

# Quality Policy

ASW aims to achieve sustained, profitable growth by providing services which consistently exceed the needs and expectations of its customers.

This is achieved by ASW through the adoption of a Management System that has been developed in accordance with the requirements and principles of ISO 9001:2015.

ASW provides building, maintenance and refurbishment services to properties throughout South Wales and is committed to the continuous improvement of its Management System and Services.

The principal aims of our company are:

- To have a real understanding of our clients and their business requirements.
- To strengthen relationships and encourage repeat business with existing clients.
- To win work not solely on price but through innovation and added value.
- To continually strive to improve our performance through analysis and continuous improvement of business processes.
- To develop staff potential through the provision of appropriate training.
- To engender a positive commitment to quality and create an environment of teamwork and cooperation that enables staff to work effectively.
- Quality for our tenants means they can rely on our works and services to consistently meet their specifications and requirements.
- Quality for our colleagues means we take personal ownership to ensure our work meets customer requirements and is error free.
- Quality for regulatory authorities means that we operate at the highest ethical standards and meet or exceed all applicable regulatory requirements.
- Quality for our company means we drive a continuous improvement culture that is enabled by practical process improvement and our company's quality system
- To align each of our policies to all employees in the company, learn and act
- To continually strive for a no accident work ethic on all sites
- To comply to all Regulations within the company – Management of Health and Safety at work Regulations 1999, Workplace Regulations 1992, DSE Regulations, Manual Handling operations Regulations 1992, PPE Regulations 1992, RIDDOR Regulations 1992, Provision and use of work equipment Regulations 1998 and working time Regulations 1998
- To always comply with all acts withing the workplace – Mental Health discrimination act 2013, Disability discrimination Act 2005 and Sex Discrimination Act 2002,

The Directors of ASW have specific responsibility for providing the necessary organisation and resources to implement this policy in all aspects of the business in company planning and development, site operations and support services. However, everyone working for ASW has a responsibility for ensuring the quality of their work and that of persons under their supervision. These responsibilities are clearly communicated by the Directors and are defined within the Management System.

The Management System is continuously reviewed for effectiveness and suitability by the Directors.

**Signed:**

**Date:** 3<sup>rd</sup> January 2023

Version 9



Anthony Thomas  
Managing Director  
**ASW Property Services Limited**

