

January 2019

Headway Traffic Management and our staff are committed to supplying a service that will meet customer legal and any other applicable requirements. Wherever possible we aim to exceed customer expectations.

Our Quality Management System defines the procedures that facilitate the achievement of the Organisation's Strategy, objectives and development of a quality culture.

The senior management of Headway Traffic Management are committed to communicate the business quality policy to all internal and external interested parties.

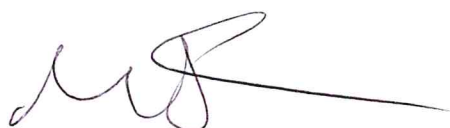
Headway Traffic Management has determined the external and internal issues, that are relevant to our business as well as our strategic direction and that which can affect our ability to achieve the intended results of our quality management system.

Headway Traffic Management is committed to monitoring and reviewing information about these external and internal issues to ensure we exceed our customer's expectations.

To achieve this, our policy is to:

- Implement a Quality System that meets the requirements of ISO 9001:2015 statutory and regulatory requirements and the applicable requirements of National Highways Sector Schemes 12A, 12B, 12D and the Traffic Signs Manual chapter 8.
- Regularly review every aspect of the Quality System to promote a continual improvement culture that benefits both the Customer and the Organisation.
- Train and develop people to achieve our objectives and to promote best quality practice throughout the Organisation.

Signed on behalf of Headway Traffic Management Ltd.



Neil Sanders

Managing Director
January 2019