



Considerate Constructors Scheme **Company Operatives'** **Induction**

Mission statement



‘The aim of the Scheme is to improve the *image* of construction’

Why?

Construction has a huge impact on the lives of everyone.

Every company should become a positive advertisement for itself and for the industry as a whole.

What?

The Code of Considerate Practice requires companies to:

- Care about **Appearance**
- Respect the **Community**
- Protect the **Environment**
- Secure everyone's **Safety**
- Value their **Workforce**

How does it work?

The Scheme aims to ***improve the image of construction*** through the following areas:

General public

Registered companies should do all they can to reduce the impact of construction activity on anyone affected by their work, and should aim to leave a positive impression on their neighbours.

Workforce

Companies should do all they can to be a considerate employer. They should provide clean and appropriate facilities for all those who work for them, and treat every employee with respect.

Environment

Registered companies should do all they can to reduce any negative impact they may have on the environment, and should work in an environmentally-conscious and sustainable manner.

The Scheme operates a voluntary Code of Considerate Practice, driven by the industry, which seeks to:

- Minimise any disturbance or negative impact; for example, noise, dirt and inconvenience sometimes caused by construction sites to the immediate neighbourhood.
- Eradicate offensive behaviour and language from construction sites.
- Recognise and reward the contractor's commitment to raise standards of site management, safety and environmental awareness beyond statutory requirements.

Where?



The Scheme covers **all**
construction activity
within the UK.

The Scheme's primary concerns

Site presentation and appearance

How a site affects its neighbours and the general public

Its effect on the environment and how this is kept to a minimum

Site welfare

Main sources of complaint

Dust, noise and vibration

Additional traffic, inconsiderate parking

Mud and debris on roads and pavements

Failure to communicate any potential causes of disruption to neighbours and anyone affected

Operatives' Handout



The Operative's Handout explains the basic principles of the Scheme.

They are designed to be given to operatives at induction.



Company signage



This company is registered with the Considerate Constructors Scheme

Improving the image of construction

0800 783 1423
www.ccscheme.org.uk



Considerate Constructors Scheme Code of Considerate Practice

Considerate constructors seek to improve the image of the construction industry by striving to promote and achieve best practice under this Code. They will:

Care about Appearance
 Constructors should ensure their appearance professional and well managed

- Ensuring that the external appearance of sites enhances the image of the industry.
- Being organised, clean and tidy.
- Enhancing the appearance of facilities, stored materials, vehicles and plants.
- Raising the image of the workforce by their appearance.

Secure everyone's Safety
 Constructors should attain the highest levels of safety performance.

- Having systems that care for the safety of the public, visitors and the workforce.
- Minimising security risks to neighbours.
- Having initiatives for continuous safety improvement.
- Embedding attitudes and behaviours that enhance safety performance.

Respect the Community
 Constructors should give utmost consideration to their impact on neighbours and the public.

- Informing, respecting and showing courtesy to those affected by the work.
- Minimising the impact of deliveries, parking and work on the public highway.
- Contributing to and supporting the local community and economy.
- Working to create a positive and inclusive reputation, and promoting the Code.

Value their Workforce
 Constructors should provide a supportive and caring working environment.

- Providing a workplace where everyone is respected, treated fairly, encouraged and supported.
- Identifying personal development needs and promoting training.
- Caring for the health and wellbeing of the workforce.
- Providing and maintaining high standards of welfare.

Protect the Environment
 Constructors should protect and enhance the environment.

- Identifying, minimising and preventing environmental issues.
- Seeking sustainable solutions and minimising waste, the carbon footprint and resources.
- Minimising the impact of vibrations and air, light and noise pollution.
- Protecting the ecology, the landscape, wildlife, vegetation and water courses.

