

QUALITY POLICY



Introduction

This policy applies to all employees and workers, who shall be referred to in this policy as “We / Our / Us”.

Policy Statement

Highway Care Limited supply Vehicle Restraint Systems (VRS), road safety products and related services. The company is committed to providing the highest possible standards of quality for its products and services and are dedicated to maintaining a Quality Management System (QMS) and setting quality objectives, which ensure that these services surpass customer requirements within agreed parameters of cost, quality and delivery. This is achieved using key performance indicators and annual objectives to measure performance and through building strong relationships with customers, understanding their requirements and gaining their feedback to help us improve our products and services.

Our QMS focuses upon improvement, as well as error prevention, by auditing processes and procedures, identifying potential problems and opportunities for mistakes to occur, implementing corrective action to resolve them and to prevent recurrence.

Our QMS is structured to comply with the requirements of ISO 9001:2015 and National Highway Sector Schemes 2B and 5B. Certification of our QMS to these standards is through external audit by a UKAS accredited certification body.

We are committed to continual improvement of our quality performance across our business processes, considering the needs and expectations of internal and external stakeholders, suppliers and customers.

Suppliers to the organisation will be selected based on reliability and competence, and encouraged to adopt a similar approach to improve the quality and reliability of their products and services.

We will comply with all relevant legislation and other standards set by our stakeholders. In addition to this we will ensure the following:

-  We align business and process objectives to the published company strategy.
-  We employ and retain a skilled workforce who share the Company's vision and values and quality ethos.
-  We provide training to employees to ensure they have the relevant skills to fulfil their duties.
-  We identify the necessary resources required to meet customer and product specifications.
-  We monitor product and systems compliance and performance to prevent unnecessary wastage and maximise efficiency.
-  We evaluate the effectiveness of the QMS and its processes through an ongoing programme of internal and external auditing and continuous improvement.
-  We communicate with our customers and monitoring our supply chain performance in support of product compliance and service delivery.
-  We encourage inclusion of employees at all levels in support of this Quality Policy and the QMS objectives.
-  We monitor improvement opportunities and other performance improvement initiatives.
-  To report compliance to the company's Quality Policy internally and externally and review the policy regularly.

Signed



Adam Thompson
Managing Director

24th July 2026