

## Quality Policy

London Basement is a specialist construction company focussing on provision and management of basement excavation, basement conversions and basement construction and refurbishment through self-performing and sub-contracted elements and is committed to:

- being the market leader for basement construction in London through achieving year on year growth in turnover and an increase in the number of bids won.
- the protection of its workforce, customers and their properties
- complying with the statutory and industry regulations and best practices
- maximising customer satisfaction whilst minimising disruption and nuisance
- finishing its projects on schedule on greater than 95% of its projects without any impact to health and safety, Considerate Constructors, etc.
- seeking to achieve high scores from Considerate Constructors visits
- sustained profitable growth from the above points
- reviewing projects at completion to measure performance and need for any change/improvement to Quality Objectives
- reviewing the Quality Policy and Objectives periodically to ensure continued suitability through our post project reviews and quarterly management reviews.

Our goal is consistent customer satisfaction. This will be achieved by our continuing commitment to meet and exceed customers' expectations of their requirements and those of our standard obligations.

The Managing Director is responsible for this policy, for explaining this to each employee and the management for compliance.

All employees have the responsibility and authority to ensure that quality objectives are met and to ensure that continual improvement is the cornerstone of London Basement.

London Basement



Kenneth Birrane  
Managing Director