

DOCUMENT - POLICY

Quality Policy



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Document Owner Jamie Smart
Document Approver Michael Montague

Issue Date 11 January 2023
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Reference Number QP1
Issue 1

This policy will be reviewed every two years unless of any significant changes and it will be reviewed earlier.

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QUALITY POLICY STATEMENT

Hooke Highways Limited is committed to maintaining high standards of quality and service to its cliental which is achieved by working to and surpassing agreed specifications and meeting any applicable legal requirements and codes of practice including BS EN ISO 9001:2015 and the 12A/12B and 12D National Highways Sector Schemes.

Management provide the necessary information, instruction and training to ensure the competence of all employees and subcontractors and familiarise them with the management system procedures applicable to their area of work and the standard required. Employees and subcontractors accept their individual responsibilities to carry out the work.

We aim to continually improve the effectiveness of our management system and our performance by:

- Reviewing our management system on a regular basis and encouraging employees to review their working practices and suggest methods for improvement where appropriate and implementing improvements where practical.
- Producing an annual action plan detailing specific quality objectives and targets which are regularly monitored, reviewed and reported in our Management Review meetings where the ongoing suitability of this policy is reviewed. This will allow Hooke Highways to reach its objective of delivering consistent excellence via its services and this to become normal practice throughout the company.

Hooke Highways' standard of service for managing quality is integrated with those for managing health, safety and the environment and will be maintained with effective communication and

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understanding. This will ensure that we continue to deliver the level of quality required to meet quality commitment to all our clients.

This policy has been brought to the attention of all employees to actively support and implement the correct functioning of the quality policy at all times and a copy is prominently displayed in Head Office. It is fundamental to Hooke Highways business operations and will be reviewed annually; any revisions will be incorporated when necessary and be brought to the attention of all employees.

A handwritten signature in black ink, appearing to be 'J. Smart', is written over a light blue horizontal line.

Managing Director

11th January 2023

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