

Considerate Constructors Scheme

Monitor's Site Report



Project name	Great Eastern Quays		
Contractor name	Galliford Try Partnerships South East		
Onsite contact(s)	Ged Xidhas		
Site ID number	83504	Visit no.	1
		Visit date	16/01/2015

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	Category score		Score descriptor
1. Care about Appearance	8	/10	1 Gross Failure 2 Failure 3 Major non compliance 4 Minor non compliance 5 Compliance 6 Good 7 Very Good 8 Excellent 9 Exceptional 10 Innovative
2. Respect the Community	8	/10	
3. Protect the Environment	8	/10	
4. Secure everyone's Safety	9	/10	
5. Value their Workforce	8	/10	
Total score	41	/50	

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

Executive summary

Even with the welfare set-up only being temporary, a very positive first impression is presented. Current office, compound, site and storage areas appear tidy and well organised. A strong corporate identity is present through the use of branding and badging.

The site's interface with the local community has been very well considered and a preliminary site corporate social responsibility action plan is already in place. Newsletters are regularly issued and a site specific website is up and running. Project information is also available at the main access gate.

Thorough environmental procedures are in place, with carbon footprint monitoring undertaken and reporting carried out. Specific environmental protection measures have been established for working adjacent to the large dock basin and some dock dredging operations have been carried out. Further opportunities to provide a positive contribution to the natural environment could be explored.

The site regularly reviews the site safety plan and a thorough safety inspection regime has been established. Comprehensive safety procedures are in place and company safety initiatives such as safety behavioural discussions and yearly 'stop the job' safety stand down days all help to ensure continuous safety improvements.

Workforce equality and diversity is covered by company policy and information regarding the policy is included in the induction. The company has a skills training coordinator that works with subcontractors to ensure that training standards are appropriate. Comprehensive welfare facilities, which are maintained to a high standard, are provided for the workforce.

Innovative activities

1. Appearance	
2. Community	
3. Environment	
4. Safety	
5. Workforce	

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.

Monitor name	Diana Hill C.Eng MICE
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Monitor's Site Report - Detailed summary of findings



Project name	Great Eastern Quays		
Site ID number	83504	Visit no.	1
		Visit date	16/01/2015

1. Care about Appearance	8	/10
<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 generally 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>		
2. Respect the Community	8	/10
<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. Further community and legacy initiatives yet to be fully considered.</p>		
3. Protect the Environment	8	/10
<p>Comprehensive environmental procedures (ISO 14001) and sustainability policy is in place. Measured 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. Consider construction phase rainwater harvesting opportunities. 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. Further opportunities to provide a positive contribution to the natural environment could be explored.</p>		
4. Secure everyone's Safety	9	/10
<p>First aiders covered on induction, visible ID worn and identification posters displayed. A&E arrangements detailed in induction and route maps displayed. CPH&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>		
5. Value their Workforce	8	/10
<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. Health surveillance arrangements currently being finalised and mental health drives are being planned. 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 & reward system in place.</p>		

Overall score	41	/50
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*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.*