

L I L L Y · L E W A R N E · P R A C T I C E  
C H A R T E R E D A R C H I T E C T S

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### A BRIEF HISTORY

In February 1992, Michael Lilly and David Lewarne founded the Lilly Lewarne Partnership in Truro (LLP), together with Robert Moore as an Associate. Since that time, the Practice has grown into one of the most successful and well respected commercial architectural practices in the South West of England. Many substantial contracts have been successfully completed in all the main areas of such work in Cornwall, Devon and Somerset.

Since Michael Lilly's premature death in 1999 David successfully took over as principal, with James Moran and Ben White as Junior Partners of the now renamed Lilly Lewarne Practice. Early in 2007 David went into semi-retirement so James and Ben subsequently took over full control of the Practice. David is still retaining a 'hands on' interest in the Practice over the following years.

James and Ben have injected a more contemporary style of architecture with forward thinking design becoming increasingly more important to the success of the end product. Their involvement has meant the Practice's reputation for quality of design has grown, culminating in several award winning buildings being completed over recent years.

### LOCATION

LLP's offices are located in a converted warehouse, completed by the Practice in 1995. This office conversion was the catalyst for the substantial wharf side redevelopment on Truro River that was almost exclusively designed by LLP. Our own building was highly commended in the 1996 Cornish Buildings Group Annual Awards and most of our building designs along this wharf have received at least one award each for quality in design.

Our offices provide a total floor space of 2,500 sq.ft. with allocated parking in front. The accommodation is over two floors and includes reception and secretarial/administration office space, and meeting and conference rooms at Ground Floor level, with the main drawing offices over.

### COMMISSIONS

Multi-million pound large scale contracts have been, and are being, undertaken concurrently with smaller specific schemes for particular clients. Our commitment to all projects, irrespective of scale and value, remains consistent and absolute.

In the years since setting up the Practice we have received well over 1300 commissions. The workload has been most interesting and varied. It has introduced us to many new clients, as well as affording us the pleasure of repeat commissions from existing ones.

### PROFESSIONAL SERVICES

LLP became an RIBA Chartered Practice in 2007 which has enhanced its quality of service. The Chartered Practice Scheme provides a benchmark for the industry to afford our clients piece of mind for the level of service they should expect. To reinforce our commitment to quality, LLP became an ISO 9001 Registered Firm in 2008. Staff numbers have increased steadily from the initial three to a consistent twelve full time staff with fluctuating three part timers when needed. By employing the latest IT and CAD Technology in association with traditional hand drawing techniques the Practice is able to provide a fully comprehensive service - ranging from the early stages of feasibility designs and planning negotiations through to the preparation of production drawings and 'on site' inspections, and including the integration of internal design and fitting-out elements.

### TECHNOLOGY

All staff operate appropriate computer technology and software to achieve the level of performance and efficiency now demanded. In fact, almost 100% of our projects are undertaken using the latest AutoCAD programmes, and our commitment to this technology is unreserved. We are consequently able to fully integrate and exchange our drawn information with other consultants, design team professionals, clients, etc. as appropriate. With the use of Broadband for the rapid transfer of drawing files and other data, geographical and time considerations are significantly lessened at crucial phases of schemes in progress (both pre and post-contract). We employ a state of the art server based network that ensures all data is 'backed-up' each day and external drive back-ups are made on a weekly basis ensuring that our most important asset - the information - is always safe and accessible in the unlikely event of a hardware failure.

### PROCUREMENT PATHS

As with the majority of architectural practices we tend mainly to be involved with traditionally procured contracts. With this method we can act as lead consultant to enable us to always keep our clients' best interests at the forefront of a commission by giving them greater control over the end product. However, we acknowledge the particular advantages, for certain projects, in their being carried out by the 'Design and Build/Construct' and PFI/PPP routes, among others. As a result, we have worked with most of the major contractors in the region and are fully aware of the commercial pressures on such clients. Consequently, we aim to provide not only an efficient and interactive service, but also to engender quality, economy, durability, and buildability within our design solutions.

### ARCHITECTURAL STATEMENT

As with our ever changing society we constantly find the need to adapt, revise and reconceive the architectural language we employ. Every project is always unique and has its own challenges never mind how simple it may appear on the face of it.

