



RIBA Chartered Practice

Helping you make the most
of your membership

Benefits and Services
Handbook

RIBA 
Architecture.com

About this handbook

The following pages in this handbook will take you through the practical benefits and services available to RIBA Chartered Practices. They are aimed at supporting you through any conditions, helping you to be as successful as you can be.

RIBA Chartered Practices are the only architectural practices endorsed and promoted by the RIBA. This accreditation sends a strong signal to clients, employees and the wider construction industry and shows that your business is committed to excellence in design and service delivery. Membership also gives you access to services, information and support to help you continually improve your business effectiveness and performance and the purpose of this handbook is to tell you more about these services and how to access and use them.

Our membership services help you to maintain your eligibility to the RIBA Chartered Practice scheme and the page opposite links the scheme's eligibility criteria to the appropriate services.

We hope you find this useful. We are continually looking to improve and develop our services to RIBA Chartered Practices; if you have any comments or ideas we would like to hear from you. To do this please email membership.services@riba.org or call **020 7307 3800**

For all information on accreditation criteria, standards and enforcement procedures please visit:
www.architecture.com

In addition to the number of qualified personnel, an RIBA Chartered Practice must operate an appropriate...

- Quality Management System
- Environmental Management Policy
- Employment Policy which addresses the principles of the RIBA policy statement on employment
- Health and Safety Policy
- Equality, Diversity and Inclusion Policy
- CPD Framework
- Your practice must ensure that at least the UK Living Wage, or where applicable the London Living Wage, is paid to all architectural students employed within the practice, where the work undertaken is eligible to count towards PEDR
- Your practice must have a current Professional Indemnity Insurance policy appropriate for the work undertaken
- Your practice must commit to make an annual return to the RIBA Business Benchmarking Survey

Get the most out of your RIBA Chartered Practice Membership by...

- Exclusively promoting your practice through the RIBA **Page 4**
- Raising your profile with the RIBA Chartered Practice insignia **Page 6**
- Using the RIBA Quality Management and RIBA Environmental Policies to improve efficiency and manage risk **Page 7**
- Ensuring that your practice is a great place to work **Page 8**
- Accessing the RIBA CPD Club **Page 9**
- Keeping up-to-date with business legislation with the RIBA Business Support service **Page 10**
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- Using toolkits and information to help you win business and work with clients **Page 12**
- Benchmarking your practice against your peers **Page 14**

Promoting your practice through the RIBA

Only RIBA Chartered Practices are promoted and endorsed by the RIBA

We promote your business in the following ways:

- entry into the online directory of RIBA Chartered Practices, Find an Architect, on **www.architecture.com** - viewed by over 500 visitors a day
- entry into The List, the annual printed directory of RIBA Chartered Practices distributed free to over 10,000 key clients ranging from local government to corporate developers
- inclusion in the printed sector reviews (Housing, Leisure & Commercial, Conservation, Interiors and Public Realm) distributed free to over 5,000 targeted main players in each sector
- using project information taken from your online practice profile the RIBA Client Services team can refer your practice to potential clients based on specific client need, practice size, location and specialism. This service is exclusive to RIBA Chartered Practices.



The List, the directory of RIBA Chartered Practices

An important first step is for you to create your online practice profile to benefit from this exposure.

- 1 Go to **www.architecture.com** and click **Member login** and log on using your practice's Main Contact's personal RIBA Membership number and password.
- 2 Click **My membership** then click **Manage my Chartered Practice details**.
- 3 Click on your practice name and you will now be able to upload your projects, add, edit and delete information and images in your practice profile.
- 4 You'll be able to see your entry within 24 hours on Find an Architect.

Important: The information used by clients and the RIBA Client Services team is taken from the project information you provide in your practice profile on **www.architecture.com**. This information is also used for the printed directories produced throughout the year. For your benefit please ensure you keep your practice profile current and up-to-date.

Top tips for enhancing your practice profile

- You can upload as many projects as you like to your profile. The RIBA Client Services team refer to these when short-listing so please provide as much information as you can.
- You can then feature up to 10 of these projects in your online practice profile which can be viewed by potential clients. You should aim to demonstrate all sector experience in your listed projects.

