



Ref: P002

TLS Quality Policy

Traffic Labour Supplies Ltd. (TLS)

Quality Policy

Summary

Traffic Labour Supplies Ltd. are committed to delivery of services which consistently satisfy the requirements of our customers, complying with relevant regulatory, statutory and other applicable requirements.

The monitoring and assurance of customer and stakeholder satisfaction is fundamental to all work carried out by our business.

Principles

Throughout the business we will:

- Establish, maintain and continually improve an effective quality management system which reflects our commitment to the quality process.
- Ensure the customer is our main focus, working collaboratively within our business to deliver excellent performance.
- Ensure operational excellence within our business through the delivery of consistent processes.
- Build a culture based on continual improvement by continually improving our management system through measurement and regular review of our performance.
- Develop the knowledge and skills of our employees, to educate them, get them engaged, happy and motivated through ensuring all staff are trained to fully understand and effectively implement quality services, whilst actively encouraging employees to enhance their knowledge, skills and careers
- Ensure any quality failures will be recorded, reported and investigated.
- Develop, on an annual basis, plans for the improvement of our performance including any objectives and targets. The framework of reviewing and updating objectives and targets is via the annual management system review process.

Responsibilities

Responsibility for the management of quality rests with our Managing Director. The Managing Director has nominated the Operations Manager (Office) to act on his behalf to monitor the execution of the policy.

We will develop a quality management system that will be sufficient to ensure delivery of quality services to our customers.

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Our managers will regularly monitor their team's workmanship to ensure compliance with legislation, standards and any business processes

All employees have a responsibility to themselves, their colleagues, and our clients to deliver a quality fit for purpose service, to ensure both internal and external customer satisfaction.

Paul Chamley

A handwritten signature in black ink, appearing to read 'P. Chamley'.

Managing Director

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Revision History

Revision	Date	What has changed?	Who has written it?	Who has approved it?
00	25/01/2014	First Issue	QE&SH Manager	MD
01	12/01/2016	Review	QE&SH Manager	MD
02	05/01/2018	Review	QE&SH Manager	MD
03	17/03/2020	Reformat, new reference No. assigned and addition of new MD's signature	Systems Manager	MD
04	12/03/2021	Added Traffic Assist Logo and reviewed	Systems Manager	MD
05	12/03/2022	Reviewed	Systems Manager	MD
06	17/05/2022	Add in Traffic Assist and Pollington Yard to summary and add statement to bullet point 7 under principles to clarify that the framework for setting objectives and targets is via management system review. Change title to include TA Ltd.	Systems Manager	MD
07	24/01/2023	New TLS Group Logo added	Systems Manager	MD
08	17/01/2024	Annual review	Systems Manager	MD
09	17/01/2025	Annual Review	Systems Manager	MD
10	17/01/2026	Review	Systems Manager	MD

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