



QUALITY POLICY STATEMENT

TSM Ltd is a leading specialist contractor undertaking structural repair, waterproofing, strengthening, ground stabilisation, refurbishment, and protection of civil and building structures throughout the UK. TSM is focused on being ahead of the market and delivers innovative, value-engineered solutions for our customers on a national basis throughout the UK. Senior Management of TSM Ltd consider the quality aspects of our operations to be of primary importance to the successful management of the company. We are committed to work with organisations and customers to establish and maintain the highest quality standards.

Our Directors, Management and employees are fully committed to operate in ways that meet customer needs, exceed customer expectations, comply with relevant statutory and regulatory requirements, satisfy applicable requirements, and deliver high levels of stakeholder satisfaction. We are also committed to the continual improvement of the quality management system.

In support of our core values and strategic direction and to demonstrate our commitment to quality, we operate an Integrated Management System in accordance with the requirements of BS EN ISO9001:2015, BS EN ISO 14001:2015, and BS EN ISO 45001:2023 and in accordance with the requirements of our customers and our compliance obligations.

We continually review our business risks and opportunities and set objectives against which our performance can be measured, identifying opportunities for continual improvement of the Management System and enhancing levels of customer satisfaction. The Business Risk Register provides our framework for setting quality objectives, and in accordance with the requirements of our customers and our compliance obligations.

This Quality Policy Statement is reviewed annually to ensure its continued relevance and adequacy. It is part of the company's training programme to ensure that this policy statement is briefed, understood, and implemented at all levels within the company.

This Quality Policy Statement is available to interested parties on request.

Signed: 
Position: **Managing Director**
Date: **01/07/2026**
Review Date: **01/07/2027**