

# Quality management.

## Firm profile

Hoare Lea, a Tetra Tech company, is an award-winning firm of consulting engineers. Originally founded in 1862, we have 12 offices throughout the UK and a growing international presence.

## Our objective

To deliver a professional service of the highest standard, to share our experience and knowledge with others, and to continually collaborate in improving the design and construction process.

## Our commitment

- Make this Policy available to all interested parties.
- Provide service to our clients which fully meets our contractual and statutory obligations.
- Operate and continually develop a system of quality requirements, as set out in our Project Handbook, registered to BS EN ISO 9001.
- Communicate this Policy, the Project Handbook and associated guidance which collectively form the quality component of our Integrated Management System (IMS), to all staff.
- Provide training sufficient to ensure that all staff are competent to implement the requirements of this Policy and the Project Handbook.

## Our approach

The reputation of the firm is exemplary, having been established through long-standing association with major projects and prestigious developments throughout all building sectors, including high technology.

We place particular emphasis on the skills, knowledge and experience of our staff, on our organisational capability and reliability, and on our ability to innovate and to manage quality in the delivery of services to our clients.

We require all staff to comply with the Project Handbook, all contractual, statutory and regulatory requirements, the relevant regulatory codes of practice and guidance notes, including those produced internally by the business, in the delivery of services to our clients.

Our firm takes reasonable measures to monitor compliance with the above requirements in the delivery of our services, using objective evidence gathered through internal audit, review and client

feedback, as well as 3rd party audit by our UKAS accredited certification body.

Moreover, these internal and external compliance processes assist in the continual improvement of our Integrated Management System and in turn help to us to deliver successful projects.

## Management

In order to effectively meet our quality commitments, we have established a Quality Management Working Group comprising the Project Processes and Compliance Lead, IMS Supervisors and Quality Management Representatives for each office. The Working Group is responsible for setting the quality management agenda throughout the firm and promoting good project management processes. The Working Group reports to the firm's Finance Board and utilises KPI's to monitor metrics.

Within each office and specialist group, responsibility for implementation of this policy lies with the Director managing that office and the Specialist Group Head. The Directors managing offices and Specialist Group Heads appoint the IMS Supervisors and Quality Management Representatives to assist in delivering the local quality agenda. Quality Management Representatives act as the focal point for all quality matters within their office, communicating to all staff the requirements for quality as set out in this Policy and in the Project Handbook.

The necessary financial resource required to operate and develop our Integrated Management System, and to maintain our registration to BS EN ISO 9001, is allocated annually by the Finance Board.

Issued:



Position: Project Processes Lead  
acting for Hoare Lea LLP

Authorised:



Position: Director of Operations  
Responsible for IMS/Health & Safety  
acting for Hoare Lea LLP

Date: July 2021

Review date: July 2022

# Health and safety management policy 2021-22.

## Practice profile

Hoare Lea is an award-winning firm of mechanical, electrical and public health (MEP) consulting engineers. Founded in 1862, we have 11 offices throughout the UK and a growing international presence.

## Our objective

To promote a consistently high standard of health and safety in the delivery of our services, consistent with the applicable statutory and regulatory obligations.

## Our commitment

- Make this policy available to all interested parties.
- Provide a safe and healthy working environment that prevents work related injury and ill health so far as is reasonably practicable.
- Implement and continually improve an occupational health and safety management system compliant with ISO 45001.
- Eliminate work related hazards and reduce risks so far as is reasonably practicable.
- Communicate this policy, the Property Handbook and associated guidance, which collectively forms the occupational health and safety management system, to all staff.
- Consult and make provision for the participation of staff in health and safety matters.
- Provide training to ensure staff are competent to implement the requirements of the occupational health and safety management system.

## Our approach

We place the utmost emphasis on the health and safety of our staff and all those with whom we work in the delivery of our services.

Our firm regards the promotion of health and safety measures as a mutual objective for management and staff at all levels. In particular, we draw the attention of every member of staff to their duty under the Health and Safety at Work etc. Act 1974, Section 7 which requires every employee, whilst at work, to take reasonable care of their own health and safety and for the health and safety of all other persons who may be affected by their acts or omissions.

Our firm takes reasonable measures to monitor compliance with the above requirements, using objective evidence gathered through internal audit and review, as well as 3rd party audit by our UKAS accredited certification body.

Moreover, these internal and external compliance processes assist in the continual improvement of our occupational health and safety management system.

## Management

In order to effectively meet our health and safety commitments, we have established a Health and Safety Working Group comprising the Partner Responsible for Health and Safety, Safety Health & Environmental (SHE) Lead, our Competent Person / Health and Safety Advisor, full time Compliance Lead and a Health and Safety Representative for each office. The Working Group is responsible for setting the health and safety agenda throughout the firm. Via the SHE Lead; the Working Group reports to the firm's Operations Board.

Within each office, responsibility for implementation of this policy lies with the Partner managing that office. The Partners managing offices appoint the Health and Safety Representatives to assist in delivering the local health and safety agenda. Health and Safety Representatives act as the focal point for all health and safety matters within their office, communicating to all staff the requirements for health and safety as set out in this Policy and in the Property Handbook.

We retain the services of a Competent Person to provide advice on health and safety legislation, to assist in training, accident investigation and associated health and safety matters.

The necessary financial resource required to operate our occupational health and safety management system and to maintain our registration to ISO 45001, is allocated annually by the Finance Board.

Authorised:



Position:

Partner responsible for Health and Safety, acting for Hoare Lea LLP

Date:

25 Jan 2021

Review date:

24 Jan 2022

# Environmental management.

## Practice profile

Hoare Lea is an award-winning firm of mechanical, electrical and public health (MEP) consulting engineers. Founded in 1862, we have 11 offices throughout the UK and a growing international presence.

