

## COR-POL-03: Quality Policy Statement

Core Highways are committed to maintaining and enhancing our reputation within the industry by delivering the expectations of our staff, clients, and customers. Core Highways provides temporary traffic management and associated highway services across the strategic and local road networks. This Policy supports our strategic direction by ensuring our services are delivered safely, reliably and to a consistently high standard for our clients, road users, our people and our supply chain partners.

To achieve this goal, Core Highways operate integrated Management Systems in accordance with ISO 9001:2015 & National Highway Sector Schemes 12 A/B, C & D, along with National Highways Sector Scheme 2A, 2B, 2C, 5B, 10B and 18. The arrangements for putting this policy statement into practice are contained within the Management Systems.

Core Highways will:

- Use this Policy as the framework for establishing, reviewing and achieving our quality objectives across all areas of the business.
- 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.
- Ensuring we work in partnership with ethical supply chains to ensure the sustainability of our business, exercising social responsibility.
- 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.
- Providing adequate resources and training, including management representatives, to fulfil the Company's commitments.

The successful implementation of this Policy requires total commitment by everyone, from the Shareholder Board, the Management Board and those delivering services to our clients, supply chain partners and visitors alike.

The Policy statement will be regularly monitored to ensure that the stated objectives are achieved. It will be reviewed and, if necessary, revised in the light of legislative or organisational changes.



**Alastair Smyth**

Chief Executive Officer (CEO)

Document Owner

Group Head of SHEQ

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