

MSMR ISO policies



Our approach to Quality, Environmental and Health & Safety Management

MSMR is committed to implementing a Quality, Environmental and Health & Safety Policy that ensures we consistently meet our Clients' needs and expectations. We aim to achieve this in a safe, responsible, ethical, sustainable, and environmentally sound way, in accordance with our policies, procedures and in line with the company's strategic direction.

We will actively promote and administer a strong Quality, Health, Safety, Environmental and Ethical culture amongst our staff. MSMR has established a Management System incorporating the requirements of;

ISO 9001:2015 - Quality Management

ISO 14001:2015 - Environmental Management

ISO 45001:2018 - Occupational Health & Safety Management.

The Management Team are committed to the leadership, implementation, development and continuous improvement of the Management System, policies, work practices, procedures and competencies to meet the developing needs of our clients, regulatory, statutory and other requirements, including the aim to enhance customer satisfaction. The Management Team will adopt a risk-based strategy to identify, assess and raise awareness of business, environmental and health & safety risks and opportunities; implementing processes and procedures to prevent and mitigate negative risks whilst pursuing positive risk opportunities.

The communication of the Management Team's commitment to the management system is by means of the following Company policy statements, publication of Company Policies, procedures, work instructions, and day to day communications. All employees are encouraged to participate in the development of the management systems, environmental processes and safe systems of work including any relevant improvement projects. Company policies, objectives and targets are established and reviewed during our annual 'Management Review' process. Information, training, equipment and supervision will be provided to employees according to task and business needs, in order to perform their duties competently and safely.

9001 - quality policy

Quality Policy Statement

MSMR's quality management system (QMS) complies with all applicable requirements contained in the international organisation standard ISO 9001:2015. The aim of our QMS is to provide a framework for setting and achieving our quality objectives by controlling the processes surrounding the design, development and delivery of architectural services to our clients. Client satisfaction is measured through the effective application of the QMS which includes methods and procedures for improvement, and for the avoidance and correction of non-conformities that may arise.

MSMR's aim is that everyone who comes into contact with the practice including clients, employees, consultants, contractors, suppliers, job applicants and others, will have a clear sense that it is a successful, well-organised architectural practice with an understanding of its strategic direction, and an ongoing commitment to the provision of a high quality design services. MSMR is committed to operating on a secure financial footing. We aim to continually improve our working practices, to maximise our staff retention and so enable our clients to benefit from the continuity of service that this provides.

In addition to ISO certification, MSMR is an RIBA Chartered Practice and as such we provide and maintain the following:

- Appropriate professional indemnity insurance
- Appropriate quality management systems
- A company health and safety policy
- An employment policy addressing the principles of the RIBA policy statement
- A continuing professional development programme for all staff
- An environmental management policy
- Appropriate payment terms for architectural students
- Appropriate equality, diversity and inclusivity policy

A copy of this Policy is available to other interested parties, and is communicated to employees and persons working on our behalf. As a Director of MSMR I have overall responsibility for this policy and have allocated all necessary resources for its implementation and ongoing compliance.



14001 - environmental policy



Design Policy Statement

MSMR is committed to working towards a sustainable carbon neutral future and to improving its performance year on year to achieve zero carbon targets. This includes an ongoing evaluation of the way we run our practice, deliver our designs, and act as individuals to promote sustainability. MSMR will:

- Raise the awareness of clients about sustainability and environmental protection and encourage a 'retrofit first' approach to project development
- Promote the objectives of 'Architects Declare' and endorse the design principles of LETI (London Energy Transformation Initiative)
- Ensure as far as possible that building projects are supported by a travel plan that promotes sustainable travel choices through public transport and cycling provision
- Assess sites for their ecological value and microclimate, and ensure buildings make best use of the natural features of the site including sun, wind and landscape
- Consider the potential for renewable energy sources locally or on site
- Consider Building Information Modelling (BIM), Design for Manufacture and Assembly (DfMA) and offsite construction strategies to promote efficiency.
- Ensure that biodiversity is protected or enhanced
- Make best use of orientation and shape to reduce the need for artificial forms of environmental conditioning
- Operate a 'right-first-time' culture (through our QM system) for our production information in order to avoid wasteful site reworking.
- Minimise the use of construction materials, and specify materials and components with the optimum balance between environmental impact and performance in use
- Ensure as far as possible that building services are inherently efficient and controllable, and that metering encourages monitoring and management of resource use
- Ensure as far as possible that buildings are commissioned fully before handover, and that complete operating manuals are provided

