
HW Martin Safety Fencing Ltd**QUALITY POLICY STATEMENT**

H W Martin Safety Fencing Limited ('the company') has been providing Vehicle Restraint System services to the UK highways and infrastructure sectors for over 30 years. The company is a key part of the Martin Group of Companies and works closely with the other Group businesses to successfully deliver a range of specialist services to the public and private sectors.

The company places significant importance on Quality because we value our clients and customers. We aim to provide defect-free products and installations, delivered on time and within budget. We are committed to the ongoing enhancement of client and customer satisfaction, working in collaboration with them to ensure that their needs and expectations are understood and fulfilled.

We operate a Quality Management System that incorporates specific elements for the provision and installation of Vehicle Restraint Systems, Acoustic Environmental Barriers, general fencing and other associated ancillary civil engineering services. We are committed to the NHSS 2A, 2C and 10B which is fundamental to our business.

The Quality Management System is being expanded to include the procurement and installation of permanent road traffic signs in accordance with NHSS 9B and the Traffic Signs Regulations and General Directions (TSRGD), excluding the design, manufacture and electrical installation of traffic signs.

Our Quality Manual defines the structure of our Quality Management System and contains details of the systems and procedures we have in place to support our aims and objectives, including:

- establishing meaningful, measurable quality objectives that reflect our aims and strategy
- ongoing, regular monitoring of client and customer feedback including complaints
- training and development of our employees
- regular auditing of our processes, systems and procedures
- selecting and monitoring our supply chain against set criteria
- regular, documented management reviews of each of the above

We are committed to the continual development and improvement of the Quality Management System. Our quality performance is constantly monitored and we implement improvements when appropriate. This Quality Policy is regularly reviewed to ensure its continuing suitability.

Copies of this Quality Policy and the Quality Manual are made available to all members of staff. The Operations Director has ultimate responsibility for Quality, but all our employees understand the requirements of this Quality Policy, its importance in ensuring the company complies with all relevant statutory, regulatory and legislative requirements, and their obligations to work in accordance with the contents of the Quality Manual.



Steve Smiley
Director
H W Martin Safety Fencing Limited

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