

## OUR POLICY

### OBJECTIVE

The purpose of this policy is to maintain a quality management system that allows Connect Plus to create and share value across the M25 Community. This system is built on a commitment to good business practices and continual improvement, ensuring the delivery of high-quality services. The Chief Executive Officer leads the implementation of this policy, with contributions from all team members.

To Connect Plus quality means high performance, compliance as the minimum standard, consistency and continuous improvement.

### WHAT THIS POLICY DEMANDS OF US

**We comply with all relevant laws**, regulations, Standards, including ISO 9001:2015, and the M25 DBFO Contract.

**We manage our business through an Integrated Management System (IMS)** 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** using audits, meetings, reports and Key Performance Indicators that are aligned to M25 DBFO Co requirements.

**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 strategic needs of National Highways and to foster improvements to our Quality Management System which forms part of our Integrated Management System.

This policy is reviewed annually and amended as necessary to ensure it remains relevant and up to date.



Angus Murray  
Chief Executive  
January 2026