

# Considerate Constructors Scheme

## Monitor's Site Report



<b>Project name</b>	Great Eastern Quays		
<b>Contractor name</b>	Galliford Try Partnerships South East		
<b>Onsite contact(s)</b>	Ged Xidhas		
<b>Site ID number</b>	83504	<b>Visit no.</b>	2
		<b>Visit date</b>	22/06/2015

### Site description, context and location

Works comprise of the demolition of existing buildings and the design & construction of residential dwellings (including affordable housing) together with offices, retail, leisure and community space, a new pedestrian footbridge over the dock, a new energy centre and all associated external works and services. The site is located adjacent to the Albert Basin, which forms part of the Royals Docks in East London.

Checklist section	1 <sup>st</sup> visit	2 <sup>nd</sup> visit	Score descriptor
1. Care about <b>Appearance</b>	8	8	/10
2. Respect the <b>Community</b>	8	9	/10
3. Protect the <b>Environment</b>	8	9	/10
4. Secure everyone's <b>Safety</b>	9	9	/10
5. Value their <b>Workforce</b>	8	10	/10
<b>Total score</b>	<b>41</b>	<b>45</b>	<b>/50</b>

For more information on score descriptors, see 'Site Scoring Explained' or visit [www.ccscheme.org.uk](http://www.ccscheme.org.uk)

### Executive summary

With the full office and welfare set up now being installed appearance standards have been raised further. All areas are extremely well organised and well maintained. Arrangements in place to maintain these standards are comprehensive and very well managed. Although of an excellent standard currently, there is scope for more to be done to raise overall appearance levels to exemplary levels.

Community involvement is exemplary and commendable. Links have been established with the nearby Peacocks Gym, which has an academy for young people, aged 14-19, whose aim is to 'encourage youth enterprise and work opportunities, combat teenage obesity, and divert young people away from gangs and crime'. An ongoing programme of initiatives has been planned and the site team have already provided support, assistance, site tours, carpentry and bricklaying workshops, competitions and Health and Safety talks by the company H&S advisor.

Environmental matters continue to be extremely well considered and are exemplary. The setting up of the full office compound has resulted in water harvesting being undertaken, the establishment of an allotment style garden and the installation of a wormery and insect hotel. As a positive environmental contribution a bat corridor has been created through the site and an area of existing trees and shrubs is being preserved to maintain redwing populations.

Comprehensive and exemplary safety systems remain in operation. Also, exemplary training, welfare and health and wellbeing arrangements have been put in place and an innovative new 'Education' league table has been successfully introduced recently.

### Innovative activities

1. Appearance	
2. Community	
3. Environment	
4. Safety	
5. Workforce	Subcontractor 'education' league table has been developed and introduced successfully. Sub-contractors are scored monthly on the amount of tool box talks they run, consultation meetings attended, on-site training participated in and involvement in such things as mentoring, leadership and volunteering. The aim of the table is to encourage healthy competition and improvements in areas such as training, development, environmental contributions and community involvement.

While an innovative activity is required to achieve a score of 10 in any section, such activities will be recorded regardless of score. When recorded on a visit where a score of 10 has not been achieved, the activity may count towards achieving a 10 score on subsequent visits. An innovative activity will only count once towards a 10 score unless it is further developed and improved. See 'Site Scoring Explained' for further details.

<b>Monitor name</b>	Diana Hill CEng MICE
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# Considerate Constructors Scheme

## Monitor's Site Report - Detailed summary of findings



<b>Project name</b>	Great Eastern Quays		
<b>Site ID number</b>	83504	<b>Visit no.</b>	2
<b>Visit date</b>	22/06/2015		

### 1. Care about Appearance

<b>First visit findings and score</b>	<b>8</b>	<b>/10</b>
<p>Even with the welfare set-up only being temporary, a very positive first impression is presented. The chain link and heras fencing used is <b>generally</b> very neat and signage is appropriate and clear. The main site vehicular access is controlled by an operative who also ensures that the public road remains clean and unobstructed. Public footways are checked daily. A separate, clearly fenced, pedestrian walking route to the temporary site welfare area is also present. Current office, compound, site and storage areas appear tidy and well organised. Housekeeping standards are covered at induction and subcontractors are required to maintain the high standards that have been set. A clear site dress code is in operation, complete with rules on branding and a cover up policy that is enforced. Rules regarding smoking are covered contractor prestart and at induction. A smoking area is provided with butt bins, shelter and seating. A strong corporate identity is present through the use of branding and badging. Company values are made clear to the workforce at induction and through the use of posters, site management promotion etc.</p>		
<b>Second visit update and score</b>	<b>8</b>	<b>/10</b>
<p>The temporary office and welfare setup has been removed since the first visit and the full project welfare set up has now been installed to a very high standard, complete with hanging baskets! Large pre-fabrication and laydown areas have also been introduced. New CCS banners and signage have been erected. On site car parking areas (including disabled bays) have been established; with clear protected walking routes from these to the offices. Signage and information at the entrance gate remains comprehensive. Checking and maintenance arrangements for both public and site areas are thorough, being carried out on an ongoing basis throughout the day. <b>Although of an excellent standard currently, a little more could be done to raise overall appearance levels to exemplary.</b></p>		

