

Integrated Quality and Environmental Policies

Quality Policy

PRP and all associated companies (PRP from hereon) is primarily an Architectural practice also offering related consultancy services and is committed to excellence in design, service in delivery, compliance with statutory and regulatory requirements and BS EN ISO 9001, against which it holds certification, and continual improvement of its Quality Management System. In addition to the aims, as shown below, PRP has set measurable objectives in line with this policy as specified in its Management Manual, appropriate to the purpose and context of its business and supporting its strategic direction.

The practice aims to:

- deliver reliable and highly-competent services to clients
- provide high-quality building and environment design to clients and end-users
- achieve a high level of client satisfaction
- continually improve the quality of service
- improve the skills of employees
- continue to improve efficiency of working processes
- regularly review performance and achievements
- improve value for money offered to clients
- develop a reputation for excellence

To achieve these aims, PRP has in place quality procedures to ensure consistent, high quality by:

- regularly reviewing the Quality Policy and procedures and their suitability for effectiveness
- complying with the Quality Policy and procedures
- having in place internal, audit measures to ascertain compliance
- implementing corrective actions and corrections where necessary
- regularly reviewing objectives
- monitoring and analysing client satisfaction through management feedback
- having an established staff appraisal system and continual professional-development processes for staff members
- communicating the Quality-Management System to employees through regular inductions and update reminders
- reminding employees of their obligations to follow its Quality-Management System which is based on BS EN ISO 9001

Environmental Policy

PRP's EMS Objectives and Policy are set according to the Context of the Business, including the nature, scale and environmental impacts of its activities and services.

PRP is committed to:

1. Protection of the environment and prevention of pollution from its studios and activities that are associated with its projects
2. Fulfil its Compliance Obligations, by complying with applicable legal and other requirements to which PRP subscribes and which relate to its environmental aspects
3. Continual improvement of the Environmental-Management System (EMS) to enhance PRP's environmental performance and how its operations affect the environment
4. Meeting PRP's EMS Objectives and Targets
5. Communicating the Environmental-Management System to employees through regular inductions and update reminders.

We will seek to:-

Provide environmentally-responsible design and specification for the buildings that PRP designs with an emphasis on:

- natural lighting and ventilation
- improvement of the health and well-being of occupants and residents
- consideration of climate-change impacts on developments and communities
- sensitivity to natural features and microclimate of the site
- landscaping to protect and regenerate wildlife and encourage biological diversity
- the longevity of building materials through flexible and adaptable designs and specification of building materials with low environmental impact, where possible

Reduce carbon emissions by:

- incorporating high levels of insulation, renewable energy and considering low-carbon energy where practicable
- specifying locally-sourced materials with low embodied carbon where practicable
- considering cycle and pedestrian route, cycle storage, public-transport access and fossil-fuelled vehicle independence provision
- prioritising the re-use of buildings and building materials
- tree planting to absorb and offset carbon

Promote environmentally-responsible, day-to-day operation of the Practice and the buildings that we occupy**Conserve resources and limit pollution by:**

- seeking opportunities to re-use/use recycled/specify materials to allow future recycling
- specifying materials from sustainable sources and with zero-ozone depletion potential
- designing for buildability to reduce waste during construction and future dismantling
- specifying fittings to minimise water use and considering rainwater re-use
- considering the potential for future flooding on the location of development
- considering the use of non-toxic materials, components, finishes, preservatives and adhesives

Manage PRP studios and activities to reduce adverse environmental impact by:

- paper-consumption and plastics reduction
- recycling waste paper/plastics/metals, consumables and samples
- using sustainably-sourced food and drinks
- using heating, cooling and lighting systems as effectively as possible
- undertaking energy audits of its studios and business travel
- providing shower facilities and secure bike racks to encourage cycling where practicable
- using video or phone conference technology to reduce travel for meetings
- monitoring air quality as and when a studio is refurbished
- donating surplus materials where possible

Monitor PRP environmental aspects and corresponding compliance requirements and appropriateness of its EMS for on-going improvement

The Practice is a founding member of the UK Green Building Council, it is a member of the Landscape Institute and has a dedicated environmental services team. PRP's environmental-management procedures and objectives were developed in line with this Environmental Policy and BS EN ISO 14001, against which PRP holds certification. PRP supports the Architects Journal Retrofit campaign, and collates data against PRP projects to benchmark against the London Energy Transformation Initiative and the RIBA Climate Challenge 2030 as part of its overall plan to ensure PRP is carbon negative by 2050.

These policies are available to interested parties via the PRP website.

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