

Quality Assurance

Twigs ensures that all Quality Standards are met in alignment and definition of the Scope of Work that the client has provided, and to ensure that the Quality outcome is an approved international standard.

Quality Right From The Start

- ❖ Twigs provides high end and high quality services in a timely fashion to all clients.
- ❖ Our plan-to-project approach removes uncertainties around delivery and supply, while our long-standing relationships mean we always have access to project requirements on time.
- ❖ Over the years we have invested heavily in equipment and facilities to help speed up delivery times on vital projects and get work done in even the most remote locations. We add value to raw materials with technical advice, quality testing in our accredited laboratories and our ability to meet tight specifications. Our teams and our customers can be confident that every load of material has been delivered by people who work safely and with care for the environment.
- ❖ We adhere to the highest levels of environmental management, ensuring our manufacturing facilities are good neighbours, as well as good businesses.
- ❖ Less energy, less fuel and less emissions in production make for a sustainable product which is highly durable, as well as safer and more workable.

Health Safety and Environment

We are fully committed to improving Health, safety and environmental performance across all areas of our business in accordance with ISO 14001, OHSAS 18001 and applicable legal requirements.

We shall fulfill this commitment through the following actions:

- ❖ Recognize, assess and quantify potential Health, safety and environment risks associated with our activities and introduce control measures to eliminate, substitute or reduce the risks to acceptable levels.
- ❖ Conform to national legislation and other industry best practices to which the company subscribes to;
- ❖ Allocate adequate resources and necessary competency for implementation of health, safety and environmental programs;
- ❖ Encourage consultation with and active participation of employees by continually seeking to improve the performance of health, safety and environmental management practices through periodic reviews;
- ❖ Demonstrate responsibility and accountability for health safety and environmental management practices by all persons within the company;
- ❖ Promote open communication with internal and external interested parties regarding our performance in health, safety and environment;
- ❖ Provision of appropriate instruction, procedures and communication channels. This policy shall be reviewed periodically depending on the changes in national legislation, best practices and requirements accredited to by the company.