## **Policy Statement**

## Quality

Clearway Traffic Solutions Ltd (The Company) is dedicated to this quality policy to ensure that its services meet client requirements at all times. The aim of The Company is to achieve the highest level of customer satisfaction by supplying suitably gualified and experienced staff.

Understanding our client's requirements and attaining customer satisfaction through our managerial and business operational function is essential to realising that goal.

The Company strongly believes that working in partnership with its clients better enables all parties to improve service and continually improve.

The primary principles that The Company has based this quality policy on are:

- 1. Identifying client requirements accurately.
- 2. Continually reviewing our processes, looking for improvement as the business develops its client and temporary labour base.
- Clear definition of job functions and deliverables to create a right first-time attitude. 3.

Successful implementation of this policy will be met by staff identifying client requirements and meeting their needs, in line with our procedures.

Objectives will be regularly set at Senior Management Meetings to ensure continual improvement is maintained in line with the spirit of this policy.

This quality policy will be communicated to all staff and relevant training organised as part of our integral strategy to meet our objectives.

All within The Company are committed to continuous improvement to meet client Quality Approval requirements.

All temporary staff supplied to clients will be expected to work in line with our client's policies and procedures whilst on their premises or site; in this way The Company will ensure that standards are maintained in line with each individual customers requirements.

The Company will ensure that temporary staff are aware of their responsibilities to be aware of our customers policies and procedures in addition to supporting them with on-going review of training requirements to enable them to undertake the duties they are allocated to effectively.

Signed:

David Gibbins Managing Directo

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