

Quality Policy

Mac Traffic Solutions Ltd offer bespoke Management Systems, Health and Safety Solutions and related Projects ensuring that our customers remain Mac Traffic Solutions Ltd and safe while enjoying a secure workplace.

We have built around our extensive experience in this market sector.

Our aim is to provide excellence through quality and innovation combined with a proactive approach and understanding our clients' needs and expectations. We recognise that no two clients are ever the same, therefore, we value a close partnership to achieve a bespoke service that meets the requirement of the client and allows their organisations to move forward with their core business.

The purpose of our quality policy is to maintain an effective integrated management system that meets our client's requirements and achieves a high level of customer's satisfaction by:

Top management shall establish, implement, and maintain a quality policy that:

- Is appropriate to the purpose and context of the organisation and supports its strategic direction.
- Provides a framework for setting quality objectives.
- Includes a commitment to satisfy applicable requirements.
- Includes a commitment to continual improvement of the quality management system.
- Promoting the use of a processed approach and risk-based thinking.
- Partnering with competent suppliers to provide an improved service.
- Working closely with our clients to develop and build strong relationships.
- Developing relationships and partnering agreements with clients and suppliers
- Continually monitoring and analysing performance to identify process improvements.
- Being committed to the competence, development, and professionalism of our employees.
- A commitment to continually improving the effectiveness of the document management.

The implementation of and adherence to a framework of policies, procedures and processes that comply with the requirements of ISO9001:2015 and NHSS 12a,b,c and Sector Scheme associated industry codes and regulations.

The directors are responsible for establishing and implementing adequate quality arrangements within the service offering. All staff are expected to be familiar and adhere to the policy.

The quality policy is supported by Health, Safety and Sustainability Policies.

Signed Director: *Paul McCarthy*

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