

For over 150 years Henry Williams & Son (Roads) Ltd has supplied products and services to the construction industry, including surface dressing, fencing, civil engineering and infrastructure works, shallow depth recycling, bond coating and other specialist surface treatment processes and products.

In order to provide clear guidelines on how we manage quality throughout Henry Williams and Son Ltd, we have developed a Quality Management System (QMS) which is designed to meet the requirements of BS EN ISO 9001:2015 Quality Management Systems Requirements and provides a framework for commitment to statute and other requirements, including the National Highway Sector Schemes 13.

Through regular communication with our employees, clients and supply chain on quality issues, and by acting on their feedback, as well as the review of this policy and the implementation of the QMS at management review meetings, we are able to continuously improve what we do, which is to the benefit of everyone involved. To achieve this, we shall ensure that company-wide annual objectives and targets are established, communicated, monitored and measured. The continual improvement of our processes and people is fundamental to our success.

It is our aim to supply quality products and services that exceed the requirements of our customers. In order to do this, we intend to:

- Understand, meet and / or exceed, our customers’ requirements and expectations.
- Continuously improve and develop our processes and products by self-appraisal and development.
- Ensuring that the resources required for the successful implementation and operation of the QMS are available.
- Promote a workplace culture of understanding and commitment toward the QMS and its objectives through sustained employee training, encouragement and involvement.
- Comply with current statutory regulations and specification requirements relating to QMS.
- Set objectives and targets to monitor and measure performance.
- Ensure that the QMS is practical, effective, and meets the requirements of ISO9001:2015, NHSS 13.
- Promote and encourage an attention to detail in all actions, processes and risk-based thinking on projects undertaken at all levels.
- Promote and encourage new processes, ideas, techniques, products, materials, plant and equipment to the benefit of our customers and the future of the company.
- Senior management is committed to continually Improving the suitability, adequacy & effectiveness of our QMS.
- To be proud of what we achieve.

All employees and others working for Henry Williams and Son Ltd are required to comply with this policy, in particular, ensure they cooperate and carry out activities in a responsible manner. It is the responsibility of Henry Williams and Son Ltd management and supervisory staff to ensure that this policy and its arrangements are implemented.

Stephen Williams (Chairman)		Dave Bryan (Contracts Director)	
Jon White (SHEQ Manager)		Date	14 th January 2024