We design with site, time, materiality, sustainability and humanity in mind to enable us to create an architecture that is appropriate and not just wilful. We endeavour to employ a sense of clarity to our projects to handover to the client a product they can be proud of and promote as a positive part of their business or as an extension of their character.

We would summarise our position with a Practice Policy Statement:

***'Our aim is always to strive for excellence in design, and to provide a sensitive and professional service which fully meets the needs of all our Clients'.***

**JAMES S MORAN** BA(Hons) Dip Arch RIBA - Director

James trained at Plymouth School of Architecture, graduating from the Diploma course and joining the Practice in 1996. During his years at the Practice since, he has worked on a variety of substantial residential, commercial, hotel, and healthcare projects. James earned his Certificate of Professional Practice in June 1999 and became Chartered in 2002. James is the lead designer in the office with a strong portfolio of award winning work completed over his years in practice. James will advise on all designs throughout the practice as well as run a number of projects himself from inception through to completion.

**BEN J WHITE** BA(Hons) Dip Arch RIBA - Director

Ben studied at the School's of Architecture at Kingston and Plymouth Universities. He started in Practice with LLP in 1995 and after a period of time working in the South East on a number of large projects he rejoined the Practice in 1999. In 2002 he became a Chartered Member of the RIBA. Ben works closely with James in the running of the office and has a particular interest in design and works hand in hand with James on the development of the designs for projects.

**ROBERT V C MOORE** - Senior Associate

Robert studied at Plymouth and Portsmouth Schools of Architecture prior to working in London, where he gained valuable experience with Chamberlin Powell and Bon and with Fitzroy Robinson Partnership on large city schemes, commercial and arts developments, further education and computer centre projects. Robert moved to Cornwall in 1976 and joined John Crowther & Associates, becoming an Associate in 1986. He has worked on most building types, is skilled in the use of CAD, and has a particular interest in the quality of detailing, fittings and finishes of projects.

**JOHN P STENGELHOFEN** AA Dipl - Associate

John trained at the Architectural Association and worked in London before moving to Cornwall to join the County Architect's Department in 1969, working chiefly on education projects. Following a period setting up the museum of the china clay industry and developing west country 'outstations' for the National Maritime Museum, he joined John Crowther & Associates and supervised the introduction of Computer Aided Design in that Practice in the early 1990s, making use of his previous computer experience in publishing. A Past President of the Royal Institution of Cornwall and a former Chairman of the Cornish Buildings Group, John has wide interests in local history and industrial archaeology.

**ANDREW P BUCK** - Associate

Andrew joined the Practice in 1995, bringing with him extensive experience of housing, from both speculative and social disciplines. Previously, Andrew has worked for the Company of Designers, and in the Design and Build department of a Cornish building contractor. One of the earliest advocates of Computer Aided Design in the County, Andrew has lectured in AutoCAD AEC at Cornwall College. In 2002 Andrew became an Associate and is an accomplished designer and job runner and has extensive experience on most building types at all stages.

**MARK C DUSTON** BA(Hons) Dip Arch CANT ARB - Associate

Mark studied architecture at the Canterbury College of Art during the 1980s. Qualifying in 1990, he went on to work for a large commercial Practice in Hertfordshire. Here he gained valuable and diverse experience on a variety of projects, ranging from smaller works for the MOD and Home Office, to large retail parks and office developments for various Blue Chip clients. In 1999 he returned home to his native Cornwall where he joined LLP. Mark has proven to be an invaluable member of the team and possesses a talent for design and an eye for detail that is of the highest quality. Mark became an Associate in 2007 and has also taken on the responsibility as the Quality Management System Co-ordinator for QA procedures within the Practice.

**NADINE BERGER** Dipl.-Ing. RIBA - Project Architect

Nadine joined LLP in the autumn of 2004. A qualified architect from Germany she has brought a European flavour to our designs. She worked in similar Practices in both Germany and Italy before joining LLP. Nadine was elected to the RIBA as a chartered member in 2007.

**JOHN W CRUDGINGTON** MCSD - Senior Technician

John has worked with the Practice since 1992. Having worked with John Crowther & Associates for nearly 13 years as an Architectural Assistant, he now specialises in hand drawn 'one off' drawings and artist impressions and, more recently, full coloured perspectives for brochures and presentations.