Yellow Pages

As part of your advertising programme you can also purchase an entry into an RIBA Chartered Practice corporate advert in your local Yellow Pages Compact book. Inclusion in the exclusive RIBA Chartered Practice boxed advert offers you increased visibility at the same cost of a standard entry. Rates differ across the country.

For more details and prices please call Yellow Pages on 0808 100 7890. Quote 'RIBA Corporate Advertising Scheme'

Online marketing support

Have you got a website? Are your online resources working hard enough for you?

If not, take a look at the RIBA Microsite service for developing website and online marketing services for your business. Delivered by Acefolio, this popular service exclusive to RIBA Chartered Practices offers RIBA branded website and administration tools together with discounted pricing. Structured as a “one stop shop” for all typical internet marketing needs, RIBA Chartered Practices can build a comprehensive and distinctive online presence quickly and easily from as little as £300. Key features of the service include:

Completely self-maintained – website and brochures can be added to or edited in minutes – complete with imagery, documents, videos and other assets

Website and Email account hosting – microsite on your domain name

E-brochures – allowing you to engage with clients, media and business partners in same style as your existing website

Document management – a secure, online facility allowing you to share project progress and updates with clients and benefit from increased interaction

Social media – all RIBA Microsites can integrate with leading hubs such as Twitter and Facebook

Coming soon: Smartphone apps – your RIBA Microsite portfolio and core practice information will be searchable via multiple handheld devices.

**Visit www.acefolio.com/RIBA
Email riba@acefolio.com
Call 05601 411306**

How to get your RIBA Chartered Practice insignia

The RIBA Chartered Practice insignia can only be used by current registered RIBA Chartered Practices. It can be used on items that promote the work of your practice such as company stationery, website and office signage. Please note that strict guidelines apply to the design and use of the insignia, full details can be found on www.architecture.com

To obtain your RIBA Chartered Practice insignia:

- 1 Go to www.architecture.com and click **Member login** and log on using your practice's Main Contact's personal RIBA Membership number and password.
- 2 Click **Chartered Practice Services** then click **Chartered Practice Crest and Logos**.
- 3 For company stationery and website purposes the insignia can be downloaded in GIF, JPG and EPS.

Your RIBA Chartered Practice certificate

If you would like a PDF copy of your membership certificate to include in your business proposals and tender documents please email membership.services@riba.org or call **020 7307 3800**

RIBA Site Signboards

The RIBA site signboards have been designed to provide effective and professional promotion for registered RIBA Chartered Practices. They provide one of the easiest and most cost effective methods of promoting your firm's work. The boards are produced by ten approved manufacturers across the UK; all have details of approved sign layout and styles.

To find out more:
Visit www.riba-sitesigns.com
Call 020 7496 8372



How we can help you improve efficiency and manage risk

RIBA Chartered Practice accreditation demonstrates to clients and potential clients that you operate efficient business management systems and appropriate risk management procedures. Integral to supporting you in this are the RIBA Quality Management Toolkit and Environmental Policy Guide.

The RIBA Quality Management Toolkit provides:

- a self-help tool that can help you install a quality management system covering the processes and procedures directly related to running your projects and practice
- a comprehensive suite of downloadable documents that can be tailored to your projects and size of practice
- compliance with the International Standard if conscientiously applied
- a system suitable for external assessment and third party certification.

The RIBA Environmental Policy Guide provides:

- help in reducing your carbon footprint, improving recycling, reducing reliance on packaging and better understanding of the potential effects of your designs
- information on what your environmental policy should contain
- a downloadable sample of an environmental policy statement for your workplace
- a downloadable sample of an environmental policy statement for your designs
- an overview of ISO 14001, the International Standard for an environmental system within an organisation.

RIBA Environmental Policy Guide

Having an environmental policy means that you have a documented statement of your business's stance towards the environment in which it operates. Your environmental commitments should be an integral part of your day-to-day activities, clearly communicated to all employees and may form part of an application for ISO 14001 accreditation.

