

Quality Policy

Summary

H W Martin (Traffic Management) Ltd is committed to delivering high-quality temporary traffic management and land-based maintenance services, including vegetation management and litter picking. Our Quality Management System (QMS) is operated in full compliance with BS EN ISO 9001 and the requirements of National Highways Sector Schemes 12A/B/C/D and 18c, ensuring safe, consistent and reliable delivery across all our operating centres.

Our Commitment to Quality

We maintain an Integrated Management System (IMS) that supports strong governance, risk-based thinking, data-driven decision-making and continual improvement. Our approach reflects our company values — Safe, Trusted, Respectful, Agile, Progressive and Sustainable — and ensures that customer, statutory and regulatory requirements are consistently met.

Temporary Traffic Management (NHSS 12A/B/C/D)

We ensure the safe, accurate and compliant installation, maintenance and removal of temporary traffic management. Our trained and competent teams protect road users and road workers while minimising disruption and maintaining high operational quality. Digital reporting, inspections and real-time monitoring support consistent delivery and continuous improvement.

Vegetation Management & Litter Picking (NHSS 18c)

We deliver vegetation management and litter picking to the same high-quality standards. In line with NHSS 18c, our teams undertake ecological checks, use appropriate plant and equipment, and follow safe, environmentally responsible methods. Competence, environmental awareness and structured site planning ensure safe and efficient works, support biodiversity and enhance network cleanliness.

Customer Focus

We listen to and act upon customer and road user feedback to improve the perception of roadworks and environmental maintenance activities. We work collaboratively with clients to plan and deliver operations that are safe, efficient and aligned with network and project objectives.

Leadership, Workforce & Culture

We promote a Zero Harm culture supported by visible leadership, Safe by Choice behaviours and ongoing workforce engagement. Training, competence development and clear communication ensure every employee contributes positively to quality delivery across both traffic management and land-based activities.

Digitalisation, Assurance & Continuous Improvement

We use digital tools, telematics, audits, inspections and performance data to drive continual improvement. Our KPIs ensure transparency, accountability and measurable progress across all service areas.

ESG, Sustainability & Social Value

We operate responsibly, reducing waste, managing resources efficiently and safeguarding the environment across both TTM and land-based activities. We support carbon-reduction efforts, local community wellbeing, skills development, apprenticeships and wider social value outcomes. Our work aims to leave a positive legacy by supporting communities, protecting habitats and delivering environmental improvements that align with our long-term sustainability commitments.

Communication & Review

This policy is communicated to all employees, contractors and stakeholders, displayed across our sites, available on SharePoint and reviewed annually or following significant change.



Chief Executive Officer

27th March 2026

Owner: Company Director	Version: 2.0	HWMTM-QUA-POL-01
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