



CONTROLLED
BUILDING
MEASURES LTD

QUALITY POLICY

We are a unique British company providing secure and high quality construction, building enhancement and security solutions to protect your people, assets and information.

Professional, Reliable and Flexible. We focus on your specific needs and build a trusting relationship that's fundamental to a successful outcome.

We offer a multi-disciplined capability, drawing on highly skilled and security vetted Managers, Designers, Engineers, Trades-Workforce and Support Staff.

From concept to completion we strive for excellence and always go the extra mile to ensure that you are completely satisfied. We're often complimented on our personal and hands-on approach.

To help us achieve this, CBM maintains an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, we will:

- Set measurable objectives that will help achieve client requirements, including:
 - On time completion of construction, fit-outs and other projects on time and on budget
 - All people working on our behalf are suitably qualified and security cleared where necessary
- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the internal audit process
- Proactively seek feedback from clients on how well our products & services meet your requirements and set objectives for continual improvement
- Select and work closely with suppliers and subcontractors who enable us to create and deliver a reliable performance
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets our, and your, requirements
- Provide a work environment that promotes the wellbeing of our employees and encourage positive teamwork
- Ensure that all employees and people doing work for us are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System
- Ensure that the Company complies with all necessary regulatory and legal requirements, as well as those we agree with you

We are committed to continual improvement. The continual improvement of the Company's Quality Management System is fundamental to the success of our business and is supported by all employees and people doing work for us as an integral part of their daily work.

Signed:

John Venney
Managing Director

Date: 16th July 2020