

calfordseaden LLP, Calford Seaden (Health and Safety) Limited and Knoll Rise Services Limited comprises a multi-disciplinary consultancy with offices located in London, Birmingham, Cambridge, Orpington, Southend and Winchester. The services provided include architecture, BIM, building surveying, civil & structural engineering, clerk of works, employer's agent, health & safety, mechanical & electrical engineering, party wall & neighbourly matters advice, project management, quantity surveying, rights of light and sustainability services.

It is our policy that every Employee, Manager, Group Leader, Member, Director & Partner supports and continually improves the approach to Quality Management and the procedures, work instructions and guidance notes.

In particular:

- we are committed to totally satisfying our Clients' requirements as well as those of legislative or regulatory bodies, applicable industry codes of practice and other approved body requirements;
- this commitment extends to every level from senior management and throughout the organisation evidenced by our Integrated Management System (IMS) (certificated to BS EN ISO9001:2015) which sets out strategic objectives to continually improve our business;
- we embrace the principals of leadership, customer focus, people involvement and continual improvement through our systematic process approach;
- the conduct of our business is based on an ethical, honest and fair approach in all our dealings with clients, staff and the general public it is designed, wherever possible, to protect the environment, through the specification of building materials and also by maintaining an awareness of the effect of our day to day activities;
- we endeavour to meet and embrace the challenges of the increasingly competitive and changing property market by adopting efficient and innovative working practices and technologies and by focused training of Partners, Directors and staff to ensure our services remain relevant to clients' needs;
- we are committed to the training and development of all our staff.

This policy is reviewed annually to ensure it is still relevant and that all changes are communicated throughout the business (via the IMS on Plexus) and is available to our numerous Clients and other interested parties.



**Paul Miller FRICS**  
**Managing Partner**

**Amendments**

Date	Section	Amendment
01/22		Reviewed at Management Review, removed reference to TQM in 3 <sup>rd</sup> bullet.
12/20		Reviewed (no changes) and new style.
04/19		Reviewed and updated to address all ISO9001 requirements