



Performance Beyond Compliance

Presented to

Bradleigh Coker

of

Galliford Try Partnerships South East

For

Great Eastern Quays - Phase 2

When visited by the Considerate Constructors Scheme's Monitor, this site performed beyond compliance by scoring at least 7 points in each of the following five sections of the Scheme's Code of Considerate Practice:

Care about
Appearance

Respect the
Community

Protect the
Environment

Secure everyone's
Safety

Value their
Workforce

Isabel Martinson
Executive Chairman, Considerate Constructors Scheme

Considerate Constructors Scheme

Monitor's Site Report



Project name	Great Eastern Quays - Phase 2				
Contractor name	Galliford Try Partnerships South East				
Onsite contact(s)	Bradleigh Coker, Amy Smith				
Site ID number	104083	Visit no.	2	Visit date	23/10/2017

Site description, context and location

Phase 2 of an ongoing development project to create 349 flats for shared ownership, private sale and private rent. The flats comprise one and two-bedroom flats with three bedroom apartments presented as townhouses. The site is located close to the River Thames and London city airport in the Gallions Reach area of east London close by to the DLR station of the same name. Immediate roads are relatively quiet and largely residential. The project is anticipated to be complete in 2020 and registration will be amended to provide for the contract period of 170 weeks and a contract Value of £128 million. GTP are a CCS Associate (Partner).

Checklist section	1 st visit	2 nd visit	Score descriptor
1. Care about Appearance	8	9	/10
2. Respect the Community	7	8	/10
3. Protect the Environment	7	8	/10
4. Secure everyone's Safety	7	8	/10
5. Value their Workforce	9	9	/10
Total score	38	42	/50

For more information on score descriptors, see 'Site Scoring Explained' or visit www.ccscheme.org.uk

Executive summary

Clear progress has been made on areas discussed in earlier visit and successes recorded if not still under review. Most areas of the code of practice have received the attention that would be expected of a CCS Partner company and the overall appearance befits that standard both in the arrangements made and the standards maintained of cleanliness. Community engagement and fund raising have both got off to a good start and a better awareness of FORS/CLOCS imparted.

Robust safety and environmental management is as anticipated with a proactive commitment to the workforce's support by training and other parallel commitments.

Thank you Bradleigh for your guidance and to Amy for your detailed efforts at ensuring the site remains at the forefront of improving the Image by commitment to considerate construction. Always a pleasure to visit.

Considerate Constructors Scheme

Monitor's Site Report - Detailed summary of findings



Project name	Great Eastern Quays - Phase 2		
Site ID number	104083	Visit no.	2
		Visit date	23/10/2017

1. Care about Appearance

<i>First visit findings and score</i>	8	/10
<p>With some restrictions in place concerning advertising and marketing, the GTP signage is not visible until approaching the site entrance at which a formal segregated access for lorries and cars is controlled by a gate man. The logistics team carry out all aspects of traffic management, security, welfare cleaning and record/accept all booked in deliveries. Some on-site car parking is available generally reserved for staff, subcontractor foremen and visitors. Signposting is very good and all appropriate checks and measures are in place to deal with damage, graffiti and general litter. Materials lay down areas are shortly to be established. The on-site dress code is a full five point standard including task PPE, gloves and glasses. Checklists are in place to monitor the performance of the logistics company and a formal report is available for the project management team. Induction encourages the workforce to contribute to good housekeeping. Smokers have a covered designated area within the car park although this should probably be segregated further into those using e-cigarettes is a method of quit tobacco; it is noted that assistance with quit smoking is given as an offer on site to include appropriate counselling and support. Social media in addition to the main corporate GTP accounts are in operation with an effective WhatsApp group covering trade foremen and internal managers with approximately 15 to 20 members, this is working well and very popular for instant communications.</p>		
<i>Second visit update and score</i>	9	/10
<p>The segregated traffic lanes ensure that no build-ups of traffic occur as lorries are fully checked and that the line does not back up into the road in busy periods. Car park available by arrangement for key users. External signage clean and informative and plywood hoarding to right hand side of car lane entrance is decorated improving the overall effect of the well-designed entrance. No change with dress code or checklists on performance to site rules. Wheel wash available. Winter clothing just issued. Turnstile access now in use for inducted staff with elemental pre-start induction in progress. Segregated e-smoking and tobacco areas now provided with continuing counselling and support for smokers to quit. WhatsApp social media accounts continue to add clarity for communications. Signage clear and clean with well-presented modular site accommodation.</p>		

