



Calcula Ltd Quality Assurance Policy

1. Statement of Commitment

At Calcula Ltd, we are committed to delivering high-quality building surveying services that consistently meet or exceed client expectations. Our aim is to be recognised for our technical excellence, professional integrity, and client-focused approach within Bedford and the South East.

This policy is developed and implemented in accordance with the professional and ethical standards of the Chartered Institute of Building (CIOB) and the Royal Institution of Chartered Surveyors (RICS). We uphold the highest standards of competence, transparency, and integrity in all aspects of our work.

We are dedicated to continuous improvement in all areas of our business, and we operate in line with relevant statutory and regulatory requirements, including compliance with applicable British Standards and industry best practices.

2. Our Quality Objectives

We achieve our quality aims by:

- Understanding and fulfilling client requirements clearly and efficiently.
- Delivering projects on time, within budget, and to the highest professional standards.
- Ensuring compliance with relevant legislation, codes of practice, and industry standards.
- Maintaining up-to-date knowledge of construction and surveying regulations.
- Continually improving our systems, processes, and service delivery.
- Providing ongoing training and professional development for our team.
- Engaging with feedback to enhance client satisfaction.

3. Roles and Responsibilities

- Directors are responsible for setting quality standards, promoting a culture of quality across the business.
- Any Employees or third party consultants are expected to take personal responsibility for the quality of their work, follow company procedures, and contribute to continual improvement efforts.

4. Continuous Improvement

We view quality as an evolving process. Regular reviews of our performance, client feedback, project outcomes, and internal audits help us identify areas for improvement. We maintain a simple but effective quality management system to support consistent service delivery.



5. Legal, Ethical, and Industry Compliance

Our services comply with all applicable legal and regulatory requirements, including:

- RICS and CIOB Codes of Conduct and Professional Ethics
- The Building Regulations
- Health and Safety legislation (including CDM Regulations 2015)
- British Standards and relevant ISO principles, where applicable

We are committed to maintaining the trust of our clients and the wider public by operating ethically and professionally at all times.

6. Client Focus

Client satisfaction is central to our work. We actively seek feedback, resolve issues promptly, and build long-term relationships based on trust, reliability, and consistent service quality.

7. Review and Communication

This policy is reviewed annually, or sooner if required, to ensure its ongoing suitability and effectiveness. It is communicated to all staff and made available to clients upon request.

Signature:



Signed by:

Liam M Perry

On behalf of: (Company)

Calcula Ltd

Date:

12/10/2025