

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]

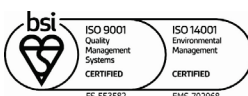
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Approved by



15 January 2025

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HOP MANUAL

REVISIONS to BS EN ISO:9001 2015 & BS EN 14001:2015 Standards

Date	Ref.	Revision	Approved by
		*Note HOP Manual to BS 9001:2008 withdrawn	
14/04/2016	All	First Issue ISO:9001 2015 standards	JWO
10/08/2017	All	Revision for change of Hemsley Orrell Partnership to HOP Consulting	JWO
10/08/2017		Amendments to Sections 1.1.11, 1.3.2, 3.6, 3.11.1, 3.11.2, 3.15, 3.17, 3.26, 3.31	JWO
27/12/2018	All	Complete review of QA Manual – please refer to tracked changes document for all amendments / additions / deletions	JFS
Aug19		New procedure	JFS
04/11/2019	All	Document update and changes to incorporate our Environmental Management System	JFS
10/02/2020	All	Document update and changes to incorporate our Environmental Management System	JFS
31/08/2021		Amendments made to Section 1.5.1 to update our purchasing procedure	JFS
11/11/2021	3.0	Review of Section 3.0 Office Procedures. Amendments made to Sections 3.1, 3.3, 3.6, 3.8, 3.9, 3.10, 3.11, 3.13, 3.14, 3.15, 3.16, 3.17, 3.22, 3.23, 3.24, 3.25, 3.27, 3.28, 3.29 to incorporate current procedures. Refer to tracked changes document for details of amendments/additions/deletions	JFS
11/11/2021		Amendments to Sections 1.1.11, 3.11.1, 3.11.2, 3.11.3 and adding 3.11.4 to update our archiving procedure	JFS
11/11/2021	All	Hyperlinks inserted for instant access to PCD and M documents	JFS
31/01/2022 & 10/02/2022	1.1.6.1	Addition of Section 1.1.6.1 Key Performance Indicators	JFS
31/01/2022	1.9 2.2	Sections 1.9 and 2.2 respectively - updated (M) Management Control Document list and (PCD) Project Control Document list following annual review	JFS
31/01/2022	3.8	Section 3.8 - New Projects Enquiry flow chart inserted	JFS
31/01/2022	3.12	Section 3.12 – Technical Library access information updated	JFS
13/04/2022	3.20, 3.25, 3.25.3	Sections 3.20 and 3.25 minor amends to wording. Addition of Section 3.25.3 to clarify training cost codes	JFS
21/07/2022	3.15	Section 3.15. Updated Emergency First Aiders list.	JFS
14/09/2022	3.8	Section 3.8 – updated procedure including PCD36	JFS
01/11/2022	1.8.5	Section 1.8.5 - link added to M22 Internal Audit Report and Revised M01 Internal Audit Procedure documents.	JFS
13/12/2022	1.9	Section 1.9 Management Procedure Document list updated to include recent revisions	JFS
16/12/2022	1.1.6.1	Section 1.1.6.1 Commercial project performance target now set at 60% (Ref: Board Meeting dated 13/12/2022)	JFS
27/12/2022	3.25.4	New section 3.25.4 Recruitment process added under main Section 3.25.	JFS
	3.25.2	New flow chart for the Appraisal Process added to Section 3.25.2	JFS
	3.16.5	Section 3.16.5 updated to include the use of CCTV.	JFS
	3.30.4	New paragraph added to Section 3.30.4 - Checking	JFS

