

## OUR POLICY

### OBJECTIVE

Connect Plus maintains a sustainable business culture by developing healthy long-term relationships with the M25 Community to deliver innovative, efficient, high-quality schemes as required by our stakeholders through the standards of fairness, value and efficiency. Connect Plus Chief Executive Officer leads the implementation of this policy but we all contribute to its success.

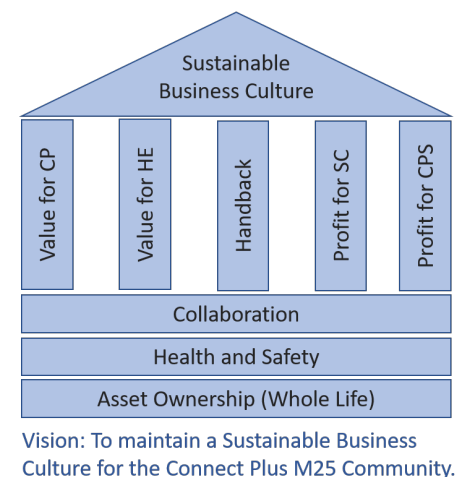
### WHAT THIS POLICY DEMANDS OF US

**We focus on how each of us delivers and impacts** on another's objectives and delivery. We maintain that focus through in depth face to face engagement, mature relationship management processes and capability, robust and timely feedback and performance monitoring through evidence on hard and soft issues.

**We engage our M25 Community as one team** strategically aligned to a common vision, set of values and behaviours. We share knowledge across the community to ensure a common understanding of the complexities of delivering work on the M25 Network.

**We engage, develop and nurture our people and teams**, beyond commercial and technical capabilities, to develop collaborative behaviours, build trust, hold each other to account and manage challenge and conflict.

**We maintain a management system that complies with ISO 44001:2017.** We recognise that the necessary people, processes, documents and tools need to be in place to maintain a capacity and appetite for collaboration, leadership alignment, and essential skills to ensure honest challenge, feedback and real continuous improvement. Performance measurement tools are linked to the DBFO Contract, good performance is consistent with high-level longer-term reward to encourage a joint approach to risk and opportunity management and to delivering innovation.




Andy Dean  
Chief Executive  
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