**WAYNE LEDLIE** - BSc(Hons) B.Arch - Architectural Assistant

Wayne joined us from Northern Ireland in January 2006. Wayne is RIBA Part II qualified and has enjoyed a number of years experience working on some major residential and hotel developments in Ireland. Wayne will be pursuing his Part III qualification in the coming year to become Chartered with the RIBA.

**NEIL DOLLEY** - BA(Hons) in 3D Design - Junior Technician

Neil is our most recent member of staff in the design office and is a specialist in 3D visualisation and therefore has significant input into the presentation of design developments upto planning stage. His skills are also employed for marketing work for clients when requested. In addition to these specialist skills Neil is currently sponsored by the Practice to qualify as an Architectural Technician and so assists on projects at every stage. Neil completed the B-TEC National Certificate in Construction in 2007.

**DAVID G LEWARNE** Dip Arch RIBA - Specialist Consultant

David qualified in 1972 at the Plymouth School of Architecture. Following qualification he joined John Crowther & Associates, and worked for five years before leaving to join SNW where he worked for a further five years specialising in the field of housing. In 1980 he rejoined John Crowther & Associates becoming a Partner in 1987. David was a founding member of the Lilly Lewarne Practice and has a continuing involvement in its management of the office.

**SUPPORT STAFF**

We nearly always have at least one architectural 'year out' student assisting in the drawing office on projects. This benefits both us and them. In addition to these members we have three members of staff in our administration team who provide invaluable support to the general running of the Practice. Katharine Knights leads the administration team with Gill Moran and Hattie White providing necessary support.

Chris Curtis is a qualified accountant and undertakes the role of Practice Manager providing essential back-up, direction and advice for the whole team.

**HOUSING**

Layout and Design of Estates, including Road Design and Drainage  
Private Commercial Developments  
Housing Association Developments/ Sheltered Housing

**COMMERCIAL**

Offices/ Shops/ Superstores  
Banks/Building Societies  
Motor Vehicle Dealerships/ Garages  
Telecommunications Centres

**MEDICAL**

Doctors Surgeries / Health Centres  
Health Authority Works including New Builds and Refurbishments:  
*Kitchens; Offices; Libraries; Dining Facilities; Medical Wards; Breast Care Centres; Patients Information Centres*  
Major Hospital Extensions  
Residential Nursing Homes

**INDUSTRIAL**

Factory Units/ Warehousing  
Industrial Estate Planning/ Layout

**PUBLIC SECTOR**

Police Stations, Fire Stations  
Crown Buildings (Inland Revenue, Dep't of Employment)

**EDUCATION**

School Facilities / Classrooms  
Sports Accommodation  
Multi-Purpose Halls/ Theatre Facilities  
Nursery / Early Years Education Facilities  
Further Education Facilities  
Libraries/ Laboratories

**LEISURE**

Hotels/ Holiday Parks  
Leisure Centres/ Swimming Pools/ Sports Facilities

**CONSERVATION**

Work to Listed Buildings.  
Conversion and Renovation

**ENERGY**

Incorporation of passive and active energy efficient design systems

**DESIGN AND BUILD**

Design, specification, and production input for contractors

**THE CORNISH BUILDING GROUP AWARDS**

COMMENDATION FOR A CONVERSION OF EXISTING BUILDING 2005	Conversion of Engine House, Wheal Kitty, St. Agnes
AWARD FOR NEW BUILDING 2003	Devon & Cornwall Media Headquarters (West Briton), Truro
COMMENDATION FOR A NEW HOUSE 2003	Tully House, Constantine Bay
AWARD FOR BEST NEW DOMESTIC WORK 2002	Six Townhouses, Poltisco Wharf, Truro
SPECIAL COMMENDATION FOR A NEW BUILDING 2002	The Brunel Theatre, Truro School
COMMENDATION FOR A CONVERSION OF EXISTING BUILDING 2002	HTP Flats, Poltisco Wharf, Truro
SPECIAL COMMENDATION FOR A NEW BUILDING 1998	The Showroom and Offices for Helston Garages Group
COMMENDATION FOR A NEW BUILDING 1997	The Mermaid Centre, RCH Treliske
AWARD FOR NEW BUILDING 1996	Audi, VW and Chrysler Dealership, Tresillian
HIGHLY COMMENDED CONVERSION 1996	Lilly Lewarne Partnership Offices, Poltisco Wharf, Truro