To download the RIBA Quarterly Management Toolkit and RIBA Environmental Policy documents

- 1 Go to **www.architecture.com** and click **Member login** and log on using your practice's Main Contact's personal RIBA Membership number and password.
- 2 Click **Chartered Practice services** then click **Policies and Toolkits**.

Your practice ... a great place to work

The RIBA is committed to promoting best employment practice and equal opportunities in the architectural profession. The benefits can include reduction in turnover of employees and therefore costs associated with recruitment and training; increased staff morale and productivity; and a diverse workforce that brings a wider knowledge base, experience and skills to offer to clients. The following services are available to RIBA Chartered Practices.

RIBA Employment Policy Guidelines

All RIBA Chartered Practices are required to have in place an employment policy which addresses the principles of the RIBA Employment Policy. This document is an easy to use best practice checklist for developing your own employment policy, and includes the following sections:

- legal requirements as an employer
- encouraging best practice in employment
- benefits of employment and diversity in practise
- recruiting, retaining and promoting staff throughout life and career changes.

RIBA Equality, Diversity and Inclusion Policy Guidelines and Template

Research has shown that innovation, creativity and talent thrive in diverse, well led teams. RIBA Chartered Practices are also required to have in place a policy which addresses the issues of equality and diversity among staff, and promotes inclusivity and fairness in the workplace. The RIBA Equality, Diversity and Inclusivity Policy Template can assist your practice in not only anticipating broad compliance with the direction of European employment legislation, but also in ensuring that as an RIBA Chartered Practice, you are an industry-leading employer in setting standards for a more inclusive profession.

RIBA Health & Safety Policy Template

One of the criteria to qualify as an RIBA

Chartered Practice is that your practice must operate an appropriate Health and Safety policy. The RIBA has developed a generic Health and Safety policy template; based on the assumed needs of a typical architect's practice. Intended for general guidance this template can be adapted to meet the precise needs of your business.

To download RIBA Employment, Health & Safety and Equality, Diversity and Inclusion policy documents:

- 1 Go to **www.architecture.com** and click **Member login** and log on using your practice's Main Contact's personal RIBA Membership number and password.
- 2 Click **Chartered Practice services** then click to **Policies and Toolkits**.

RIBA Appointments

As an RIBA Chartered Practice you will get 25% off advertising rates to find your next employee with the RIBA's flagship recruitment service.

Also, RIBA Appointments offers its recruitment consultancy service with fees of 12% to RIBA Chartered Practices (16% to non members) and a weekly flat rate for temporary staff hire of £75 + VAT (£100 + VAT to non members).

To find out more:

Visit **www.ribaappointments.com**

Email **info@ribaappointments.com**

Call **020 7496 8300**

RIBA Model Employment Contracts

Developed to meet the range of issues employers and students need to consider when arranging professional experience employment. There are two separate model contracts, providing guidance to you if you employ:

- students/graduates/RIBA Student Members working at Stage 1 of their professional experience (experience undertaken any time between the start of a Part 1 course and the start of a Part 2 course)
- students/graduates/RIBA Student Members working at Stage 2 of their professional experience (experience undertaken any time from the start of a Part 2 course up until taking Part 3).

Each model contract reflects the different levels of ability, learning expectations, work experience requirements and study commitments of these two stages.

To download RIBA Model Employment Contracts:

- 1 Go to www.pedr.co.uk and click **Employing Students**.
- 2 Click **Model Student Employment Contracts** to download.

RIBA CPD Club

The RIBA has developed a package that includes ten half-day CPD seminars, £390 + VAT for RIBA Chartered Practice members (£575 + VAT for non-members). Each of the seminars addresses an area of the Core Curriculum and is delivered in 13 different locations across England and Wales.

RIBA Chartered Practices can purchase CPD Club tickets at the members' rate and send any member of staff on that ticket.

To find out more email cpd@riba.org.

