

## 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.

At H W Martin (Traffic Management) Ltd., we are committed to delivering exceptional temporary traffic management services in full compliance with BS EN 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:

- **Compliance:** 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.
- **Continuous Improvement:** We are committed to the ongoing enhancement of our quality management system, fostering a culture of innovation, learning, and adaptation to emerging best practices.
- **Customer Satisfaction:** 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.
- **Competence Development:** 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.

### Our Commitment:

- We are dedicated to providing temporary traffic management solutions that prioritise safety, efficiency, and environmental responsibility.
- Our leadership team is committed to fostering a quality-centric mindset across all levels of the organisation.
- We engage in regular reviews of our quality management system to identify areas for improvement and implement corrective actions promptly.
- By actively involving all employees in our quality initiatives, we create a sense of ownership and responsibility for the quality of our services.
- We communicate our quality objectives and performance openly, both internally and externally, to build trust and transparency with our stakeholders.

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.

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

22<sup>nd</sup> December 2023

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