

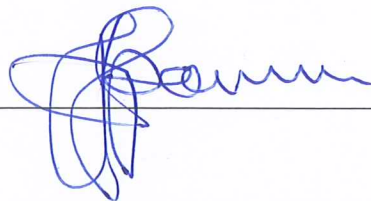
HOP QUALITY & ENVIRONMENTAL MANUAL

incorporating

I	Quality & Environmental Manual and Procedures to BS EN ISO9001:2015 Parts 1, 2 & 3 & BS EN ISO14001:2015
II	Health and Safety Information (inc Health & Safety Policy) [separate document]
III	Standard Documents [separate documents]

Prepared by	Checked by	Approved by
Nigel Hosker (Quality Director)	John Spearman (Managing Director)	John Spearman (Managing Director)

Approved by



10 February 2022

HOP Consulting Limited
HOP House, 41 Church Road
Hove, BN3 2BE
Registered 4402211 England
T: +44 (0)1273 223900

E: ask@hop.uk.com

W: www.hop.uk.com

1.0	PART 1 - QUALITY MANAGEMENT SYSTEM & ENVIRONMENTAL MANAGEMENT SYSTEM REQUIREMENTS	5
1.1	Management Responsibility	5
1.2	Staff Responsibilities	12
1.3	Resource Management	12
1.4	Project Operation	14
1.5	Purchasing	16
1.6	Calibration of Measuring Equipment	16
1.7	Monitoring and Measurement	16
1.8	Control of Non-conformities	17
1.9	Management Procedure Documents:	19
2.0	PART 2: PROJECT CONTROL PROCEDURES	20
2.1	Receiving a Project Enquiry and Setting up a Project File	20
2.2	HOP Project Control Documents – ISO9001:2015	21
3.0	PART 3 – OFFICE PROCEDURES	22
3.1	Incoming Post	22
3.2	Outgoing Post	22
3.3	Email Procedures	23
3.4	Stationery	25
3.5	Telephone	25
3.6	Formatting of letters and other documents (Also refer to HOP Guidelines Booklet)	25
3.7	Printing/photocopying	27
3.8	New Projects	27
3.9	Storage of documents	29
3.10	Filing	29
3.11	Archiving	30
3.12	Technical Library	31
3.13	Cameras	32
3.14	Petty Cash	32
3.15	First Aid	32
3.16	Using the Hove Office (Security)	33
3.17	Procedure in case of fire	33
3.18	Office Facilities	34
3.19	Your Personal / Design files	35
3.20	Time Sheets	35
3.21	Working Hours	35
3.22	Pool Car	36
3.23	Travelling and Other Expenses	36
3.24	Health and Safety	37

3.25	Feedback, Training & Development	37
3.26	Construction Skills Certification Scheme [CSCS Card]	38
3.27	Holidays	39
3.28	Sickness	39
3.29	Recycling	39
3.30	Design office procedures	39
3.31	Company Organisation Chart.	44

INTRODUCTION

HOP Consulting Limited was established in 1985 by John Hemsley and Jonathan Orrell. Their initial construction experience was with major contractors on site before moving to national Consulting Engineers.