## Our objective

To deliver a professional service of the highest standard, whilst promoting a consistently high standard of environmental performance in compliance with the applicable statutory and regulatory obligations.

## Our commitment

- Make this policy available to all interested parties.
- Comply with environmental legislation in the delivery of our activities, products and services.
- Implement reasonable measures to: reduce the amount of resources consumed by the firm; reuse and recycle resources wherever possible; reduce pollution from our activities, products and services.
- Operate and continually develop a system of environmental management requirements, as set out in our Property Handbook, registered to ISO 14001.
- Communicate this Policy, the Property Handbook and associated guidance which collectively form the environmental management component of our Integrated Management System (IMS), to all staff.
- Provide training sufficient to ensure that all staff are competent to implement the requirements of this Policy and the Property Handbook.
- Set objectives and targets against which our firm's environmental performance can be monitored.

## Our approach

We recognise that maintaining a healthy environment is a collective responsibility and that our operations as consulting engineers' impact on the environment at local, regional and international levels.

Effective environmental management is an integral and fundamental part of our business activities and a mutual objective for staff and management at all levels.

Our firm believes that the greatest contribution we can make to environmental management is through our advice and design work; to that end, we place particular emphasis on early, proactive engagement in pursuit of the most appropriate low carbon solution commensurate with the client brief and this policy.

We take reasonable measures to monitor compliance with the above requirements in the delivery of our services, using objective evidence gathered through internal audit and review, as well as 3rd party audit undertaken by our UKAS accredited certification body.

Moreover, these internal and external compliance processes assist in the continual improvement of our IMS.

## Management

In order to effectively meet our environmental commitments, we have established an Environmental Working Group comprising the Partner responsible for IMS, Safety Health & Environmental (SHE) Lead, a full time Compliance Lead, and an Environmental Representative for each office. The Working Group is responsible for setting the environmental agenda throughout the firm. Via the SHE Lead the Working Group reports to the firm's Finance Board.

Within each office, responsibility for implementation of this policy lies with the Partner managing that office. The Partners managing offices appoint the Environmental Representatives to assist in delivering the local environmental agenda. Environmental Representatives act as the focal point for all environmental matters within their office, communicating to all staff the requirements for environmental management as set out in this Policy and in the Property Handbook.

The necessary financial resource required to operate and develop the Integrated Management System, and to maintain our registration to ISO 14001, is allocated annually by the Finance Board.

Authorised:



Position:

Partner responsible for IMS,  
acting for Hoare Lea LLP

Date:

1<sup>st</sup> November 2020

Review date:

1<sup>st</sup> November 2021

# Construction (Design and Management).

## Practice profile

Hoare Lea is an award-winning firm of mechanical, electrical and public health (MEP) consulting engineers. Founded in 1862, we have 11 offices throughout the UK and a growing international presence.

This policy covers our approach to the Construction (Design and Management) Regulations 2015 (CDM 2015), which came into force on 6 April 2015.

## Our commitment

We recognise CDM as a legislative requirement of the construction industry, and require all staff to comply with the regulatory requirements of CDM 2015 in the delivery of services to our clients.

As designers, Hoare Lea is committed to the aims of the CDM 2015 and correspondingly, we are committed to fully integrating and coordinating health and safety into our designs during the pre-construction phase of construction projects.

## Our objective

Our aim is to deliver a professional service of the highest standard, to share our experience and knowledge with others, and to continually collaborate in improving the total design and construction process. With respect to CDM 2015, our aims are:

- To comply with the CDM 2015.
- To encourage liaison and communication between our designers and other CDM duty holders with a view to ensuring thorough planning and management of projects from conception to completion.
- To produce designs that are buildable and safe, so far as is reasonably practicable, and to manage the risks in the designs we produce by applying the general principles of prevention.

## Our approach

We place particular emphasis on the skills, knowledge and experience of our staff, on our organisational capability and reliability, and on our ability to innovate and to manage health, safety and quality in the delivery of services to our clients.

Hoare Lea are committed to providing appropriate levels of training, support and guidance for all designers in respect of CDM 2015 and to that end, we have produced a CDM Handbook which is made available to all staff at the desktop.

Hoare Lea also support staff by providing focussed and direct training at all design offices throughout the UK in respect of CDM 2015. CDM and health and safety generally, is also a major feature of our induction process for new employees.

## Compliance

Our firm takes reasonable measures to monitor compliance with the above requirements in the delivery of our services, using objective evidence gathered through internal audit, review and client feedback, as well as 3rd party audit by our UKAS accredited (ISO 9001 and ISO 45001 including SSIP) certification body. Moreover, these internal and external compliance processes assist in the continual improvement of our quality management system.

## Principal Designer

It is a requirement of CDM 2015 that all duty holders satisfy themselves that they possess the skills, knowledge and experience required to deliver the role in question.

As a result, we do not actively seek appointments as PD and will always seek to avoid such an appointment when requested by a client to assume the role of PD.

However, where appointment as PD is a pre-requisite of a valued and repeat client, and where the project comprises only our core specialisms of mechanical, electrical, public health and / or specialist building services engineering design, we may be able to accept appointment as the 'Principal Designer'.

Such cases will be considered on a case by case basis.

Should an appointment as Principal Designer be accepted, pursuant to the requirement for possession of the appropriate skills, knowledge and experience, Hoare Lea will sub-contract an appropriately competent Health and Safety Coordinator to assist in delivery of the role.

Authorised:



Position: Partner responsible for IMS,  
acting for Hoare Lea LLP

Date: 29 January 2021

Review date: 28 January 2022