Quality Policy

DOCUMENT CONTROL

DATE	Revision/Details/Reason	Author
16/11/21	07/Format edited; doc control added	TA
22/01/24	08/Reviewed; office structure & address updated	ER

Overall responsibility for the effectiveness of the policy lies with Toby Adam (Director). For more information, please contact this person:

Signed

Position: Director Last reviewed: 22/01/2024

Next review: January 26

Contact us:

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Practice Quality Policy Statement

Gaunt Francis Architects strives to design environmentally responsible, cost-efficient, beautiful places and buildings and passionately believes that good design will always create value. It is committed to customer service and strives to regularly exceed its customer's expectations of the quality of its services.

To achieve this commitment, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

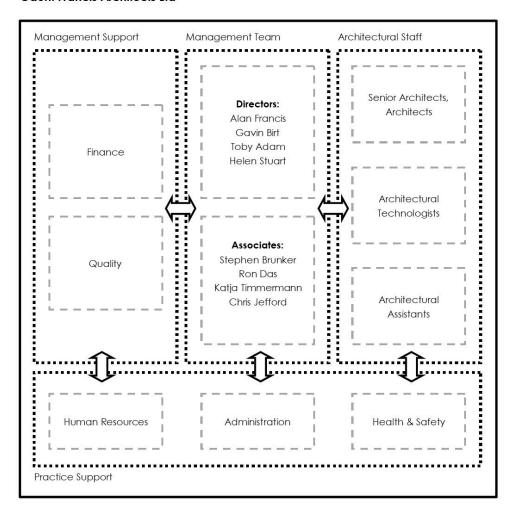
The company will:

- Ensure a strategy that recognises all interested parties, risks and opportunities to the business is in place that is regularly reviewed and updated in accordance with its everchanging needs;
- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the Internal Audit Process;
- Set objectives for continual improvement and proactively seek feedback from customers on how well our services meet their requirements;
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence;
- Select and work closely with suppliers and other externally provided resources who enable the company to create and deliver a reliable performance;
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets the company's requirements;
- Provide a work environment that promotes the well-being of its employees, and encourages positive teamwork;
- Encourage all employees to identify problems and make suggestions to improve all aspects of the company's services and business processes;
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System;
- Ensure that the company complies with all necessary regulatory and legal requirements.

The continual improvement of the effectiveness of the company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