**THE CORNWALL ARCHITECTURE AWARDS - CPRE AND RIBA**

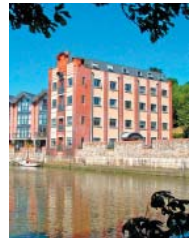
OVERALL WINNER 2004	Devon & Cornwall Media Headquarters (West Briton), Truro
WINNER - OTHER BUILDINGS NEW WORK 2004	Devon & Cornwall Media Headquarters (West Briton), Truro
SPECIAL AWARD 2004	The Care and Learning Centre, Cornwall College, Camborne
BEST NEW WORK 2002	Six Townhouses, Poltisco Wharf, Truro
WINNER - NEW WORK DOMESTIC BUILDING	Arundell Place, Truro for Rosemullion Homes
HIGHLY COMMENDED 1996	Audi, VW and Chrysler Dealership, Tresillian

**MISCELLANEOUS****CARRICK DESIGN AWARDS 2007**

WINNER - LARGE NEW HOUSING	Six Townhouses, Poltisco Wharf, Truro
COMMENDATION - NEW COMMERCIAL BUILDING	Devon and Cornwall Media headquarters (West Briton), Truro

**NATIONAL HOMEBUILDERS AWARDS 2000**

BEST HOUSE IN ENGLAND	Arundell II, Truro for Rosemullion Homes
CITATION	Lilly Lewarne Partnership
BEST NEW HOUSING PROJECT	Lilly Lewarne Partnership



SELECTION OF PROJECTS



## Completed or at present on site

## COMMERCIAL

Conversion of shops, Truro for Guardian Properties		£325,000
Garage Refurbishment and Extension, Taunton		£650,000
Garage Showrooms and Service Facility, Helston		£220,000
VW/Audi/Chrysler Showrooms and Service Facility, Tresillian, Truro		£750,000
General Extension and Improvements, The Greenbank Hotel, Falmouth		£1,100,000
Innovation Centre offices and workshops, Camborne		£1,850,000
Milton Keynes, Christchurch, Poole and Barnstaple National Re-branding for Volkswagen (UK) Ltd		
Jaguar Dealership, Taunton		£800,000
Ferrari/Chrysler Dealership, Matford Park Road, Exeter		£900,000
Land Rover Dealership, Matford Park Road, Exeter		£1,800,000
VW Dealership, Helston		£400,000
VW Dealership, Indian Queens		£2,200,000
New offices and switch centre for Eurobell (Holdings) Ltd, Plymouth		£3,000,000
New offices, Greencourt, Threemilestone for RokEagle		£1,200,000
Devon & Cornwall Housing Association Offices, Kenwyn Street, Truro		£600,000
Devon & Cornwall Media Headquarters (West Briton), Truro		£3,000,000
New offices, Osprey House, Truro for Harrison Developments		c £1,200,000
New offices, for RokEagle, Threemilestone Business Park		c £2,400,000
New offices Development for Robertson developments, Threemilestone		c £2,600,000

## INDUSTRIAL

BT Depot, Threemilestone	30,000 sq.ft.	£1,200,000
Contico Factory, Redruth, Extension	90,000 sq.ft.	£1,200,000
Workshop Units for Carrick District Council	6,500 sq.ft.	£620,000
Extension to Kendall Healthcare, Pool	12,000 sq.ft.	£450,000
Factory Extension, Redruth	40,000 sq.ft.	£1,900,000
Factory for English Partnerships, Redruth	16,000 sq.ft.	£550,000
Pickfords Storage Facility, Threemilestone	8,000 sq.ft.	£550,000
BSS Industrial Unit, Threemilestone		£350,000

