

# Quality management.

## Firm profile

Hoare Lea, a Tetra Tech company, is an award-winning firm of consulting engineers. Originally founded in 1862, we have 14 offices throughout the UK and a growing international presence.

## Our objective

To deliver excellent projects & 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, 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.

Hoare Lea 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 of the Director Responsible for Governance, Head of Project Processes, Compliance Lead, Senior Auditor, 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 Executive Team and utilises KPI's to monitor metrics.

Within each office and specialist group, responsibility for implementation of this policy lies with the Cost Centre Leader. The Cost Centre Leaders 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 Executive Team.

Authorised:



Position:

Director Responsible for acting for Hoare Lea LLP

Date:

February 2024

Review date:

February 2025

# Health and Safety Management policy.

## Practice profile

Hoare Lea, a Tetra Tech company, is an award-winning firm of consulting engineers. Founded in 1862, we have 14 offices throughout the UK and a growing international presence.

## Our objective

To achieve a consistently high standard of health and safety in the delivery of our business operations, and which complies with both our legal obligations and ISO 45001.

## 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 a coherent occupational health and safety management system that supports a positive Health & Safety culture.
- Reduce work related hazards and risks so far as is reasonably practicable.
- Communicate this policy and associated policy and 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.

Hoare Lea regards the promotion of health and safety measures as a shared objective for staff at all levels, including management. In particular, we draw the attention of every employee 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.

Hoare Lea 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 a 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 Director Responsible for Governance/Health and Safety; the Safety Health & Environmental (SHE) Lead; the SHE Manager; our Competent Person / Health and Safety Advisor; Compliance Lead and a Health and Safety Champion from each office. The Working Group is responsible for setting the health and safety agenda throughout the firm. Via the Director Responsible for Governance, the Working Group reports to the firm's Executive Team.

Within each office, responsibility for implementation of this policy lies with the Director managing that office. The Directors managing offices appoint the Health and Safety Champion to assist in delivering the local health and safety agenda. Health and Safety Champions 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 associated guidance.

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.

Authorised:



Position: Director Responsible for Health and Safety acting for Hoare Lea LLP

Date: February 2024

Review date: February 2025

# Environmental Management Policy.

## Practice profile

Hoare Lea, a Tetra Tech company, is an award-winning firm of consulting engineers. Founded in 1862, we have 14 offices throughout the UK and a growing international presence.

## Our objective

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

## Our commitments

- Make this policy available to all interested parties.
- Comply with environmental legislation in the delivery of our activities, products and services.
- Implement measures to: (a) reduce the amount of resources consumed by the firm; (b) reuse and recycle resources wherever reasonably possible; and (c) reduce pollution from our activities, products and services.
- Operate and continually develop a system of environmental management requirements, as set out in ISO 14001.
- Communicate this Policy, and associated guidance, which collectively form the environmental management component of our Integrated Management System (IMS), to all staff.
- 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 impact the environment.

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

Hoare Lea 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 client-engagement in pursuit of the most appropriate low carbon solution.

We monitor compliance with the above requirements in the delivery of our services, using objective evidence gathered through internal audit and review, as well as third party audit undertaken by an accredited certification body.

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

## Management

To meet our environmental commitments, we have established an Environmental Working Group comprising the Director Responsible for Environmental Management, the Safety Health & Environmental (SHE) Lead, the SHE Manager, the Compliance Lead, and an Environmental Champion for each office. The T Working Group works with the Corporate Responsibility Steering Group to set the firm's environmental agenda and report to the firm's Executive Team.

Within each office, responsibility for implementation of our environmental policies sits with the Director managing that office, who must appoint Environmental Champions to assist in delivering the local environmental agenda. Environmental Champions act as the focal point for all environmental matters within their office, communicating to all staff our requirements for environmental management.

Authorised:



Position: Director Responsible for Environmental Management acting for Hoare Lea LLP

Date: February 2024

Review date: February 2025

# Construction (Design and Management) Regulations and The Building Regulations.

## Practice profile

Hoare Lea, a Tetra Tech company, is an award-winning firm of consulting engineers. Founded in 1862, we have 14 offices throughout the UK and a growing international presence.

This policy covers our approach to the Construction (Design and Management) Regulations 2015 (CDM), which came into force on 6 April 2015, and the "Principal Designer" role under both the CDM and The Building Regulations etc. (Amendment) (England) Regulations 2023 (BR 2023).

## Our commitment

We require all staff to comply with CDM 2015 and BR 2023 in the delivery of services to our clients.

As designers under the relevant regulations, Hoare Lea is committed to:

- (a) fully integrating and coordinating health and safety into our designs during the pre-construction phase of construction projects.
- (b) encouraging liaison and communication between our designers and other duty holders with a view to promoting thorough planning and management of projects from conception to completion
- (c) producing designs that are compliant with relevant requirements.
- (d) producing 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, including focussed and direct training at all design offices throughout the UK.

Our extensive technical control and development resources are designed to provide the technical skills required for our people to deliver our services in accordance with all relevant regulations.

## Compliance

Our firm takes reasonable measures to monitor compliance in the delivery of our services, using objective evidence gathered through internal audit, review and client feedback, as well as 3rd party audit by an 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 CDM 2015 (PD-CDM)

On projects with more than one contractor, the client shall appoint a PD-CDM, who is a designer on the project, to plan, manage and monitor the pre-construction phase of the project and coordinate matters relating to health and safety during the pre-construction phase to ensure that, so far as is reasonably practicable, the project is carried out without risk to health or safety.

### Principal Designer BR 2023 (PD-BR)

Where Building Regulations approval is required, the client must appoint a PD-BR to plan, manage, monitor and co-ordinate (i.e., control) design work to demonstrate compliance with the Building Regulations.

### Principal Designer – General Approach

PD-CDM and PD-BR are separate roles, requiring different competencies – one is focused on CDM 2015 design compliance and the other Building Regulations compliance. However, one PD can assume both roles,

Given the specialist nature of our expertise, we do not actively seek appointments as PD-CDM or PD-BR and will always seek to avoid such an appointment when requested by a client.

However, where appointment as PD-CDM 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 PD-CDM. **We do not accept the role of PD-BR as we are not competent in all areas covered by the Building Regulations.**

PD-CDM roles will be considered on a case-by-case basis. Where acceptance of the role is provided, we will meet the requirement for possession of the appropriate skills, knowledge and experience, by either: (a) using our internal PD-CDM resource to

fulfil the role; or (b) appointing an appropriately competent third party PD-CDM to assist in delivery of the role, provided that they have previously been assessed and approved as competent by our internal PD-CDM resource.

Authorised:



Position: Director Responsible for IMS, acting for  
Hoare Lea LLP

Date: February 2024

Review date: February 2025