45001 - health & safety

Introduction

Health and Safety is a fundamental consideration for all architects and designers. It should be an integral part of everyday working both with activities inside the office and on every project. This Health and Safety policy sets out the standards and principles for the practice. It is important that all employees familiarise themselves with this information and ensure that they refer to it when appropriate. If employees are in any doubt over the implementation of these standards and principles they must raise this as an issue for discussion with a senior member of staff.

This policy should be read in conjunction with MSMR's Office Manual which contains further information in relation to employees with specific areas of responsibility, the office premises, fire safety arrangements, office security arrangements, CDM obligations and site visit protocols.

Overriding Principles - All employees will:

- Ensure they understand the contents of this document and when to apply them
- Look out for their own safety first and ensure they never put themselves at risk
- Ensure that they understand what is required of them and that they comply with the practice's policies

Policy Statement - General - MSMR will:

- Issue this Health and Safety Policy to all employees and issue further or revised guidance from time to time on safety matters affecting the Practice. Employees are required to read the policy and sign the relevant documentation confirming receipt
- Consult with employees on matters affecting their health and safety and provide the opportunity to raise health and safety matters at any time
- Receive proposals from employees, jointly or individually, for improving the effectiveness of these procedures and policies
- Regularly monitor and revise this policy and health & safety systems as necessary, particularly as the business changes in nature and size
- In accordance with the Management of Health & Safety at Work Regulations 1999 assess all relevant risks or hazards affecting:
 - The health and safety of our employees whilst they are working
 - The health and safety of other persons (not in our employment) coming into contact with MSMR

Policy Statement in Relation to Individual Staff - MSMR will:

- Provide healthy and safe working conditions for employees and for the safety of clients or other members of the public who may visit the premises
- Operate this policy in conjunction with the safety policies of the landlord of any property occupied by the Practice
- Give adequate information, instruction, training and supervision to employees on all aspects of their work to ensure, as far as reasonably practicable, their health and safety at work including the safe handling and use of any equipment and hazardous substances
- Provide and maintain, where necessary, protective clothing and equipment and hard hats. Refer to The Personal Protective Equipment Regulations 2002 and the Personal Protective Equipment at Work Regulations 1992 (as amended)
- Record all accidents/injuries and notify any major accidents/injuries or work related diseases to the enforcing authority. Refer to Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Comply with MSMR's legal and moral obligations as designers in the built environment
- Obtain written confirmation that each individual employee has received and understood our Health and Safety policy and agrees to abide by its obligations



45001 - health & safety



Policy Statement in Relation to Professional Functions - MSMR will:

- Provide adequate control of health and safety risks arising from MSMR's work activities
- The design and specification of construction, demolition or installation work and the manner of its execution shall be such that safe working conditions are possible for all during the construction phase or after completion. Refer to Section 6 of the Health and Safety at Work Act 1974 and the Construction (Design and Management) Regulations 2015 (SI No. 2015/51)
- Obtain from clients details of existing hazards or safety policies affecting their specific projects
- Encourage employees to report health and safety hazards to the Practice Manager
- Require clients, other consultants or contractors to discharge in full their duty of care under the Act to employees of the practice visiting or out-posted to clients' property or construction site
- Encourage employees to adhere to both MSMR's site visit protocol and to the contractor's site specific Health and Safety protocol

Health & Safety Risk Management

MSMR will appoint competent persons in compliance with the Management of Health and Safety at Work Regulations 1999 (MHSWR) to make suitable and sufficient assessment of all relevant risks or hazards affecting;

- The health and safety of its employees whilst they are working for MSMR
- The health and safety of other persons not in its employment arising out of, or in connection with, the conduct of its undertaking

MSMR retains the services of a specialist consultant to advise us in respect of our Health and Safety responsibilities and obligations