### 2. Respect the Community

<b>First visit findings and score</b>	<b>8</b>	<b>/10</b>
<p>Pre start letter drop carried out and regular newsletters are issued. Site specific website has been created. Full contact details are available at the site entrance including QR codes. Project information is available to public at site entrance gate. Company is an associate member of CCS and sites are provided with support for the Scheme. CCS posters and banners are clearly displayed at the site entrance and additional information is provided in the site accommodation. CCS is promoted at induction and in meetings, in newsletters and the website. Feedback is sought through website and via questionnaires. Comments and complaints procedure is in place. Requirements for operative conduct and behaviour are made clear at induction. Rules regarding the use of mobile phones (compound only) and radios (none permitted) are in place. Traffic management established (gateman, banksman, deliveries planned in advance, unloading on site). Parking is available on site but operatives are encouraged to use public transport whenever possible. Local labour and suppliers sourced wherever practicable. Preliminary site CSR action plan has been established and charity events have already been held. <b>Further community and legacy initiatives are yet to be fully considered.</b></p>		
<b>Second visit update and score</b>	<b>9</b>	<b>/10</b>
<p>Newsletters continue to be issued and the site specific website and public noticeboard at the site entrance are regularly updated. CCS remains very well promoted and subcontractors are being encouraged to register with the Scheme themselves. Feedback continues to be sought from the public via the website and via questionnaires sent out with newsletters. A comprehensive CSR action plan has been established. The canteen is run by a local company and serves food which is locally sourced and 36% of the workforce is classed as local. A nearby primary school's spelling competition has been sponsored. Two of the site team ran the London marathon recently, raising substantial sums for charities. Food is collected for a local foodbank. Links have been established with the nearby Peacocks Gym, which has an academy for young people, aged 14-19, whose aim is to 'encourage youth enterprise and work opportunities, combat teenage obesity, and divert young people away from gangs and crime'. The site has already provided support, assistance, site tours, carpentry and bricklaying workshops, firebox design competition and a Health and Safety talk by the company H&amp;S advisor, with more interaction planned. Legacy initiatives such as making improvements to an historic pump hose the original quay gates and ship ties are being carried out throughout the course of the project.</p>		

### 3. Protect the Environment

<b>First visit findings and score</b>	<b>8</b>	<b>/10</b>
<p>Comprehensive environmental procedures (ISO 14001) and sustainability policy is in place. Measures have been established for working adjacent to the large dock basin. Site waste management plan is reviewed regularly and waste segregation carried out. Toolbox talks and other targeted training given. Vibration, light, dust and noise issues are well considered with equipment selection, monitoring and working method all used to minimise impacts. Compound lighting orientated so as not to disrupt neighbours. Secure COSHH storage has been established. Incident procedures are in place and spill kits are readily available (training given). Environmental noticeboard and company newsletter and website are used to communicate environmental issues and achievements. Energy efficient cabins are in use. <b>Consider construction phase rainwater harvesting opportunities.</b> Numerous company initiatives in place to reduce carbon footprint (low emission cars etc.). Company CO2 reduction targets set and monitored against. Company results published as part of the Carbon Disclosure Project. Dock dredging operations carried out. <b>Further opportunities to provide a positive contribution to the natural environment could be explored.</b></p>		
<b>Second visit update and score</b>	<b>9</b>	<b>/10</b>
<p>Environmental matters continue to be managed extremely well. Recycling rates remain high (94% currently) and carbon footprint reporting continues to be carried out as part of a thorough sustainability 'route map' that has been created with targets based on KPIs set and monitored against. The environmental noticeboard, company newsletter and website continue to be used to communicate environmental issues and achievements effectively and comprehensively to both the workforce and the public. Rainwater harvesting has commenced, with the water used for watering plants and washing down. A large allotment bed has been constructed in front of the office and welfare area. (Produce grown in it is planned to be used in a future healthy eating day.) In addition a bug hotel and wormery (for canteen food waste) have also been introduced. Opportunities to provide a positive contribution to the natural environment have also been thoroughly explored: a bat corridor has been created and an area of existing trees and shrubs is being preserved to maintain redwing populations. In addition, the site has taken over the maintenance of a roundabout near the entrance of the site from the local council, with long term environmental improvements being undertaken.</p>		