## MEDICAL

Central Kitchen/Dining Room Upgrade, RCH Treliske, Truro		£1,200,000
Central Kitchen/Dining Room Upgrade, W Cornwall Hospital, Penzance		£350,000
Cornwall Breast Care Centre, RCH Treliske, Truro		£1,200,000
New Community Hospital, Helston		£1,300,000
Post Graduate Centre, Extension, RCH Treliske, Truro		£500,000
Upgrading of Paediatrics Department, RCH Treliske, Truro		£1,000,000
US Navy Medical/Dental Centre, RAF St Mawgan		£500,000
Alterations and Extensions to Doctors Surgeries:		
Cannon Downs, Chacewater, Devoran, Penryn, Falmouth, Threemilestone, Truro, Pool		£55,000 - £250,000

## PUBLIC SECTOR

Crown Offices, Redruth	35,000 sq.ft.	£2,500,000
Employment Services Offices, Newquay		£480,000
Extension to Accounts Office & Guardroom, RNAS Culdrose		£150,000
New Police Station Falmouth		£740,000

**LEISURE**

Amenity block, Tregoad Caravan Park, Looe	£120,000
Amenity block, Porth Beach Campsite, Newquay	£125,000
Extension to Truro Rugby Club	£100,000
New Cricket Pavilion, Fowey Community College	£250,000
Re-roofing and Refurbishment of Grandstand, Redruth Rugby Club	£600,000
Swimming Pool / Leisure complex, Clowance	£750,000
Timeshare Lodges, Clowance 36 units	£1,500,000
New Health Suite and Swimming Pool, the Bay Hotel, Newquay	£1,600,000

**RESIDENTIAL**

Apartments, Trevean, Penzance	£800,000
Conversion of HTP Building, Truro	£750,000
Extension to Nursing Home, Perranporth	£450,000
Housing Association Development, Falmouth, 21 Units	£700,000
Housing Development, Redruth, 36 Flats	£1,200,000
Housing Development, Treneere, Penzance, 34 Units	£1,200,000
Housing, St Austell, 33 Units	£1,300,000
Meneage Hospital Conversion, Helston	£780,000
Private Residential Estate, Truro	£1,100,000
Residential Development (39 Private Apartments), Truro	£2,000,000
Social Housing, Newquay	£750,000
Six New Town Houses, Malpas Road	£920,000
Student housing with 156 study-bedrooms, Falmouth	£2,400,000
18 Luxury Apartments, Cliff Road, Falmouth	£2,000,000
Devon & Cornwall Housing Association Flats, Kenwyn Street, Truro	£900,000
110 Dwellings at Redruth Urban Village	£5,000,000
14 Luxury Apartments, Esplanade Road, Newquay	£2,200,000
Conversion of Redruth Hospital buildings to Flats and Live/Work units, Redruth	£3,000,000
28 Low Energy Dwellings, Hayle	£2,500,000

**EDUCATION**

Cornwall College - Early Years Care & Learning Centre, CPRC	£830,000
Fowey Community College - Cricket Pavilion, Library, Art & Music Classroom Block, Science Block Extension	
Fowey Community College - Sports Hall/Theatre Complex	£1,500,000
Fowey Community College - Dining Room Extension & Kitchen Refurbishment	£250,000
Treliske School - New Classroom Block	£320,000
Truro College - New IT Block	£3,500,000
Truro College - New Performing Arts Building	£4,500,000
Truro College - New Teaching Block	£2,500,000
Truro School - New Theatre and Classroom Block	£1,300,000
Truro School - Swimming Pool Enclosure,	£220,000

**PRIVATE**

Private House, St.Loy	£160,000
Private House, Looe, Conversion and Extension	£330,000
Private House, Constantine Bay	£585,000
Extension and Conversion of Boathouse, Feock	£150,000
Private House, Constantine, Falmouth	£750,000