2. Respect the Community

<i>First visit findings and score</i>	7	/10
<p>Phase 1 of the development is now substantially occupied and close to construction works generating the inclusion of those residents in pre-start information and contract updates. This role is effectively under the day-to-day management of the Residents Buddy, who also makes access arrangements for phase 1 defects/snagging. 24/7 security contact information and guards are in place. Traffic routes are established, not subject to planning conditions and avoid on-street unloading with adequate space to accept multiple deliveries within an established timeframe booking. Local shops are supported and as sub contract packages are let, a significant element of local labour is anticipated. The site has collaborated with the national Open Doors event and made contact with a local education college. A design competition in conjunction with the local school is a planned event. Promoting the site registration with CCS can be expanded to include key members of your project management team by their own personal registrations on the best practice hub, for industry image e-magazine and by viewing the CCS films. We recommend the CCS operatives' film shown in conjunction with the CCS operatives' induction as a standalone toolbox talk to explain the purpose of the (otherwise) simple referral contained at induction. Other CCS media include Spotlights and Innovation magazine, all of which can be found on the main website. Spotlights include recently mental health awareness and forthcoming is women into construction. Site rules are robust excluding radios, limit mobile phones to safe areas and cover all access/egress arrangements, including emergency drills and muster points. A formal feedback is generally sought on newsletters with e-mail and postal contact given this may be further developed in time according to need and may benefit from the use of the CCS pro forma for public surveys and/or a financial incentive for return. GTP have the CSR policy which covers engagement with schools, colleges and promotes careers in the construction industry. A CCS champion is appointed at head office to assist the site in meeting the code of practice.</p>		
<i>Second visit update and score</i>	8	/10
<p>The local labour element is monitored by GTP for LB Newham who set an arbitrary 20% target which is currently being exceeded at 25/30% with current groundworks labour force. Good liaison with Newham's Workplace Scheme is apparent. Exact depth of promotion of CCS resources use is not given but certainly wider than before with Industry Image now sourced. CCS BP Hub is now accessed and a rollout of e-learning programmes commenced – CPD points are highly valued in relation to time input but working well in parallel with GTP online learning. Engagement with a local technical college sourced 2nd year BTEC students for 42 days on site training; 3 were selected from 8 and rotated across departments based on final specialism choices. Graduate Scheme continues as does industry 'Open Doors', Gallilee in-house magazine and external quarterly newsletter. CCS film use in toolbox talks, wider use of Hub and e-learning courses and any related inclusion of CCS Spotlights such as forthcoming Air Quality, Women in Construction. Feedback may follow from invitation given in newsletter although options are available.</p>		

3. Protect the Environment

<i>First visit findings and score</i>	7	/10
<p>Environmental data is collated at head office as part of the environmental management plan and culminates in a formal dashboard report by an in-house environmental management team. A waste management plan is formulated and applied by the appointed logistics company whose formal monthly reports are a valuable contribution to sustainability recording. All general efforts to limit the impact of vibration and noise pollution are taken; there is limited retained ecology with all reasonable steps taken to protect the river and existing sewers. Hazardous substance storage is provided with appropriate spill kits and control plans. A full set of ISO-accreditations are in place for the company and site-specific data is used for future costings and for overall site performance, partly in competition with other company projects. There are certainly more opportunities to promote these environmental achievements to the workforce as a toolbox talk and the general public in newsletters or environmental notice boards. Such communications should be proactively explaining the benefit of recycling or energy-saving rather than extensive use of pie charts and bar charts. Excellent energy efficient modern modular accommodation over three floors is in place, including individual offices with air conditioning. The company supports hybrid vehicles and provides electric charging points for the use of senior staff whose vehicles are of this type. The company concentrates on recommending public transport, particularly when the facilities are very close to site. There are limited opportunities on this project for off-site construction or prefabrication and there are no current plans to harvest rainwater; noise monitoring is carried out currently by spot readings with dust control limited to water damping; silica and wood dust is collected by the appropriate vacuum method attached to plant. No details of carbon offsetting are known on site at group or site level.</p>		
<i>Second visit update and score</i>	8	/10
<p>Newsletter contains some early environmental feedback reporting but always opportunity to improve by telling public/residents/staff in an easy to understand format (such as pictorial or "equivalents") No rainwater harvesting or carbon offsetting known so important to explain what is being done to support energy saving such as electric/hybrid vehicles, public transport promotion, unnecessary journeys, car/van sharing. Lighting levels adjusted to suit bat flight paths and CCTV installed. Most data is analysed at HQ, crunched into league tables/benchmarked and posted to hoardings as appropriate and site specific website.</p>		