#### 4. Secure everyone's Safety

<b>First visit findings and score</b>	<b>9</b>	<b>/10</b>
<p>First aiders covered on induction, visible ID worn and identification posters displayed. A&amp;E arrangements detailed in induction and route maps displayed. CPH&amp;S plan reviewed regularly. Comprehensive safety inspections regime is in place. Everyone signs in and out. Secure site and compound access arrangements in place (24 hour security, gateman) and segregated pedestrian access routes established. Company safety initiatives in place including safety behavioural discussions. Regular training with toolbox talks for workforce and yearly 'stop the job' day for safety training. Fire plan and evacuation procedures in place, with drills undertaken. Site observation card reporting system used. Accidents and near miss recording arrangements established (online system) and review and training system established. Hazard board display and updated daily. All vehicles are to be FORs or equivalent with measures in place to check compliance with company's policy. Site induction in several languages and interpreter system in operation. Daily briefings carried out. Drivers and visitors are briefed on arrival. Visitor CSCS cards recorded. Induction includes zero tolerance drugs and alcohol policy (random testing). Subcontractor safety league table system used (with reward).</p>		
<b>Second visit update and score</b>	<b>9</b>	<b>/10</b>
<p>Comprehensive and exemplary safety systems remain in operation. Safety initiatives such as toolbox training, workforce consultation and safety briefings continue to be used effectively. Medi-ID tags have been issued to all operatives. Subcontractor scoring and safety league table (with reward), emergency drills and random drugs and alcohol testing are all ongoing. Safe pedestrian routes continue to be clearly defined and the traffic management plan is reviewed regularly. Child safe fencing is present along with clear safety warning signage. The sizes of precast element have been rationalized to improve safety during installation operations. The site observation card reporting system continues to be used for safety feedback, along with two-weekly workforce consultation meetings. There has been a drive on the safe use of mobile phones recently; with no mobile phones now permitted in working areas.</p>		

#### 5. Value their Workforce

<b>First visit findings and score</b>	<b>8</b>	<b>/10</b>
<p>Equality and diversity policy in place, with key points in induction - bullying and harassment are not tolerated. CSCS or equivalent cards are mandatory. Company has skills training coordinator that works with subcontractors. Subcontractors training standards are monitored. All staff undertake regular personal development and training reviews. E-learning facility is available. Occupational health risks are covered via toolbox talks, risk assessments and use of appropriate PPE. Workforce emergency contact details and medical condition information is requested at induction and ICE helmet stickers are provided. Welfare facilities including canteen, drying room, WC facilities, lockers and showers all maintained to a high standard and cleaned daily (checklist system). Company employs apprentices, has its own training academy and there is a graduate training Scheme. Good range of Health and wellbeing advice and posters displayed. <b>Health surveillance arrangements currently being finalised and mental health drives are being planned.</b> A prayer room is available. Open door policy is in place and good performance is acknowledged. Suggestion box for workforce feedback and 'You Said We Did' observations board in use. Recognition &amp; reward system in place.</p>		
<b>Second visit update and score</b>	<b>10</b>	<b>/10</b>
<p>Equality and diversity continues to be extremely well promoted. Training levels continue to be monitored and regular toolbox talks and other such training are carried out frequently. There are 12 apprentices and trainees being trained on site currently and work experience taster sessions are provided for school-age children. All vacancies are advertised on the website. Some of the site team have been involved with the women in construction initiative recently. A suggestion box and meetings are used to gather workforce feedback and 'You Said We Did' observations boards are well used (additional fridges, water coolers, and improved boot cleaning equipment have been provided as a result). The excellent temporary welfare facilities have been replaced with a new welfare setup which is exemplary and is maintained to an extremely high standard. An outdoor quiet area has been established and a golf driving range stall complete with clubs and balls has also been set up. There has been a big drive on occupational health issues such as hot weather working. Mental health topics have been thoroughly discussed and comprehensive information is provided currently. In addition, health screening has been provided recently for the workforce and a blood pressure monitor is available at all times. Discount local gym membership is made available to the whole workforce. The site recognition &amp; reward system and open door policy remain in operation. The flexible attitude to religious and cultural needs continues, with a prayer room available and a cultural calendar displayed. An innovative new 'Education league table' has been successfully introduced recently.</p>		

<b>1<sup>st</sup> Visit score</b>	<b>41</b>	<b>/50</b>
<b>2<sup>nd</sup> Visit score</b>	<b>45</b>	<b>/50</b>

*The contents of this report are a reflection of the meeting held between the Scheme's Monitor and the site representative, and the activities and initiatives witnessed at the time of the visit. When appropriate **bold italic** statements will indicate where improvements can be made.*