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
18/12/24	09/Organogram updated	TA

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: 18/12/2024

Next review: December 26

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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 customers' 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.

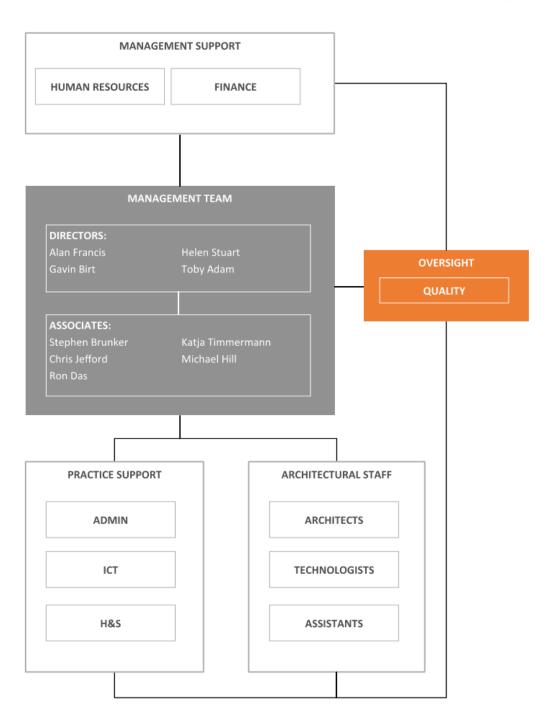
The company will:

- 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



RIBA Outline Plan of Work

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7 Use	Building used, operated and maintained efficiently Sage7sunts concurrently with Sage 6 and lasts for the life of the building	Implement Facilities Management and Asset Management Undertake Post Occupancy Evaluation of building genformance in use Verify Potject Outcomes Trick Project Outcomes Outcomes Adecessor of suiding jet the end of suiding jet the e	Comply with Planning Conditions as required	Appoint Exalities Management and Asset Management teams, and strategy solvieurs as mended	Feedback from Post Occupancy Evaluation Update Building Manual Including Health and Safety File and Fire Safety Information as necessary
6 Handover	Building handed over, Aftercare initiated and Building Contract concluded	Finalize Site Logistics Manufacture Building Systems and constituct Undertake review of Project Performance Montor progress against Performance Montor progress against Construction Programme Construction Programme Recity defects Recity defects Complete initial Affectare required Complete initial Affectare tasks including light touch Post Occupancy Evaluation Program Building Manual Program Building Manual	Comply with Planning Conditions as required		Feedback on Project Performance Final Certificate Feedback from light touch Post Occupancy Evaluation
2	Manufacturing, construction and Commissioning completed completed There is no design work in Stage 5 other than responding to Site Queries.	Finalise Site Logistics Manufacture Building Systems and construct Systems and construct Monthe progress against Construction Programme inspect Construction Quality Resolve Site Queries as required Construction Quality Resolve Site Queries as required Construction Quality Resolve Site Queries as required building Manual Prepaire Building Manual Building Duries mask bridge Stappa Building Juntober mask bridge Stappa	Carry out Construction Phase Plan Comply with Planning Comply with Planning construction		Building Wanual including Health and Safety File and Fire Safety Information Practical Completion certificate including Defects List Asset Information Information insurance restrain
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 technical design between geterming technical design tempera and suiding Systems information Prepare and integrate specialist subcontractor specialist subcontractor from the superior single systems information prepare shape Design Programme Specialist subcontractor design Prepare shape Design Systems Sy	Submit Building Regulations Application Dischaling pre- commercement Planning Conditions Prepare Construction Phase Plan Submit from FIO to HSE if applicable	ER CP Appoint CP	Manufacturing Information Construction Information Final Specifications Residual Project Strategies Building Regulations Application
Spatial Coordination	Architectural and engineering information Spatially Coordinated	Undertake Design Studies, Enginering Analysis and Card Exercises to less and Architectural Concept Architectural Concept Coordinated design aligned Undered Care Plan Polect Stretegies and Outline Sperification Initiate Change Control Procedures Proposessinge Design Programme	Review design against Building Regulations Prepare and submit Planning Application Schoning Veter particular Schoning	Pre-contract services agreement Pre-contract services agreement Preferred bioder	Signed off Stage Report Project Strategies Updeted Outline Specification Updeted Cost Plan Planning Application
2 Concept Design	Architectural Concept approved by the client and aligned to the Project Brief. The brief remains "the" during Slage 2 and is derogated in response to the Architectural Concept.	Prepare Architectural Concept in Corporating Statusgic Engineering requirements and aligned to Cost Plan Project Starage and Outline Specification Agree Project Brief Undertake Design Reviews With Calera and Project Statushofters Prepare stage Design Prepare stage Design Prepare stage Design Preparents	Obtain pre-application Planning Advice Agree route to Building Regulations compliance Polisors such a profile Planning Application	ER (Apport	Project Brief Derogations Signed oif 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 Spetiations and Custing Applications and Agree Project Budget Source Street Information Including Site Surveys sals Prepare Project Programme Prepare Project Programme Prepare Project Recution Plann Sugges Card Lond adverse may be appointed suserogue and control	Source pre-application Planning Advice Inflate collation of health and safely Pre-construction Information	Appoint design team	Project Brief Feasibility Studies Site Information Project Budget Project Programme Project Programme Procurement Strategy
O Strategic Definition	The best means of achieving the Client Requirements confirmed if the outcome determines that a building the best means of a building the Dest means of achieving the Client Requirements, the client proceeds to Stage 1.	Prepare Client Requirements Devolop Business Case for revoler persons relateding revolute proteins relateding Proper Business Case Proper Business Proper Business Proper Business Client Requirements Revolve Freedback from previous projects Undertake Site Appraisals Note developer resumer of the Common Properties Undertake Site Appraisals Revolve Reministrative Site Appraisals Revolve Reministrative Site Appraisals Revolve Reministrative Site Appraisals	Strategic appraisal of Planning considerations	Apport	Client Requirements Business Case
The RIBA Plan of Work organises the process of briefly designing delevering manning operating and using a building more eight assigner it is a framework for all disciplines on construction projects and should be used solely as guidance for the preparation of detailed processional services and building contracts.	Stage Outcome at the end of the stage	Core Tasks during the stage Propert Strangier may be achoe Common with may Steep Fee Steep Health and Steep Health and Steep Fee Steep	Core Statutory Processes during the stage: Planning Building Regulations Health and Safety (CDM)	Procurement Traditional Route Design & Build 1 Stage Design & Build 2 Stage Management Contract Construction Management Contractor-led	Information Exchanges at the end of the stage
RIBA Plan of Work 20020 Stage Boundaries: Stage Boundaries: Stage Boundaries: Stage Boundaries: Stage A will generally be undertaken one after the other. Stage A and 5 will ownerlap in the Phoject Programme for most plongers. Stage 5 commences when the completion and finishes at Practical Completion and finishes at Practical Completion and finishes at the end of the Defects Leibnitz Pariod. Stage 6 starts with the handown of the clerit immediately after the completion and finishes at the end of the Defects Leibnitz Pariod. Stage 6 starts concurrently with Stage 6 and lasts for the building. Planning Applications with Stage 6 and lasts for the file of the building. Planning Applications with Stage 6 and lasts for the file of the building. Planning Applications with Stage 6 and lasts for the file of the building. Planning Applications make and developed at the require and at the end of stage pathway global and at the end at all the land and the requirements of the Procurements of the Proc					