JOINTLINE

Safely Marking
The Way Ahead
jointline.co.uk

Collaborative Business Relationship Policy

Jointline Limited is engaged in the highways, airfield and civil engineering sectors primarily providing line marking, road stud and surface treatment services alongside joint sealing, grooving, over banding and minor civil engineering works.

Our framework of controlled Quality, Health, Safety & Environmental processes, and management systems are integral to us satisfying the requirements of our customers. Responsibility and authority for effective collaboration and the provision of added value to our customers is defined within these systems of governance. This is supported at all levels and between those involved in our projects by a comprehensive risk and opportunity assessment process, stretching across our collaborative relationships. We are working towards collaborative working being seen as an established core value in Jointline Limited and being recognised as essential in the delivery of complex projects for our customers through improving efficiencies and building trust.

We will set a cycle of performance objectives across our business annually to demonstrate our commitment to continually improve. As part of our commitment to developing collaborative business relationships, we will:

- Have SER representation at head of department level as a minimum and board level where practicable.
- Capture and communicate collaborative working best practice, using value definition reviews, efficiencies registers and regular attendance at client meetings.
- Appoint a dedicated contract, framework, or operations manager for the management of key collaborative customer relationships in the knowledge that each client is different.
- Measure and review collaborative working performance at QSHE meetings, and by participating in any available post delivery performance meetings to learn from previous delivery and continually improve.
- Provide learning and development expanding both coaching and behavioural training as required.

This policy and supporting objectives are communicated throughout Jointline Limited. This policy will be reviewed as a minimum annually, to ensure continuing validity. Copies will be made available on our shared server and to any interested party or stakeholder on request.

Signed:	**Gary Massey**
Position:	**Managing Director**
Review date:	**31st March 2026**
Next review by:	**31st March 2027**
Issue no:	**8**

Jointline Ltd
Airfield View, Camp Road
Witham St Hughs
Lincoln LN6 9TW
+44 (0) 1522 868 636

Spartan Road,
Low Moor
Bradford
BD12 0RY
+44 (0) 1274 736 504

info@jointline.co.uk

Company No. 1878959
VAT No. 456096135
UTR No. 33730 06794