Date	Ref.		Revision	Approved by	
29/06/2023	1.8.5		Links to the MPD Documents M21 & M21a added	JFS	
	1.9 & 2.2		Updated (M) Management & Project Control Document (PCD) Lists to include new versions of M02, M03, M04, M06, M21, M21A.	JFS	
	2.2		PCD list updated in Figure 4.	JFS	
	3.8		New Enquiry / Project procedure update to removed references to 'Green & Pink' sheets. Wording update to process and Fig 7 updated.	JFS	
	3.11.4		Archive destruction – amended to include reference to Appointments & Warranties.	JFS	
	3.15		First Aiders – updated to remove Carlo and add Lily.	JFS	
	3.16.3		Leaving the building procedure amended slightly for leaving the 1 st floor once the alarm has been set.	JFS	
	3.16.5		Visitors – CCTV monitoring updated for the camera inside the front door.	JFS	
	3.25.4		Recruitment process – revision to the process has been updated and a new flow chart added.	JFS	
	3.26		CSCS Cards – update to the procedure for booking tests and ordering of new cards.	JFS	
	3.28		Sickness – slight update to procedure. The work “regularly” has been amended to ‘Daily’.	JFS	
	3.30.2			Check of Design Calcs	
		iv		Amended to include “Competent Engineer” for checking.	JFS
		v		Amended to include “Chartered Engineer” in the “DO NOT PROCEED” paragraph.	JFS
		vi		Amended to include ‘Associate, Chartered Engineer or Team Leader’ for checking.	JFS
		vii		Amended from viii – ‘audit stamp’ removed and replaced with “should be signed and initialled” on all completed calculation checks.	JFS
		viii		New paragraph included on checking for “BIM Related projects”.	JFS
3.30.3			Checking of Drawings	JFS	
			1 st paragraph updated to include “Chartered Engineer” for checking.	JFS	
			Extra bullet point added referring to HOP Drawing Checking Procedure.	JFS	
22/08/2023	1.6.1		Added statement on use of manual measuring devices.	JFS	
29/08/2023	1.9		Management Procedure Document list updated to include recent revision of M06	JFS	
29/08/2023	1.5.1		Amended to state key suppliers are audited every 2 years and that external RC detailers do not have design responsibility and therefore are not required to hold insurances. All purchases to have written approval.	JFS	
04/10/2023	1.5.1		Links added to revised PCD07 Supplier External Audit Record.	JFS	
04/10/2023	2.2		Project Control Document list updated to include latest PCD07 version.	JFS	
03/11/2023	3.11		Archiving section re-written to reflect current objective to store archive information electronically and reduce paper records.	JFS	

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26/01/2024	1.1.11		Control of records – ref to Hornet Cloud email filter added and update to reference on update of backups and restoring of data.	JFS
	1.9		Updated (M) Management List to include new versions of M02A, M04 & M16.	JFS
	2.2		Management Procedure Document list updated to include new document PCD38 and revised PCD37.	JFS
	3.1.5		First Aid – first aiders updated.	JFS
	3.17		Fire Procedure – Flow chart updated to reference the current Fire Wardens.	JFS
	3.22		Pool Cars – update referencing driving licence details.	JFS
	3.24		Health & Safety – PCD document list update and Figure 9 updated.	JFS
	3.3.2		Incoming Messages – the settings provision amended from “proxy” to “permissions”.	JFS
	3.3.4		Mail Manager – reference to 28 Hands removed.	JFS
	3.3.5		Mail Manager – reference to 28 Hands removed.	JFS
	3.30.2	viii	Checking of Design Calculations: <ul style="list-style-type: none"> • BIM Manual updated to Rev P03 • BIM Standard Documents & Procedures removed • HOP CAD & Revit Standards updated to Rev P03 • HOP Document Number & Revisioning removed • HOP Drawing Checking Procedures removed • HOP File Exchange Procedure removed 	JFS
	3.30.3		Checking of Drawings: <ul style="list-style-type: none"> • BIM Manual updated to Rev P03 • HOP Document Number & Revisioning removed • HOP Drawing Checking Procedures removed 	JFS
	28/03/2024	2.1.2		Link to M03 Document Control added.
3.30.1		vii	(vii) added to include reference and link to PCD36 Checking Control Record.	JFS
04/04/2024	1.9 1.7, 1.8.5 2.0		Updated M Document list inserted Links to revised M01r2 added Link to revised M23r1 added	JFS
29/05/2024	1.1.6.1		Zero Harm KPI – removed. Commercial Sustainability KPI – ‘shall’ replaced with ‘where appropriate, shall’. Professional Development KPI – amended to align with targets in HOP’s Training Report.	JFS
29/05/2024	1.5.1		Updated links to revised PCD07	JFS
	2.2		Updated PCD Document list inserted	
04/06/2024	1.9		Updated (M) Management List to include new versions of M02 & M02A	JFS
12/07/2024			Logo for BSI 14001 & 19650 added and IIP logo updated on front page.	JFS
24/07/2024	1.8.5		Links to revised documents M21 & M21A added	JFS

Date	Ref.		Revision	Approved by
09/08/2024	3.30.2	viii	Checking of Design Calculations: <ul style="list-style-type: none"> • (iv) the wording “or other competent Engineer allocated by the Team Leader added • The wording “or Chartered Engineer” added to the DO NOT PROCEED.... paragraph • (vi) the wording “Associated, Chartered Engineer or Team Leader” added • (vii) Sentence deleted and new sentence added. 	JFS
	3.30.3		Checking of Drawings: <ul style="list-style-type: none"> • BIM Manual updated to Rev P04 and link updated • The Check print section updated to align with BIM Manual. 	JFS
14/08/2024	3.2		Outgoing Post: <ul style="list-style-type: none"> • Wording updated, drawings externally issued “...to have a status mark....”. • Postage value over £1.50 to be recorded. 	
15/01/2025			Logo block updated on front page with ISO 19650 logo and revised Constructionline logo.	JFS
	3.30.2 & 3.30.3		BIM Manual updated to Rev P05 and link updated	JFS

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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.

