



TRAFFIC MANAGEMENT EXPERTS

### **Collaborative Working Policy**

H W Martin (Traffic Management) Ltd. recognise that organisations who work collaboratively can deliver better value those who work alone and the importance of working closely with selected parties to bring added value benefits to our customers, our partners and the Martin Group.

This policy provides for an embedded structured collaborative working framework to develop and continually review our working relationships with clients, suppliers, joint venture partners to identify and develop opportunities to work collaboratively and create mutually beneficial value for all parties including enhanced efficiency, service delivery, innovation and competitiveness.

H W Martin (Traffic Management) Ltd. recognise: -

- That collaboration is an evolving concept and practice that involves the alignment of culture, objectives, and skills, integrating processes and teams to drive out waste, deliver innovation value and efficiency.
- That effective Collaborative Working is not achieved by adopting a 'one-size-fits-all' approach, and that each opportunity for collaboration must be tailored to match the expectations from that relationship.
- That different situations benefit from different degrees of collaborative working
- That adoption of a collaborative approach needs to be 'business as usual' for all of our people

Each relationship is different and specific objectives will be established for each and incorporated within the Relationship Management Plan (RMP) for each relationship...

H W Martin (Traffic Management) Ltd plans, processes and tools for Collaborative Working reflect the requirements of ISO 44001 Collaborative Business Relationships' and facilitate development of appropriate collaborative relationships in a consistent manner to bring about best results.

H W Martin (Traffic Management) Ltd will measure, monitor, review and continually improve the effectiveness of the policy, plans and processes on a minimum annual basis - in accordance with its performance management process.

Responsibility for developing this policy, implementation of the collaborative business relationship management system and review of organisations collaborative working performance is held by the Operations Director (SER).

**David Shaw**  
**Director**  
**2nd June 2021**