Alfred McAlpine Construction Limited	Hustyns
Audley Developments	Kendall Healthcare Limited
Birse Construction Limited	Kerrier Homes Trust Ltd.
British Telecom	Kier Western Limited
Building & Property Defence Limited	Lex Retail Group
Carkeek Developments Limited	Mafford Land Rover
Carrick District Council	Midas Construction
Carrs of Exeter Limited (Chrysler)	Midas Homes
Carrs of Exeter Limited (Ferrari/Maserati)	Mitchell Building Contractors
Carrs of Exeter Limited (Mercedes/Porsche)	Molwin Homes
Carrs of Exeter Limited (Land Rover)	Mowlem Construction
Carrs of Helston Limited (Peugeot)	J Menzies (UK) Limited
Carrs of Truro Limited (Audi/Chrysler/VW)	Naturematch Limited
Castle Court Development Ltd	National Car Parks
Cathedral Homes (SW) Limited	John Nicholls Builders
Cathedral Riverside Limited	Ocean BMW
Celtic Enterprises Limited	Penpillick House Nursing Home
Central & Western Limited	Penwith Housing Association
Clowance Holdings Limited	Percy Williams & Sons
Comax	Plymouth Diocese
Contico Holdings Europe	Poltair Properties
R Cook & Company	Promptots Limited
Corillian	Red Cross
Cornish Calcified Seaweed	Redruth Rugby Club
Cornwall College	Robertson Developments
Cornwall & Devon Media	Rowe Property Holdings
Cornwall & Isles of Scilly Health Authority	Royal Cornwall Hospitals Trust
Cornwall Farmers Limited	Rosemullion Homes
Cornwall Healthcare Trust	Sanctuary Housing
Cornwall Lithographic Printers Limited	Shire Rural Housing Limited
Crofty Developments Ltd.	South West Investment Group
Crownmark Developments Limited	St John Ambulance
CRS Limited	St Piran Homes
Dean & Dyball Construction	Stonechester Limited
Deebuild	Sunningdale Homes
J A Devenish PLC	Talling Construction
Devon & Cornwall Housing Assoc. Limited	Taunton Land Rover
Devon & Cornwall Police Authority	SWC Professional Services
E Thomas Construction	Tilbury Douglas Construction Limited
EBC Developments Limited	Truro College
Edinburgh Woollen Mills	Truro Rugby Football Club
English Partnerships	Treliske Preparatory School
Eskgrove Healthcare Limited	Treloweth Properties Limited
Eurobell (Holdings) plc	Trenethick Barton Estates Limited
Fowey Community College	Trenethick Farms Limited
Greenbank Hotel Limited	Truro City Council
Guardian Property Holdings	Truro Rugby Club
Guinness Trust	Truro School
Harrison Developments Limited	Vickery Holman Ltd
Habinteg Housing Association	Volkswagen Group UK Limited
Helston Garages Group	Wereldhave Property Corporation Limited
Helston Garages Limited	West Country Ambulance Service Trust
Henly Homes Limited	Wain Homes South West Limited
J Hinde (UK) Limited	Ward Williams Associates
Hudd Properties	Winter Rule & Partners

## COMMITMENT TO EQUAL OPPORTUNITIES

Lilly Lewarne Practice as an employer is committed to the principle of equal opportunities in employment and is opposed to any form of less favourable treatment or financial reward through direct or indirect discrimination, harassment, victimisation to employees or job applicants on the grounds of race, religious beliefs, political opinions, creed, colour, ethnic origin, nationality, marital/parental status, sex, sexual orientation or disability.

Lilly Lewarne Practice as an employer is opposed to any form of less favourable treatment on the grounds of handicap or age.

Lilly Lewarne Practice as an employer recognises its obligations under the Sex Discrimination Act, The Equal Pay Act, Article 119 of the Treaty of Rome, The Race Relations Act and The Codes of Practice published by the Equal Opportunities Commission, the Commission for Racial Equality and the European Commission;

- a) For the elimination of discrimination on grounds of sex or marital status and for the promotion of equal opportunity in employment.
- b) For the elimination of racial discrimination and promotion of equal opportunity in employment.
- c) For the elimination of discrimination in pay between men and women who do the same work, or work of a similar nature or work of equal value.

## EMPLOYMENT PRACTICES

It is the duty of all Lilly Lewarne Practice's employees to accept their personal responsibility for adhering to the principles of equal opportunity and maintaining racial harmony. Lilly Lewarne Practice as an employer will actively promote equal opportunities throughout the organisation to ensure that individuals receive treatment that is fair and equitable and consistent with their relevant aptitudes, potential skills and abilities. Employees will be recruited and selected, promoted and trained on the basis of an objective criteria. Lilly Lewarne Practice as an employer recognises that sexual, racial and other forms of harassment may cause problems at work and is committed to ensure that unacceptable behaviour does not take place.

## MONITORING AND REVIEW ARRANGEMENTS

Lilly Lewarne Practice as an employer regularly monitors its policies to ensure that it pursues an effective policy of equal opportunity.

