

The Executive Board and Directors of FM Conway Ltd are committed to ensuring that products and services provided, fully meet all contractual obligations in respect of quality promises, cost and programme, and provide satisfaction to our clients and customers. The company is also committed to ensure that it undertakes its activities in full compliance with applicable legal and other requirements to which the company subscribes.

## **OBJECTIVES**

Our ultimate goals are derived from our Core Values:

- Deliver highest standards of quality for the products and services we provide
- Bring best-value, sustainable solutions to our clients
- Provide continual improvement and enhanced customer satisfaction

The company shall be responsible in areas of training, equality, development, safety and welfare of its employees. It shall encourage their participation in the continual improvement of working practices and quality of services in order to build a sustainable future.

To accomplish this, the company shall utilise the Integrated Management Systems (IMS). This defines the procedures used by all employees, contractors and suppliers to:

- Embrace our Quality Ethos and this policy statement
- Meet all applicable Standards and Specifications for our work, at the local and national level
- Meet client requirements
- Comply with our company standards and industry best practices
- Report on performance relative to quality performance metrics designed to achieve established goals
- Consult with, listen to, and respond to employees, customers, and partners to deliver continual improvement of their quality performance.
- The establishment of formal Performance Improvement Teams, with documented charters, is recognized as an effective tool for this purpose
- Recognize those who contribute to their improved quality performance

IMS procedures have been introduced for the purpose of maintaining highest quality standards within the company, which conform to the requirements of the current issue of BS EN ISO 9001. These procedures shall be subject to regular review to ensure ongoing compliance and continual improvement. The company undertakes to comply with and embrace the requirements of other standards as are applicable to the nature of its activities, to include relevant National Highways Sector Schemes, British Standards, Highways England, Network Rail and those standards as specified by our clients.

This statement shall be subject to an annual review and is available to interested parties on request.



**Adam Green**  
**Chief Executive Officer**