

# Quality Policy Statement

GW Highways Ltd is committed to providing and delivering high-quality solutions that meet or exceed customer expectations, industry standards and regulatory requirements. We are dedicated to adhering to the requirements of ISO 9001:2015 (Quality management system) and NHSS 16 (National Highways Sector Scheme) and other relevant standards to ensure the highest quality in all aspects of our work.

## We are committed to:

- Meeting legal & regulatory requirements.
- Meeting the requirements of the standards ISO 9001 and NHSS 16.
- Continually improving our QMS to ensure conformance to ISO9001 & NHSS 16
- Meeting the needs and expectations of interested parties.
- Meeting and exceeding the requirements and expectations of our customers.

## To achieve this we will:

- Setting out responsibilities for Top Management, departments and employees
- Provide our customers with a quality service in accordance with their expectations.
- Provide our customers with free content, information, and industry insight to improve their awareness of services on offer and technology developments.
- Provide timely and accurate support to our customers.
- Collaborate with our customers when developing and enhancing our services.
- Provide an environment where staff can grow and develop their skills.

## We will measure our progress through:

- Achieving compliance with ISO 9001 & NHSS16 by maintaining our certification through regular audits.
- Measure defects and remedials to improve our services.
- Setting objectives with regular reviews through-out the year.
- Documenting plans and records that aligns with ISO 9001.
- Regularly reviewing performance

- **We will enable this by:** Training our employees and Partners.
- Improving our services and associated products
- Investing in resources and new technologies.
- Implementing preventive actions to mitigate risks and increase opportunities for improvement.
- Selecting suppliers and subcontractors who meet our quality criteria and comply with ISO 9001.
- Making our policy available on our website.

Policy Authorised By



David Gibbins, Director

POL002 Rev 2

10/03/2025



Luke Wenham, Director



**NHSS**  
national highway sector schemes

NHSS16