RIBA Host Practice

An initiative designed to support part 1 and 2 architecture graduates to develop their professional experience and skills if they've been unable to find suitable work placements. If you have an empty desk and would like to offer this to a graduate to work on independent research or personal projects relating to architecture then please get in touch. RIBA Host Practice enables practices and graduates to come together outside of the traditional employer employee relationship. This is not an internship scheme; instead graduates are expected to work independently of the work of the practice while benefiting from the office facilities.

To find out more:

- 1 Go to www.architecture.com and click **Education and Careers**.
- 2 Click **Careers and Opportunities** and then click **Host Practice** where you can download full details in the **Memorandum of Understanding**.

Providing you with business information and advice

Business legislation can be complex and it is always changing, so it's important to have experts you can rely on. Whether you need information, a simple explanation of the law or a second opinion on what to do in a specific situation we can help. Delivered by Croner, a leading provider of information, advice and support for legal compliance for business, all RIBA Chartered Practices have exclusive and unlimited access to a comprehensive Online Resource and Business Support Helpline.

RIBA Online Business Service

To help you keep on top of the latest workplace legislation this online resource provides up-to-date, in-depth information and tools covering:

- employing people
- workplace safety
- business essentials (finance, administration, premises, technology, growth)
- environmental issues
- latest news and legislation updates
- sample forms, letters and policies
- key rates (e.g. income tax, national insurance, national minimum wage)
- salary calculator (e.g. maternity and redundancy pay).

To set up your access to the RIBA Online Business Service:

- 1 Go to **www.architecture.com** and click **Member login** and log on using your practice's Main Contact's personal RIBA Membership number and password.
- 2 Click **Chartered Practice Services** then click **Employment Law and Business Advice**.
- 3 Click **Croner online** and log on using your RIBA Chartered Practice Membership number

RIBA Business Support Helpline

When you want to talk to a qualified specialist on a particular matter, however large or small, the RIBA Business Support Helpline is there to help and guide you. The helpline advises on:

- HR and employment law
- Health & Safety
- tax, VAT and payroll
- commercial law
- debt recovery.

To contact the RIBA Business Support Helpline:

Call **08445 618133** lines open 24 hours a day, Monday to Friday. Quote scheme number **99801**. Please note, calls cost 7p per minute plus your telephone company's access charge.

RIBA Information Centre

Any enquiries relating specifically to the legal, technical or professional aspects of architectural practice, including insurance and professional conduct issues, as opposed to general business matters, are dealt with by the RIBA Information Centre, who may subsequently refer them on to the RIBA Practice Department or an RIBA Specialist Practice Consultant.

To contact the RIBA Information Centre:

Call **020 7307 3600** lines open Monday to Friday, 10am to 1pm and 2pm to 5pm.

Email info@riba.org

Please be ready to quote your RIBA Membership number.

RIBA Chartered Practice Newsletter

A topical e-Newsletter exclusive to RIBA Chartered Practices, providing relevant updates on the industry, the RIBA and potential clients.



Professional Indemnity Insurance

The RIBA Insurance Agency is a division of Heath Lambert Limited, one of the UK's leading insurance advisers and brokers, and is the only professional indemnity broker endorsed by the RIBA. The benefits of using RIBAIA are:

- market leading professional indemnity insurance for all sizes of architectural practice
- professional indemnity policies are custom made for the architectural profession and include cover for asbestos, toxic mould and collateral warranties
- ability to represent you anywhere in the world
- specialists in risk management support and advice
- top quality service delivered by specialists in PII for architects; staff have the in-depth practical knowledge and experience to ensure you receive a first class technical and administrative service
- the only PII scheme in the market whereby members can appeal directly to the President of the RIBA if a claim is turned down on the grounds of innocent non-disclosure
- Heath Lambert can also arrange all your other insurance requirements and employee benefits e.g. office insurance, personal accident, high net worth insurances.

To find out more:

Visit www.ribaia.com

Email architectspi@heathlambert.com

Working with clients

The services detailed in this section are geared to helping you successfully bid for new work, including valuable RIBA Toolkits, meeting facilities and help in the unlikely event that a dispute arises with a client.

