

The Hiway Group is a leading provider of quality, innovative and specialist civil engineering solutions.

Through the implementation of a clear, defined and comprehensive quality policy, the Hiway Group will continue to consolidate their reputation as leading specialists in pavement and soil stabilization construction, providing increased levels of service, dependability and value. Hiway Group's ISO certified programme will at all times recognise positive employee initiatives; review and encourage ongoing development of all group resources; respond to all significant changes in technology to ensure the delivery of quality-focused performance that consistently achieves or exceeds client requirements. All Hiway Group processes are carried out in accordance with approved procedures. Hiway Group Management is committed to Zero Harm Outcomes and strives to include Zero Harm measures in all aspects of Quality.

To achieve this objective, the Hiway Group will:

- Comply with statutory obligations, standards, specifications and codes of practice relevant to quality management.
- Provide sufficient and suitable resources to implement and maintain an Integrated Management System certified to ISO 9001.
- Ensure our customers' needs and expectations are clearly understood.
- Establish goals and targets at all levels and provide leadership that ensures quality objectives are met.
- Educate and train its people to continually improve their skills, enhancing their awareness and knowledge of quality issues and practices.
- Adopt a quality-in-all-we-do philosophy and recognise that quality is everyone's responsibility.
- Engage with suppliers and subcontractors to ensure that their products and services meet quality requirements.
- Identify report, investigate and resolve all non-conformances and take action to prevent recurrence.
- Regularly monitor Quality performance, annually review this policy, and ensure the ongoing suitability of the Integrated Management System and reset objectives and targets to drive continuous improvement that are consistent with the requirements of ISO 9001.
- Continuously improve the cost-effectiveness of all our functions and processes.



Christopher Ellis
Chairman of the Board



John Boocock
Managing Director



Peter Metcalfe
Chief Executive