

Collaborative Working Policy

Management System Policy

The Martin Group has proudly provided high-quality contract services to local and central government, tier one contractors, and private clients since its establishment in 1976. With over 30 years of experience, H W Martin (Traffic Management) Ltd. understands the immense value of collaborative working. By engaging in partnerships with selected parties, we can deliver superior value compared to working independently. This policy outlines our structured framework for collaborative working, aimed at continually enhancing our relationships with clients, suppliers, and joint venture partners. We are committed to a philosophy of continual improvement, seeking to refine our processes and methodologies to achieve the best outcomes for all stakeholders.

Commitment to Collaborative Working

At H W Martin (Traffic Management) Ltd., we recognise that collaboration is a dynamic process. It involves aligning culture, objectives, and skills, and integrating processes and teams to eliminate waste, foster innovation, and improve efficiency. Effective collaboration requires a tailored approach to meet the expectations of each relationship, as a 'one-size-fits-all' method is inadequate. Different situations benefit from varying degrees of collaboration, and it is essential that a collaborative mindset becomes 'business as usual' for all our people. This approach, best for the network, is driven by the attitude and behaviours set at the top by our directors, ensuring that our collaborative ethos permeates throughout the entire organisation.

Relationship Management

Each collaborative relationship is unique, and specific objectives will be established and incorporated within a Relationship Management Plan (RMP) for each partnership. Our plans, processes, and tools for collaborative working are designed to meet the requirements of ISO 44001 Collaborative Business Relationships and to facilitate the development of appropriate collaborative relationships consistently. The directors play a pivotal role in setting the tone for these relationships, promoting a culture of trust, transparency, and mutual respect.

Policy Review and Improvement

H W Martin (Traffic Management) Ltd. is committed to measuring, monitoring, reviewing, and continually improving the effectiveness of our collaborative working policy, plans, and processes on at least an annual basis, in accordance with our performance management process. Responsibility for developing this policy, implementing the collaborative business relationship management system, and reviewing organisational collaborative working performance lies with the Director (SER). This commitment to continual improvement ensures that we remain adaptive and responsive to the evolving needs of our partners and the industry at large.

Client, Contractual, and Legislative Requirements

In all our collaborative efforts, H W Martin (Traffic Management) Ltd. is dedicated to meeting client expectations, contractual obligations, and legislative requirements. We work closely with our partners to ensure the best service delivery, continually striving to exceed client expectations and maintain the highest standards of professionalism and accountability. By doing so, we ensure that our collaborative relationships not only bring mutual benefits but also uphold the highest standards of compliance and responsibility. Our directors' leadership ensures that these values are embedded in every aspect of our work, fostering a culture where excellence is the norm.

Policy Oversight

This policy serves as a testament to our unwavering commitment to collaborative working, and we look forward to continuing to build and sustain meaningful partnerships that drive innovation, efficiency, and success for all parties involved. The directors' vision and dedication to collaboration set the standard, ensuring that every team member recognises the importance of working together to achieve shared goals.

This policy will be communicated to all our employees and organisations working on our behalf, displayed at our offices and brought to the attention of other stakeholders and interested parties as required.



David Shaw

Director

13th June 2025

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