

A14 Integrated
Delivery Team

2. Customer



Partner Insight:
Pam Hobson
HW Martin
K2 Recovery



Our Journey to World Class

much more than a road

Pam Hobson, Stakeholder Director
Sam Clarke, Project Manager, HW Martin
Dave Bown, Director, K2 Recovery



“Our culture is about treating members of the public the same as you would treat a member of your family.”



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Shortlisted partners for "Ownership"



2017 Winners for "Ownership"



This organisation has taken world class ownership of their work. They are **changing the way their package** is managed and **perceived by the industry**.
The level of customer service and the focus on the **travelling public's** experience is one of the best seen in the industry.
A truly **world class local** winner...