

Quality Policy

HWMFC-P000

HW Martin Fencing and Forestry has been providing fencing installation and vegetation management services 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 in line with the National Highways Sector Schemes 2A, 2C and 18.

Our Quality management system is accredited to ISO 9001 and the scope is –

The design, supply, installation, and repair of fences for infrastructure works, boundary fencing

The design, supply, installation, repair, maintenance of environmental barriers (acoustic),

BS 1794 (structural) in accordance with National Highway Sector Scheme 2C.

The application of 18A - Arboriculture activities - arboricultural work, mechanical tree and vegetation removal, maintenance of established trees and shrubs, in accordance with Sector Scheme 18.

The application of 18B – Pesticide activities – control measures for invasive and protected species, site management for pesticides and pest control, control measures for invertebrates / vertebrates, in accordance with Sector Scheme 18.

The planning, management, maintenance of 18C – Land based activities – special ecological measures, trees and herbaceous plants, ground preparation works, litter picking activities, in accordance with Sector Scheme 18

The company is committed to ensuring we retain our ISO 9001 accreditation and scope for the duration of all our works.

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 general fencing, vegetation management and Acoustic/ Environmental Barriers. 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.

Brian Stone – Director

A handwritten signature in black ink, appearing to read "B Stone".

02/01/2024