Organisation Chart

Gaunt Francis Architects Ltd



RIBA Outline Plan of Work

		_	1		ſ
7 Use	Building used, operated and maintained efficiently Suge 7 starts concurrently with Stage 6 and lasts for the file of the building	Implement Facilities Management and Asset Management Undertake Post Occupancy Evaluation of building genformance in use Verify Project Outcomes Including Sustainability Outcomes Adecasion of a building lattie end of Sus	Comply with Planning Conditions as required	Appoint Facilities Management and Asset Management reams, and strategic advances as needed	Feedback from Post Occupancy Evaluation Updated Budding Manual Including Health and Safety File and Fire Safety Information as necessary
6 Handover in up use of the building.	Building handed over, Aftercare initiated and Building Contract concluded	Degistes Hand over building in line with Building Plan for Use Strategy Plan for Bear	Comply with Planning Conditions as required		Feedback on Project Performance Final Certificate Feedback from light touch Post Occupancy Evaluation
6	Manufacturing, construction and Commissioning completed completed There is no design work in Stage 5. Observes.	Finalise Site Logistics Manufacture Building Systems and construct Solystems and construct Monitor progress against Construction Programme Inspect Construction Quality Recolve Site Queries as requires Construction Quality Recolve Site Queries as requires Frequire Building Manual Stately phanose under building Manual Stately phanose under building Manual Stately phanose under building Stately Stately phanose under building Stately	Carry out Construction Phase Plan Comply with Planning Comply with Planning construction		Building Manual Including Health and Safety File and Fire Safety Information Practical Completion certificate including Defects List Sasset Information 18 Verlied Construction information required construction information required conference
4 Technical Design	All design information required to manufacture and construct the project completed completed Sage 4 will overlap with Stage 5 on most projects.	Develop architectural and engineering lectrical design technical design technical design technical design team Building Systems information Perpare and integrate superialist subcontractor specialist subcontractor information information Prepare stage Design Programme Prepare stage Design Systems subcontractor design specialist speciali	Submit Building Regulations Application Dischale pre- commencement Planning Conditions Prepare Construction Phase Plan Phase Plan phase Plan applicable	ER CP Appoint Contractor Contractor Contractor Contractor Contractor Contractor Contractor	Manufacturing Information Construction Information Final Specifications Residual Project Strategies Building Regulations Application
2 Spatial Concept Coordination Design and Construct and Construct and Construct Constr	Architectural and engineering information Spatially Coordinated	Undertake Design Studies, Enginering Analysis and Cast Beerclass to less and Architectural Concept Architectural Concept Coordinated design allored Coordinated design allored Stretegies and Outline Specification Initiate Change Control Procedures Propose Stage Design Programme	Review design against Building Regulations Prepare and submit Planning Application Planning Planning Application P	Pre-contract services agreement Pre-contract	Signed off Stage Report Project Strategies Updated Outline Specification Updated Cost Plan Planning Application
Concept Design	Architectural Concept approved by the client and aligned to the Project Brief. The bief emains "live" during 3 Slage 2 and is derogated in response to the Architectural Concept.	Prepare Architectural Concept in Corporating Statuspic Explanearing requirements and aligipact to Corporative and aligipact to Cost Plan Project Stategies and Outline Specification Algoe Broget Bleif Perogalitors Undertake Design Reviews With Indem and Project Stateholders Prepare stage Design Prepare stage Design Prepare stage Design Prepare stage Design Preparement	Obtain pre-application Planning Advice Agree route to Building Regulations compliance Planning Application	ER ER	Project Brief Derogations Signed off Stage Report Project Strategies Outline Specification Cost Plan
Preparation and Briefing	Project Brief approved by the client and confirmed that it can be accommodated on the site	ments Prepare Project Brief and Custing Speter Outcomes and Sustainability Outcomes and Sustainability Outcomes and Speter Outcomes and Speter Outcomes and Speter Project Budget Speter Project Budget Source Briefer Information Indufung Site Surveys sals Prepare Project Programme Prepare Project Programme Prepare Project Recution Prepare Project Recution Prepare Project Recution Plan Speter S	Source pre-application Planning Advice Inflate collation of health Inflate collation of health Inflate was selected.	Aspoint design team	Project Brief Feasibility Studies Site Information Project Budget Project Programme Project Programme Reponsibility Marrier Responsibility Marrier
O Strategic Definition	The best means of achieving the Client Requirements confirmed if the outcome determines that a sholing is the building the Determinant, the client proceeds to Stage I.	Pregare Client Requirements Dovido Describes Scase for ressible options including ressible options including Project Boulder Research Boulder Research Boulder Research Reduced from previous projects Undertake Site Appraisabs Undertake Site Appraisabs No desegnitements and options of the site o	Planning considerations	Apport	Client Requirements Business Case
The RIBA Plan of Work organises the process of briefing designing delivering manipum, operating and cising a building more eight singles it is firemenowichro all disciplines on construction projects and should be cosed solely as guidance for the preparation of detailed professional services and building contracts.	Stage Outcome at the end of the stage	Core Tasks during the stage Project Strangier might reduce Core Township of the Stage Pre-Stake Pre-Stake	Core Statutory Processes during the stage: Planning Bulding Regulations Health and Safey (CDM)	Procurement Traditional Route Design & Build 1 Stage Design & Build 2 Stage Management Contract Constructor Management Contractor-led	Information Exchanges at the end of the stage
RIBA Plan of Work 2020 Stage Boundaries: Seges 0-4 will generally be undertaken one after the other. Stages 4 and 5 will ownerlap in the Project Programme for most projects. Stage 5 commences when the contractor takes possession of the sale completion and finishes at Practical Completion and finishes at Practical Completion and finishes at the end of the Defects Lompletion and finishes at the end of the Defects Lompletion and finishes at the end of the Defects Lompletion and finishes at the field of the Defects Lompletion and finishes at the end of the Defects Lompletion and finishes at the sale of stage 3 and at the end of Stage 3 and with Stage 6 and bases for the life of the building. Planning Note: Planning Note: Planning Applications are generally submitted a special or the project team with the requiremental and ishould be clearn to the project team with the requiremental and ishould be clearn to the project team with the requiremental and ishould be clearn to the project team with the requiremental of the Contractor's Re Traplogy's Re Rapports's Re Requirements Re Traplogy's Re Requirements Contractor's Re Proposals					