

## **Quality Policy Statement**

SWL Group., is dedicated to the Quality Policy which is intended to ensure that our services meet the requirements of our clients at all times and to support the context and strategic direction of the company.

Commitment to the implementation of supporting managerial and operational systems is essential to realising that goal. It is our intention to maintain a position as a market leader with respect to the quality of service we provide.

The Quality Policy is based on the following goals, against which Objectives and improvement initiatives shall be set to drive continual improvement:

- To ensure that the service we provide in respect of: Servicing and Inspection activities; Manufacture, maintenance, stockholding and associated testing of wire and fibre rope, chain assemblies and lifting gear; Repair of hydraulic tools and lifting equipment; Hire of hydraulic tools, lifting equipment and associated accessories; Servicing and maintenance of lifeboat launching appliances and on load release gear; Subcontracted upholstery of boat equipment etc., and all associated activities, meet the requirements of our customers at all times and to further ensure that a high level of customer satisfaction is achieved.
- The quality management system concentrates on prevention, looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
- The quality-of-service provision is based on the principle of everyone understanding how to do their job to the standard required and doing it right first time.
- To satisfy applicable requirements and strive for continual improvement in the quality of service provided, Objectives will be set and monitored, as a minimum, through Management Review, to ensure this is achieved.
- To review legal and regulatory requirements relevant to the scope of business and to ensure that we comply.

To ensure that the policy is successfully implemented, staff will be responsible for identifying client requirements and for ensuring that correct procedures are adhered to in order to meet the requirements.

Initiatives needed to ensure that the requirements of this policy are met will be set, determined and monitored, as a minimum, at Management Review.

The Quality Policy principles and related objectives will be communicated and available to staff at all times. The Policy is also available to external interested parties via the company website.

Training will be an integral part of the strategy to achieve objectives.



Mark Bevan (Director)

### **SWL Group of Companies**

SWL Rope Lifting & Testing Ltd, Lloyds Beal Ltd, Lloyds Ship Safety Services Ltd,  
SWP Compressed Air Services Ltd, SWL NDT Ltd, Pelloby Cranes Ltd, Covercraft GT Ltd.