QUALITY POLICY

Last reviewed: 3rd July 2026

PURPOSE & SCOPE

This policy defines the Company's commitment to delivering quality traffic management services through the effective implementation and continual improvement of a Quality Management System (QMS) in accordance with ISO 9001:2015. The objective is to ensure consistent delivery of services that meet customer, statutory, regulatory, and industry requirements, while enhancing business performance and stakeholder satisfaction.

This policy applies to all employees and contractors engaged in the Company's operations, across all locations and activities associated with the provision of traffic management services. All personnel are required to comply with this policy and contribute to the effective operation of the QMS, including adherence to the requirements of NHSS Sector Scheme 12.

POLICY STATEMENT

The Company is committed to:

- Delivering services that consistently meet customer requirements and expectations
- Maintaining and continually improving a QMS compliant with ISO 9001:2015
- Ensuring compliance with all applicable statutory, regulatory, and industry requirements
- Driving continual improvement to enhance operational performance and customer satisfaction

PRINCIPLES / REQUIREMENTS

The Company will:

- Establish, monitor, and review **SMART quality objectives** aligned with business goals
- Provide and maintain appropriate resources, infrastructure, and competence
- Ensure compliance with **NHSS Sector Scheme 12** and other applicable standards
- Promote employee awareness, engagement, and competence in relation to the QMS
- Encourage ownership, accountability, and continual improvement at all levels
- Monitor performance and implement corrective actions where necessary

RESPONSIBILITIES

Senior Management

- Establish strategic direction and ensure alignment with the QMS
- Provide adequate resources and leadership
- Review QMS performance and ensure compliance with ISO 9001:2015 requirements

Managers / Supervisors

- Implement and maintain QMS processes within their areas
- Ensure staff are competent and aware of quality requirements
- Monitor performance and address non-conformities

Employees / Contractors

- Comply with QMS requirements and company procedures
- Deliver work in accordance with defined standards
- Report non-conformities and improvement opportunities

DELIVERY & COMPLIANCE MONITORING

The Company will ensure effective implementation and compliance through:

- Scheduled **internal audits and management reviews**
- Monitoring of **quality objectives and key performance indicators**
- Evaluation of **customer / stakeholder feedback and service performance**
- Implementation of **corrective and preventive actions**

Records will be maintained to demonstrate compliance, effectiveness, and continual improvement of the QMS. This policy will be formally reviewed annually, though on exception amendments may be implemented at other times as required by changes to legislation or work practices.



John MacDonald
Managing Director