

## Quality Policy

### Objective

Connect Plus maintains a quality management system that enables us to create and share value across the M25 Community through rigorous attention to good business practices and continual improvement. The Chief Operating Officer leads the implementation of this policy but we all contribute to its success.

### What this policy demands of us

**We comply with all relevant laws,** regulations, Standards, including ISO 9001, and the M25 DBFO Contract.

**We manage our business through a quality management system** made up of policies, plans, manuals, procedures, processes maps and guidance documents. This system is geared towards ensuring compliance with the M25 DBFO Contract and maintaining robust controls over the work delivered across the M25 Network.

**We provide adequate resources** to ensure that the system is both effective and efficient, including arranging appropriate training, equipment and information circulation.

**We closely monitor and measure performance** through the M25 Community, using audits, meetings and reports. We act proactively to address performance issues and prevent reoccurrence.

**We identify risk and opportunities** across our community, and we take appropriate action to both reduce potential negative effects and maximise potential positive effects.

**Every year we put together and work toward objectives** to meet the evolving needs of Highways England and to foster improvements to our Quality management system.



Andy Dean  
Chief  
Executive  
January 2022

