

QUALITY POLICY STATEMENT

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.

HW Martin Traffic Management Limited (the Company) undertake all aspects of traffic management in accordance with BS EN ISO 9001 and National Highway Sector Schemes 12A, 12B, 12C & 12D. We aim to provide defect-free installations, delivered on time and within budget.

The Company recognises quality management as a primary responsibility and discipline integral to its management function. The adoption of appropriate quality standards is key to good business practice and to meeting and exceeding customer requirements.

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

- Establish measurable quality objectives that reflect our business aims and strategy
- Compliance with all applicable legislation, regulations, standards and codes of practice
- Working collaboratively with its customers and suppliers to ensure that their needs and expectations are understood and met and to support the ongoing enhancement of client, customer and partner satisfaction
- Making best use of the organisation's resources in all quality matters
- Setting and reviewing quality objectives that are communicated throughout the organisation and to all interested parties
- Ongoing, regular monitoring of client and customer feedback including complaints
- Training and development of our employees in the responsibilities of quality management
- Maintain investment in our employment and skills infrastructure to ensure that the skills base is developed with up to date knowledge and current best practice in the industry
- Selecting and monitoring our supply chain against set criteria
- Regular review and auditing of our processes, systems and procedures
- Ensuring that the quality policy remains appropriate to the purpose of the organisation and continuing suitability
- Maintain business planning processes which ensure forward looking view on impact on quality objectives.

The Company are committed to continual development and improvement of the Quality Management System and quality management activities. 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 Director has ultimate responsibility for quality, but all our employees understand the requirements of this Quality Policy and their obligations to work in accordance with the contents of the Quality Manual.



David Shaw
Director
2nd June 2020