

## **M50 Concession Ltd's Quality Policy Statement**

M50 Concession Ltd (M50CL) is the company responsible for the M50 PPP (Public Private Partnership) Project under a contract signed with Transport Infrastructure Ireland (TII) (formerly the National Roads Authority) in 2007. The M50 PPP Contract comprises the design, construction and financing of 24 km of the M50 Motorway as well as the operation and maintenance of the M50 in its full length for a period of 35 years. M50CL's offices are located in Luttrellstown Road, Diswellstown, Castleknock, Dublin 15.

The General Manager of M50CL recognises the fundamental importance of quality and principles of business excellence. M50CL operates a Quality Management System (QMS) that is in compliance with ISO 9001:2015 QMS standards. The QMS provides a framework for measuring and improving our overall business performance, supporting our company strategy and business plan, facilitates continual improvement and ensures the fulfilment of our customers' requests and other applicable requirements.

The Management of M50CL is committed to:

- Developing and maintaining the Quality Management System.
- Continually improving the effectiveness of the Quality Management System.
- The enhancement of customer satisfaction.
- Satisfying all legal, regulatory and other applicable requirements.

The Management of M50CL has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- Ensure that the requirements of all Interested Parties are clearly understood so that our services can be delivered in a timely and professional manner.
- Promoting the use of a process approach and risk based thinking; resulting in all processes being established, documented, resourced appropriately, monitored and measured to ensure conformance to their intended results (Customer requirements, Business objectives and applicable regulations and legislation).
- Communicate throughout the organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- Establish the Quality Policy and its objectives.
- Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the QMS.
- Ensure the availability of resources.

The structure of the Quality Management System is defined in QEMS M50 500 and QEMS M50MP-01. All M50CL personnel will be trained to have an understanding of the requirements of this Quality Policy and abide with the contents of the QEMS M50 500 Manual and standard operating procedures.

The Organisation complies with all relevant statutory and regulatory requirements, constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy will be communicated to all staff and is available to all interested parties and the public in general on the Company's website ([www.m50concession.com](http://www.m50concession.com)). This policy will be reviewed annually in order to ensure its continuing suitability.

*Signed:*



**Borja Santamaria - General Manager**

**Date: 21<sup>st</sup> March 2018**