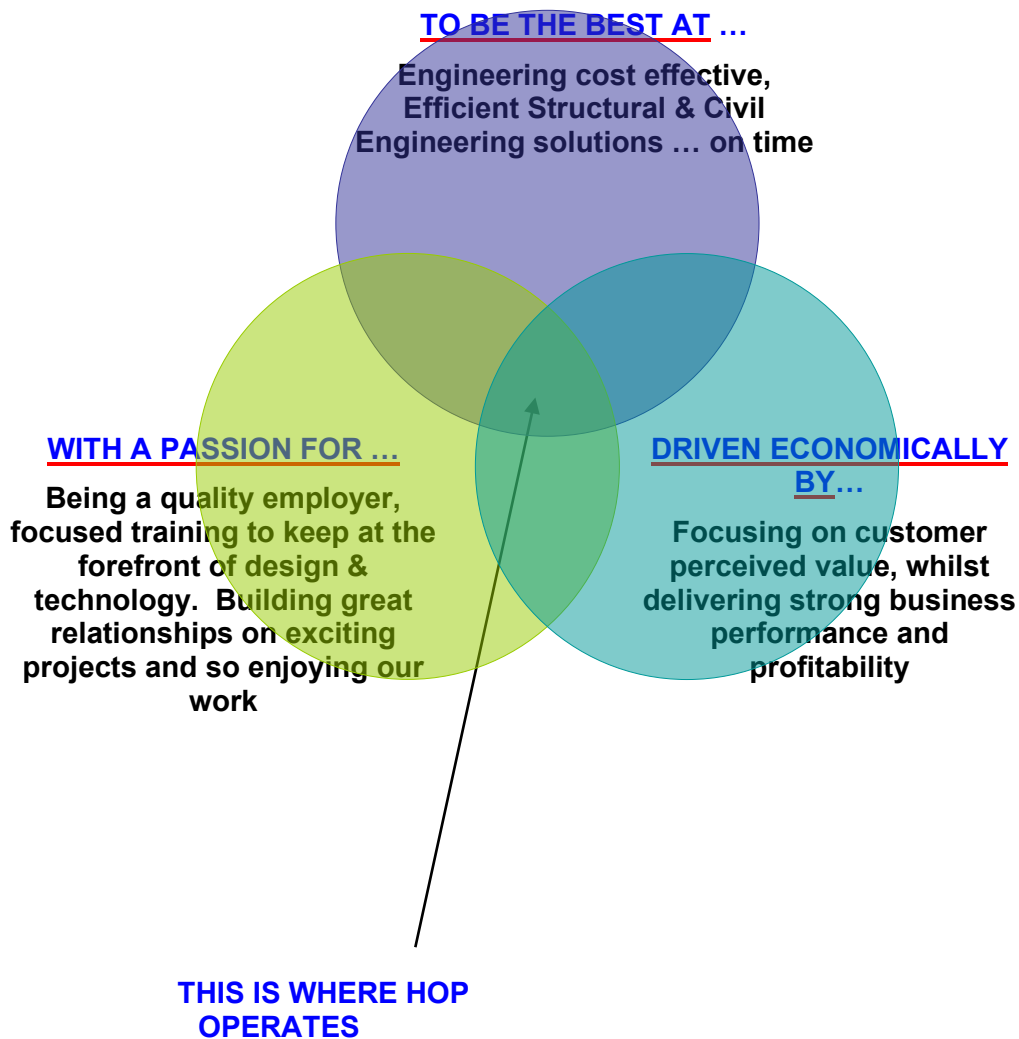
The practice is now one of the biggest independent consultants in the South and offers a wide range of services in the field of Building, Structural, Marine, Civil Engineering and Project Management. This ranges from scheme appraisals and feasibility studies through full design to assistance with works on site or entire contract management and administration.

HOP is approved by the Institution of Civil Engineers for training.

HOP operates Quality Assurance procedures and strives always to produce work of the highest quality, delivered on time and within programme. HOP specialises in practical solutions.

HOP's Quality Management System and Environmental Management System are accredited with BSI and strives to conform to BS EN ISO 9001:2015 and BS EN ISO 14001:2015 respectively. HOP has achieved the "Investors in People" Gold standard, is accredited within the Contractors Health and Safety Scheme (CHAS – CAS Premier) and is a member of Constructionline Gold.

Our ethos is to operate where these '3 circles' are common.





1.0 PART 1 - QUALITY MANAGEMENT SYSTEM & ENVIRONMENTAL MANAGEMENT SYSTEM REQUIREMENTS

1.1 Management Responsibility

1.1.1 Quality & Environment Policy

It is the policy of HOP Consulting Limited, Consulting Civil and Structural Engineers, to ensure that all of our commissions are executed in a manner that meets the requirements and objectives of the client at all times. The client will be given additional advice as part of this service (where relevant) to cover pertinent standards, legislation, working practices and health and safety requirements.

Adherence to the Quality Management System (QMS) and Environmental Management System (EMS) is mandatory for all employees; they are trained to use both the QMS and EMS and have ready access to all relevant supporting documentation.

Top management are required to establish, implement and maintain quality in line with strategic direction. All staff members are then required to make a positive commitment to quality, responding quickly and effectively to client requests in their daily duties

Our Quality and Environment policy is achieved by a system of formalised, cost effective procedures the implementation of which ensures that we comply with clients, BS EN ISO 9001:2015, BS EN ISO 14001:2015 and other regulatory requirements. Quality objectives are set and attainment of these is reviewed at least annually.

The parties will regularly review work, projects, staff and procedures with a view to continual improvement in quality with ongoing client satisfaction and staff improvement. This policy is reviewed at least annually.

Signed:

for HOP CONSULTING LIMITED
QUALITY DIRECTOR

Date: 10 February 2022