

## Quality Policy

### Summary

Established in 1976, the Martin Group has provided high quality contract services to local and central government, tier one contractors and private clients for over 30 years. At H W Martin (Traffic Management) Ltd., we are committed to delivering exceptional temporary traffic management services in full compliance with ISO 9001 and National Highway Sector Schemes 12A, 12B, 12C, 12D. Our unwavering dedication to quality is ingrained in every aspect of our operations.

### Our Quality Objectives:

#### Health, Safety & Wellbeing

- ▶ We are committed to ensuring the health, safety & wellbeing of our employees, clients and the public.
- ▶ We adhere to stringent safety protocols and promote a culture of health and wellness.

#### Leadership & Collaboration

- ▶ Our leadership team is dedicated to fostering a collaborative environment that encourages teamwork and innovation.
- ▶ We believe that effective leadership and collaboration are key drivers of our success.

#### Efficiency & Effectiveness

- ▶ We strive to optimise our processes to enhance efficiency and effectiveness in our operations. By continuously refining our practices, we aim to deliver high-quality services in a timely and cost-effective manner.

#### Supply Chain

- ▶ We are committed to developing and maintaining a robust and sustainable supply chain. We work closely with suppliers ensuring they meet our quality standards and share our commitment to excellence.

#### Net Zero Carbon & Sustainability

- ▶ We are dedicated to achieving net zero carbon emissions and promoting sustainability in all our activities. We implement environmentally responsible practices and seek to minimise our impact on the planet.

#### Social Value & Customer

- ▶ We aim to create social value by contributing positively to the communities in which we operate. Our focus on customer satisfaction drives us to deliver services that not only meet but exceed client expectations.

#### Digitalisation and Innovation

- ▶ We are committed to researching and developing innovative techniques and solutions that harness digitalisation and transformative technologies, ensuring enhanced delivery and continuous improvement in all our operations.

### Our Commitment:

- ▶ We pledge to adhere rigorously to the requirements set forth by BS EN ISO 9001 and National Highway Sector Schemes 12A, 12B, 12C & 12D, ensuring that our processes and practices consistently meet the highest industry standards.
- ▶ We are committed to the ongoing enhancement of our quality management system, fostering a culture of continuous improvement, innovation, learning, and adaptation to emerging best practices.
- ▶ Our primary focus is on exceeding customer expectations. Through effective communication, understanding client needs, and delivering superior temporary traffic management solutions, we aim to achieve the highest levels of customer satisfaction.
- ▶ We recognise that the competence of our personnel is vital to delivering quality services. We invest in the training and development of our team members, ensuring they possess the skills and knowledge required to excel in their roles.

At H W Martin (Traffic Management) Ltd., we consider quality not just as a standard but as a cornerstone of our identity. By upholding the principles outlined in this policy, we ensure that our temporary traffic management services contribute to the safety and efficiency of the broader community. Responsibility for the effective management of the quality management system rests with the directors. The directors have nominated the HSEQ Team to act on their behalf to monitor the execution of this policy.

### Communication and Review

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. This policy will be reviewed annually or after any significant change to our operations or legislation.

  
Director

17<sup>th</sup> December 2025

Owner: Company Director	Version: 1.2	HWMTM-QUA-POL-01
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