

Claret Civil Engineering Limited (the 'Organisation') aims to provide defect free goods and services to its customers on time and within budget.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001: 2015 certification, including aspects specific to the civil engineering industry. is committed to delivering construction and civil engineering works that meet required standards of quality, safety, and compliance. We aim to consistently satisfy client requirements while complying with all relevant Building Regulations, the Building Safety Act 2022, and applicable legislation and industry standards.

Quality is fundamental to our operations and is the responsibility of all employees and those working on our behalf.

The company management is committed to complying with all relevant statutory and regulatory requirements, including::

- Develop and improve the Quality Management System
- Continually improve the effectiveness of the Quality Management System
- The enhancement of customer satisfaction
- Building Regulations and Approved Documents
- Building Safety Act 2022
- Construction (Design and Management) Regulations 2015
- Health and Safety at Work etc. Act 1974
- Relevant British Standards and industry guidance
- Where we work on Higher-Risk Buildings, additional controls are applied to meet enhanced building safety and regulatory requirements.

The management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the Organisation the importance of meeting customer needs and legal requirements
- Establish the Quality Policy and its objectives
- Conduct Management Reviews of the effectiveness of the implementation of the Quality Management System
- Ensure the availability of resources

The structure of the Quality Management System is defined in the Quality Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual. The Organisation complies with all English and EU legislation and regulations specifically related to its business activities.

The Organisation constantly monitors its quality performance and implements improvements when appropriate. This Quality Policy is regularly reviewed in order to ensure its continuing relevance and suitability to our organisations operations.



Managing Director
12th January 2026