



Quality Policy Statement

Contraflow Ltd is dedicated to providing quality services and products from our traffic management business to all customers, ensuring their expectations are met. We are committed to satisfying the requirements of ISO 9001:2015 with a Quality Management System which underpins the business needs of Contraflow Ltd showing continual improvement to benefit the business, our clients and stakeholders while meeting our statutory and regulatory requirements.

In order to meet the desired outcome of continual improvement we will:

- Provide a framework for setting **Specific, Measurable, Attainable, Realistic and Time-Bound** objectives for the business which will be reviewed regularly
- Provide resources and infrastructure for supporting the production and delivery of traffic management for customers
- Communicate with and educate our employees to allow them to fully participate in the creation and maintenance of the Quality Management System and allow them to provide traffic management services to our customers while adhering to the requirements of NHSSD Sector 12
- Encourage and support our employees to help them achieve their full potential as individuals and team players

Quality Policy Responsibility, Approval and Communication

The policy is communicated to all staff and is reviewed for currency at least on an annual basis by the senior management team led by the Managing Director. Records are maintained of the review and approval process.

Signed:

A handwritten signature in black ink, appearing to read 'John MacDonald', is written over a horizontal line.

John MacDonald
Managing Director
8/10/2025