



Quality Policy

V001 January 2020

Revision History

Version	Amendments	Date	Authors	Date of next review
001	First Issue	Jan 2020	Maggie Swinnerton HR/Office Manager	2021 Or sooner in accordance with legislation or change in circumstances.

Introduction

Founded in 2007 eb7 are recognised specialists in Rights of Light and the associated planning issue of Daylight & Sunlight. Our Party Wall, Building Consultancy and Sustainability teams deliver a holistic service tailored to every project and the needs of each individual client.

The directors and team within eb7 have many years' experience advising on the most complex developments in London and throughout the UK. Working to the principles of delivering straight-forward, robust advice in a timely manner your project will always be overseen by an experienced Director and professional team.

eb7 specialise in rights of light and daylight & sunlight for planning. Our offerings range from initial feasibility advice to formal assessments, development envelopes, planning reports and guidance on rights of light compensation and mitigation advice. We also provide reporting and analysis to form part of an environmental impact assessment (EIA) including daylight, sunlight, overshadowing, light pollution and solar glare.

We have a broad and thorough understanding of the technical basis of all these issues, many of which have required us to develop bespoke software and testing methodologies. We use many different sources of information and technology to supplement our services such as photogrammetry and 3D laser survey information.

Policy

It is the policy of eb7 to provide a range of services, which not only meet, but exceed the expectations and requirements of our clients. We strive to deliver the highest possible standard of work aiming for continual improvement and customer satisfaction.

Client service is an essential part of our quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on our service delivery.

It is the policy of eb7 to:

- give satisfaction to all of our clients and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- strive to eliminate hazards, prevent injury, ill health and pollution;
- provide all the resources of trained and competent staff, equipment and any other requirements to enable these objectives to be met;

- ensure that all employees are made aware of their individual obligations in respect of this quality policy;
- seek continual improvement in the effectiveness and performance of our management system.

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

To ensure the company maintains its awareness for continuous improvement, our systems, work practices and procedures are regularly reviewed by Senior Management to ensure it remains appropriate and suitable to our business.

Signed: 
Name: John Barnes
Director

Signed: 
Name: Jonathan Lonergan
Director

Signed: 
Name: Ian Thody
Director

Date: 6th January 2020

Review date: January 2021