## GRIEVANCE AND DISCIPLINARY PROCEDURES

Lilly Lewarne Practice as an employer will ensure that any employee who feels that he or she has been treated unfairly or subjected to direct or indirect unfair discrimination can raise the matter through the appropriate grievance procedure when every effort will be made to secure a satisfactory resolution. Your employer will ensure that any employee making a complaint of unfair discrimination will be protected from any victimisation in any form and will continue to treat unfair discriminatory conduct by any member of staff as a disciplinary offence.

## MANAGEMENT RESPONSIBILITY

The Lilly Lewarne Practice is a leading chartered architectural Practice specialising in high value, public and private sector projects. It acknowledges that the continuing prosperity of the Practice and its staff depends on maintaining its reputation for design excellence and high-quality, professional service. LLP is a RIBA Chartered Practice it has adopted the RIBA'S Quality Management Toolkit as the basis for its management. LLP became an ISO 9001 Registered Firm in 2008.

The Practice is committed to working closely and sensitively with its clients. It seeks to provide a flexible, creative and rapid response to client needs, underpinned by the RIBA Practice scheme and complemented by an ISO 9001 quality management system.

The Practice operates a documented quality management system designed to ensure that specified client requirements are met. This system has been developed to comply with ISO 9001 and to satisfy the RIBA requirements for a Chartered Practice.

## QUALITY SYSTEM

### Project Review

Documented procedures control the processes associated with contracts and terms of appointment, in compliance with RIBA recommendations. Commissions offered to the Practice are reviewed to ensure that:

- a. client requirements are adequately defined and documented;
- b. the Practice has the capability to undertake the commission;
- c. the client is advised of the need for, and scope of, the services of other consultants;
- d. fees, expenses and methods of payment are discussed and agreed;
- e. differences between contract requirements and those originally tendered for are resolved.

Amendments to contracts are formally carried out and communicated to affected parties. Records of all client transactions and reviews are maintained.

## DESIGN CONTROL

Design activities are based upon specifications agreed with the client, taking into account relevant statutory and other requirements. These activities are inseparable from the establishment and development of the design brief. All design work is carried out under the supervision of a registered architect. Design outputs are closely monitored and produced in an appropriate format, in line with standard drawing conventions and architectural practices.

Documented procedures are maintained to control the review, approval, issue, amendment, and availability of documentation and data relating to the operation of the quality management system. Amendments are formally authorised, and issued by the Project Co-ordinator. Documents and data from external sources are also controlled by the Project Co-ordinator, who is responsible for bringing them to the attention of others, and ensuring that obsolete material is updated, withdrawn or destroyed.

If retained, obsolete documents or data are required to be suitably identified to prevent their inadvertent use.

## CONTROL OF CUSTOMER SUPPLIED INFORMATION

Procedures have been established for the verification, storage and care of client-supplied documents and data. Loss, damage or unsuitability is formally recorded and reported to the client, and protected in line with the requirements of the Data Protection Act.

## OPERATIONS ON SITE

Site inspections are carried out at agreed intervals, according to a specified methodology. The results are recorded and communicated to the relevant parties for action.

### INSPECTION AND TEST STATUS

The outcomes of site inspections, are recorded and retained in the Job Files. Affected parties are notified in writing of the results of inspections, including any non-conformities requiring corrective action.

Non-conformities may be resolved by:

- a. suspending, terminating, modifying or repeating work;
- b. replacing or withdrawing personnel and/or documentation;
- c. obtaining client authorisation for a concession.

Work that is repeated or modified is subject to re-inspection in accordance with normal procedures.

### CORRECTIVE AND PREVENTIVE ACTION

Actual and potential anomalies and quality system nonconformity's are investigated to identify the action required to prevent their occurrence or recurrence. Corrective and/or preventive action is implemented and recorded, and necessary controls are exercised to ensure effective implementation.

### CONTROL OF QUALITY RECORDS

The Practice maintains such records as are necessary to demonstrate conformance to quality requirements.

Staff are responsible for ensuring that records are clearly labelled, legible and readily retrievable. Quality records are stored so as to minimise the risk of their deterioration or loss for the minimum periods required by common law.