RIBA Value Toolkit

A series of documents and templates that will help you articulate the benefits of well-conceived design and the value it can add to projects. The RIBA Value Toolkit is a companion to the RIBA Quality Management Toolkit, see page 7, but it is also a stand-alone tool.

The RIBA Value Toolkit:

- is developed around the six types of value in the Design Council CABE's 'The Value Handbook'
- aims to bring objectivity to the familiar arguments about how design adds value in less tangible ways as well as the more easily measurable
- helps you bid for work and promote your practice. It is particularly useful at pre-project and negotiation stages
- is based on 'normal' architectural design services for both buildings and infrastructure
- is a collection of downloadable workbooks and appraisal documents that can be tailored to your practice and projects.

RIBA Fees Calculator

Assisting smaller practices in preparing fee proposals for clients. The purpose of the calculator is to help clients better understand the processes and work required in a project and for architects to charge appropriately for their services so that few will lose money on a project and more will make and demonstrate a profit.

The RIBA Fees Calculator includes:

- a fee calculator – to help prepare the build-up of fees for any project
- a guide to using the calculator with notes and frequently asked questions to assist with the Microsoft Excel documents produced
- a programme generator using the RIBA Plan of Work stages – two versions of a resource calculator, to allow you to structure and understand your costs: one for projects up to 32 weeks and one for projects up to 156 weeks
- a worked example
- typical client questions and model answers related to fees
- a list of useful 'practice pointers'.

To download the RIBA Value Toolkit and RIBA Fees Calculator

- 1 Go to **www.architecture.com** and click **Member login** and log on using your practice's Main Contact's personal RIBA Membership number and password.
- 2 Click **Chartered Practice services** then click to **Policies and Toolkits** where they will be listed for download.
- 3 If you have a query about the Fees Calculator, please contact **research@riba.org**

Meeting clients and potential clients in London

The RIBA headquarters in Portland Place is an excellent meeting venue. RIBA Chartered Practice members receive 25% off advertised rates for room and venue hire in addition to the use of the public areas in the building.

For more details:

Go to **www.architecture.com** and click on **The RIBA** then click on **Venue Hire**

To book a room email venues@riba.org or call 020 7307 3888

RIBA Dispute Resolution Service

It is an unfortunate fact that in a small number of construction contracts, disputes arise. In order to help avoid the use of litigation the RIBA offers a number of alternative dispute resolution processes to the disputing parties, whether that is architects and their clients, or parties to a construction contract.

To find out more:

- 1 Go to **www.architecture.com** click **Find an Architect** then click **Guidance and Publications**.
- 2 Then click **Practical Matters** then click **Dispute Resolution**.

Helping you to improve business efficiency and profitability

The annual RIBA Business Benchmarking Survey is an essential business tool for RIBA Chartered Practices. Based on several years extensive data collection from thousands of practices of all shapes and sizes, the survey provides a unique database which RIBA Chartered Practices can access and interrogate to make detailed and impartial comparisons of practice management across the UK.

What are the benefits of the survey?

Upon completion of the online survey, practices will be able to utilise the interactive website to produce bespoke comparisons and reports based on a number of criteria, enabling practices to see where they are in the marketplace regionally and nationally, compare figures year on year and inform business planning with access to key business planning data such as:

- Profit to turnover
- Profit per sector
- Charge-out rates
- Salaries

In addition, practices will be able to make these comparisons across categories such as practice size, geographic location or sector specialisation.

This invaluable information is a benefit restricted to use by RIBA Chartered Practices and helps provide them with an edge in business planning, efficiency and best practice that leads to better client service and improved standing in the profession.

For more information on the RIBA Business Benchmarking, contact us at benchmarking@riba.org

The Royal Institute of British Architects
champions better buildings, communities
and the environment through architecture
and our members.

Royal Institute of British Architects
66 Portland Place
London W1B 1AD
T 020 7307 3800
E membership.services@riba.org

RIBA 
[Architecture.com](https://www.architecture.com)