4. Secure everyone's Safety

<i>First visit findings and score</i>	7	/10
<p>An in-house safety team apply all standard and site-specific safety management activities with maps to A & E displayed and a number of first aiders appointed and identified on-site by hat stickers or ID chart. Access to site is anticipated to be by digital access control and this will also provide a signing in/sign out facility. PPE free routes are delineated. All risks to neighbours are addressed and monitored by the residents' buddy. Safety incentives are probable going forward. RAMS are effectively reviewed under a formal process before sign off. Induction is site specific. Drugs and alcohol policy is clearly communicated, zero tolerance and includes both random, cause and post-event testing facility. There are no observed issues of public safety outside of the site. Defibrillators are provided but should be registered on an appropriate website for external availability in an emergency. First aiders may individually like to review GoodSam app - a Red Cross option of being GPS tracked and alerted in the event of proximity to a serious incident at which a first aider could assist. Limited awareness of CLOCS and FORS is shown by the site team with FORS registration now being a mandatory requirement in London postcodes. It remains for the company to consider registering as a CLOCS champion and to introduce written CLOCS standard inspections and records, possibly as part of forthcoming CCS inspections. No accidents or incidents have been recorded with near miss reporting likely to be incentivised. Hazard boards and daily briefings are in place with appropriate language issues addressed along with detailed information for drivers and visitors.</p>		
<i>Second visit update and score</i>	8	/10
<p>Challenging beliefs programme exists for behavioural safety training and the traditional 'free breakfast' voucher is popular. Defibrillator is now registered with external AED signage. GoodSam app now circulated to those first aiders who can make use of it. A course was due to be held after my visit on FORS/CLOCS as the Company/Group has yet to be registered as CLOCS Champions which requires an undertaking to support FORS Silver as a company standard. Opportunities now exist to consider a CLOCS audit by CCS – see blue flash link on CCS Home Page to checklist, fees and a summary note. All plant adheres to NRMM standard with no formal audits yet to date. Safety standown events held</p>		

5. Value their Workforce

<i>First visit findings and score</i>	9	/10
<p>Robust attitude to equality and diversity is set out at induction excluding all aspects of bullying, harassment or inappropriate language. The site team clearly offer an open door policy, encouraging both consultation and feedback. A robust training programme is administered by matrix at headquarters generally presented as in-house training for those directly employed but extended if surplus supply space to trade contractors, supply chain and others. Specific courses for site use such as PASMA carried out on site. Induction requires medical conditions, medication needs and emergency contact details with general support by poster of most occupational health risks. Excellent new welfare facilities are provided adjacent the work area providing a full range of changing/drying, toilets, canteen managed by the logistics company. Induction is available in different languages with mainly pre-let checks carried out to ensure that right to work regulations for illegal workers are fully addressed. CSCS cards are mandatory. There are currently and recently three work experience placements in a step to encourage new people into the industry. Going forward quit smoking, mental health matters and stress management are all topics within a well-being umbrella that are offered to the site workforce; these include the provision of a prayer room or quiet room. Wi-Fi is available within the building and generally available to those who require it along with showers and lockers. A recent safety stand-down day provided a particular talk on mental health matters on the sitewide basis. You are encouraged to make available the e-learning courses operated by CCS and part of your registration by registration on the best practice hub. No formal appointment to date of mental health first aider. Consider opportunities to provide financial advice and other local services such as dental, medical and barber facilities.</p>		
<i>Second visit update and score</i>	9	/10
<p>A full range of workforce support embraces e-learning, training, languages and translation services. It supports 'Mates in Mind' who offer a charitable support on mental health. See also Construction Helpline cards from CCS for free distribution. A range of posters appear throughout the offices and facilities raising awareness of Modern Slavery Act, Right to Work regs with a checklist from Home Office. MH First Aider training under review. Talks on male cancers and detection. A monthly cultural calendar is published for information. Individual and group efforts on the site fund raising initiative has raised in excess of £3100. Other opportunities under consideration and review going forward. Consider opportunities to provide financial advice and other local services such as dental, medical and barber facilities.</p>		
1st Visit score	38	/50
2nd Visit score	42	/50
<p><i>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.</i></p>		



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