services within the industry, providing services, often in partnership with water treatment specialists, to commercial and industrial organisations, their Duty holders and Responsible Persons, in relation to their duty of care responsibilities regarding protection of premises, staff, visitors and any party who could be at risk from Legionella related infections.

#### Business objectives and plan

It is the desired objective that Tower Systems Ltd fulfils the following commitments:

- To survive in the market for the foreseeable future
- To ensure the employment of our employees and their dependants
- To continually improve our image and commercial visibility
- To continually improve our name in respect of quality of service, equipment and cost effectiveness

The above targets are Tower Systems' aims for the next five years from 1 June 2017, and provide a framework for the quality objectives defined in our documented procedures.

#### Quality Management

We operate, maintain and continually improve a quality management system that meets the requirements of ISO9001: 2015 and the Code of Conduct laid down by the Legionella Control Association. Its scope is: ***The installation, maintenance, repair and refurbishment of evaporative cooling towers, including installation of fill pack systems, drift eliminators, fan equipment and distribution systems.***

Because the Company does not undertake design and development activities, the requirements of clause 8.3 of the 2015 standard have been excluded. The QMS does not cover systems and processes for managing financial services, occupational health and safety, or requirements specific to environmental management, except where they have direct impact on quality or service delivery. These exclusions do not affect our ability or responsibility to ensure conformity of our products and services and the enhancement of customer satisfaction.

Quality and visibility are deemed an objective for the foreseeable future, and we will ensure that:

- Our products are guaranteed for optimum performance and meet or exceed the recommendations of HSE: The Control of Legionella Bacteria in Water Systems ACOP L8 (2013) and the Chartered Institute of Building Services Engineers: TM13: 2013
- We comply with all other applicable statutory and regulatory requirements
- We work with our suppliers for the benefit of our customers
- We establish and communicate measurable quality objectives within the framework of this policy document
- We monitor, measure, analyse and review our performance and processes to develop best practices
- We review our policy and objectives for suitability at least annually



Julian Williams – Managing Director

Date of approval 1 June 2017