

## Quality Policy

### Policy Statement

Tidal Solutions is committed to providing quality services that consistently meet or exceed the company's quality standards and satisfy the expectation and defined needs of the customers.

This will be achieved by:

- Implementing a risk and process-based approach that is understood throughout the organisation, in order to meet the requirements of ISO9001:2015.
- Providing sufficient and suitable resources to implement and maintain the quality management system requirements.
- Engaging suitably qualified, skilled and experienced personnel and training to ensure the required skills and professionalism within the company.
- Educating and training in order to continually improve the skills of the company's team, in awareness and knowledge of quality issues and practices.
- Establishing a framework for reviewing quality objectives.
- Complying with statutory obligations, standards, specifications, codes of practice and contractual obligations that are relevant to the company's operations.
- Providing a level of customer satisfaction, which ensures repeat business.
- Providing a consistent level of service quality.
- Maintaining, monitoring, reviewing, auditing and continually improving the quality management system.
- Identifying, reporting, investigating and resolving all non-conformances and taking action to improve outcomes.
- Monitoring and evaluating the quality performance of consultants, subcontractors and suppliers and implementing effective communication with them on quality and compliance issues.
- Establishing effective two-way communication.

### Approved By



**Rob Collins**  
Managing Director  
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