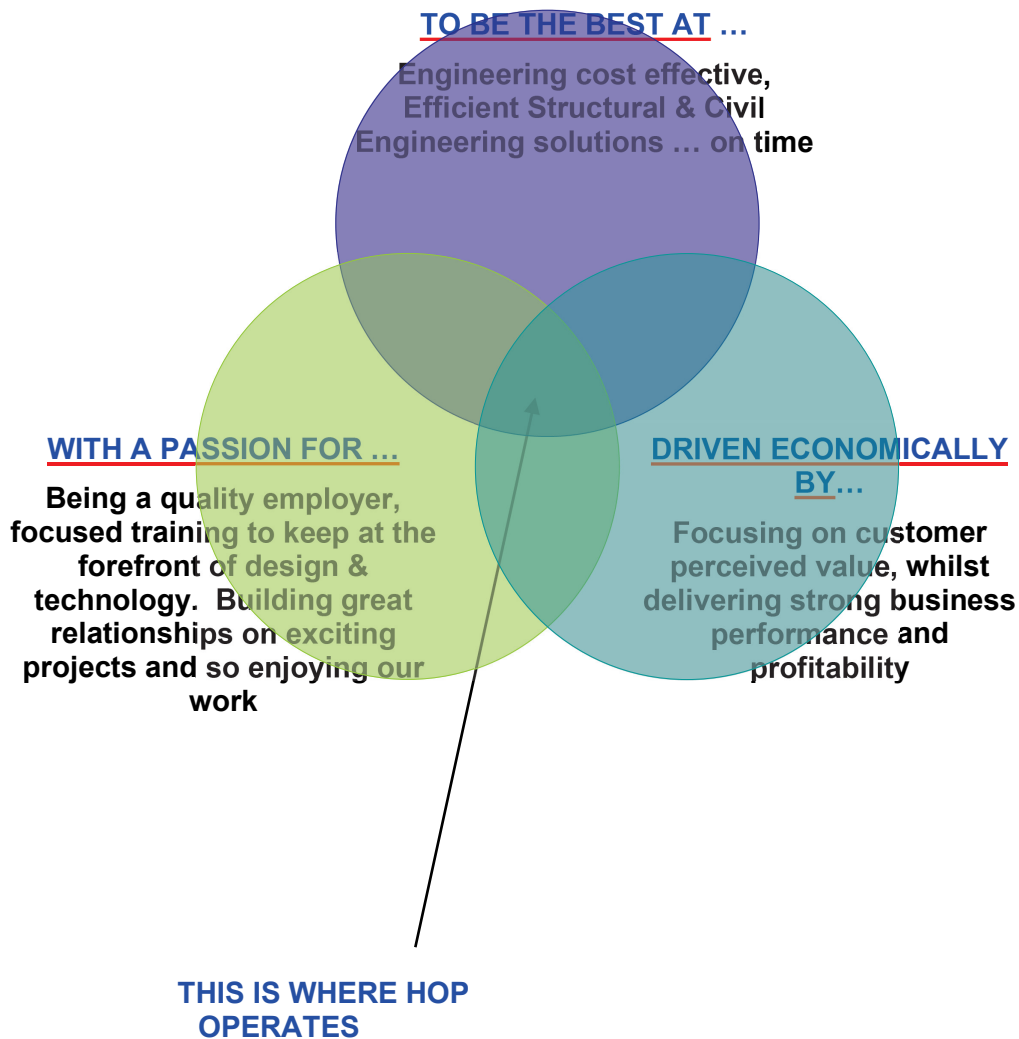
The practice is now one of the biggest independent consultants in the South and offers a wide range of services in the field of Building, Structural, Marine, Civil Engineering and Project Management. This ranges from scheme appraisals and feasibility studies through full design to assistance with works 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 Elite) 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: 15th January 2025