

Quality Policy Statement

*Richmond Civil Engineering Limited is a supplier / provider of civil engineering services, which includes the construction of substructures, external and internal walls, ducting and drainage, troughing installation, to the Railway, Civil Engineering and Construction Industry. Although we are not currently certified to ISO 9001:2015, nevertheless, our Quality Management System is documented and established to the requirements of ISO 9001:2015. We are certificated to CHAS.

***Our policy is to supply and deliver our construction, civil engineering and railway civil engineering services using competent, skilled, experienced and safety-conscious employees, to fulfil our contractual obligations, meet applicable UK legislative requirements, meet network rail requirements and exceed our client/customer expectations, and, ensure total customer satisfaction, by continually improving our approach and processes. Richmond Civil Engineering Limited is fully committed to working with suppliers, customers and all interested parties to establish and maintain the highest quality standards.**

*This policy shall be used to provide a framework for setting, monitoring and reviewing our quality objective which is to deliver our services efficiently and to the highest standard, by commitment to continual improvement in our service and quality performance, delivering fully compliant and satisfactory services, on time and within budget in an environmentally-friendly and accident-free manner and to the total satisfaction of our clients, customers and Network Rail.

*This Policy Statement shall be communicated, understood, implemented and maintained at all levels of Richmond Civil Engineering Limited. The Commercial Director, in his position as the Quality, Safety and Environmental Manager, has the responsibility for ensuring this, and has the full support of the Company Directors for achieving that responsibility. In order to promote the adoption and implementation of the policy, all staff and employees shall be encouraged to understand and discharge their individual responsibilities to a degree necessary to ensure the effective operation of the Quality Management System. Agents, Supervisors, Foremen, Staff and employees are responsible for ensuring that the quality of their own work meets the appropriate standards.

The Policy Statement, including its changes, shall be communicated to all managers, agents, foremen, staff and employees as part of their induction, pre-work site induction and periodic refresher sessions. Copies of the Policy shall also be issued to employees and subcontractors, displayed on our web-site for communication to our clients, suppliers and other interested parties, and, on our site notice-boards where available. The Company Directors shall ensure that everyone within the organisation is conversant with the Quality Policy and Objectives.

This policy shall be reviewed periodically (at least annually) by myself and the other Company Director, in order to ensure that it is current, suitable and relevant to the company's business activities.

Signed: 
Commercial Director

28th August, 2020.