

GCM Contractors provides construction, civil engineering, demolition, design and project management services in line with agreed contract requirements and meeting the expectations of the client. GCM ensures that this quality policy statement and the associated procedures apply to all activities and work undertaken within the company.

To achieve customer satisfaction and improve our business through quality, we are committed to:

- Developing a quality management system by meeting the requirements of ISO 9001:2008 and making consistent improvements of its effectiveness.
- Knowing customer's expectations and needs, continually providing high quality services that meet or exceed the requirements of our customers.
- Solving customer complaints immediately, preventing problems from recurring and occurring, and earning customer trust.
- Setting quality goals from a customer's viewpoint, understanding the condition of achievement and reviewing the appropriateness and adequateness of the goals.
- The establishment and regular review of business objectives through an effective internal audit, and management review process.

The quality policy is based on these basic principles:

- Ensure that we fully identify and conform to the needs of our customers.
- Look at our service provision processes and identify the potential for errors and taking the necessary action to eliminate them.
- Company operations, decisions, plans and actions will be conducted in accordance with this Policy.
- All of our staff, throughout the group will be trained to fully understand, effectively implement and maintain the complete ISO9001 strategy.

This Policy statement will be reviewed at Management Review Meetings on (a minimum) of an annual basis.



Gary McLaughlin
Director of GCM Contractors Ltd.

Date: 21.09.2009

Document No	Issue	Prepared By	Approved By	Dated	Page No
IMS 8	1	Quality Manager	Gary McLaughlin	September 2007	Page 1 of 1

(Uncontrolled when printed)