

## Quality Policy Statement

As a leading UK traffic management provider we are committed to maintaining and enhancing our reputation within the industry by delivering the expectations of our staff, clients and customers.

Our Management System is certified to ISO 9001 and the National Highway Sector Schemes 12ab, 12c, 12d. The arrangements for putting this policy into practice are contained within the Management System.

As a business we will:

- Continually improve the organisation's effectiveness through the setting of objectives and targets, measuring performance and implementing plans to enhance our service delivery
- Provide leadership from the top down, whilst allowing employees the opportunity to actively contribute to continuous improvement
- Through investment, innovation, and technology continually improve our delivery standards.
- Strive to exceed the expectations of our clients and customers in order to achieve lasting customer satisfaction
- Monitor performance and develop targeted improvement plans to enhance service delivery
- Comply with relevant legislation, regulations and government guidance and where possible, follow relevant industry standards and best practice
- Document our key business procedures and processes
- Through regular review and auditing monitor the Management System to ensure its adequacy and relevance
- Ensure that the Management System is accessible to all employees
- Provide Management System training and support to employees as required

The successful implementation of this Policy requires the total commitment of everyone, from the Shareholder Board, the Management Board and the regional teams. The Policy will be regularly monitored to ensure that the stated objectives are achieved and will be reviewed annually and, if necessary, revised in the light of legislative or organisational changes.



**Terry Musson**  
Managing Director  
8<sup>th</sup> February 2023