The Code of Considerate Practice outlines the Scheme's expectations of all registered sites and contractors, (including those sites that are not yet fully operational) for the Scheme in helping improve the image of construction.
 For more information, call 0800 783 1423 or visit www.ccscheme.org.uk

Improving the image of construction



Registered Company
 0 0 0 0 0
www.ccscheme.org.uk



This company is registered with the Considerate Constructors Scheme
 All registered companies agree to comply with the Scheme's Code of Considerate Practice

0800 783 1423
www.ccscheme.org.uk

Company details 0 0 0 0 0

Company name:

Contact name:

Contact number:

Company address:

Company products



Construction work in your area

“ ”

Building work registered with the Considerate Constructors Scheme is currently operating in your area.

Considerate Construction Scheme
Improving the image of construction



Goodsite Construction
Registered 01 January 2012
Company ID: 00054




Customer Satisfaction Survey
How did we do?

Contributor name: _____

Address where work carried out: _____

Date of visit: _____ Company Reference number: _____

Please return your questionnaire by: _____

We are registered with the Considerate Constructors Scheme which means we abide by a Code of Considerate Practice. This Code of Considerate Practice commits those companies registered with the Scheme to enhance their appearance, respect the community, protect the environment, secure temporary safety and care for the workforce. We really appreciate a moment of your time to let us know your thoughts on our service and how we may improve.

The questionnaire will take a few minutes to complete.

We have taken care to minimise our impact on the neighbourhood. How do we perform as neighbours compared to your expectations?

Your view on our performance: Better than expected As expected Worse than expected

How satisfied are you with the following aspects of our service, on a scale of 1 to 10 where 1 is very dissatisfied and 10 is very satisfied. Please circle the number corresponding to your view.

	1	2	3	4	5	6	7	8	9	10
Contributor's time keeping										
Courteousness										
Flexibility to accommodate your needs										
Contributor's appearance										
Property left in satisfactory condition (clean and tidy)										
Quality of the work carried out										
Completion in a reasonable time										
Value for money										
Overall, how satisfied are you with the service you received?										

Was the work completed satisfactorily first time? Yes No

Continued on next page.



Registered Company
00000
www.ccscheme.org.uk

Scheme films

The Scheme has four films available:

Introductory film

An introduction to the Considerate Constructors Scheme.

Affected by works

An introduction to the Scheme specifically for neighbours living near a registered site, or indeed to any interested member of the public.

A film for site managers

An insight into what is expected of a registered site.

A film for site operatives

A film designed to explain to operatives working on a registered site what the Considerate Constructors Scheme is, and how they can help their site adhere to the Scheme's Code of Considerate Practice.

Although the films do not specifically feature Company Registration, registered companies may find them useful for general Scheme information such as adhering to the Code of Considerate Practice and how to perform beyond compliance.

Each film lasts only a few minutes and is downloadable via the Scheme's website www.ccscheme.org.uk

Please contact the Scheme's administration office for hard copies.



Remember...

The reputation and image of your industry depends on **you**.

For more information, visit the Scheme's website or follow the Scheme on Facebook and Twitter

The screenshot shows the homepage of the Considerate Constructors Scheme. At the top, the logo features a green tree with the words 'CONSIDERATE CONSTRUCTORS' around it. The main header reads 'Considerate Constructors Scheme' and 'Improving the image of construction'. Contact information includes the phone number '0800 793 1423' and the email 'enquiries@ccscheme.org.uk'. A search bar is also present.

The navigation menu includes: CCS, Affected by works, Register with the Scheme, Site Registration, Company Registration, Products, Visitors, and Ivor Goodsite.

The main content area features a large image of two construction workers in high-visibility vests, one labeled 'FIRE MARSHAL'. Below this is a '2014 Code and Checklist update' section with a brief description.

Four main service tiles are displayed:

- About the Scheme:** To find out more about the Scheme, including how we monitor registered sites and companies, click here.
- Affected by works:** If you are affected by any construction work registered with the Scheme, and would like help and advice, click here.
- Site Registration:** For individual construction sites and projects with a duration of at least six weeks. Find out more | Register.
- Company Registration:** For all construction companies of any type and size, including trade and subcontractors. Find out more | Register.

A central button reads 'Click here to register a site or company'.

Below these are several featured sections:

- Industry Image:** The Scheme's newsletter, featuring the latest news and examples of good practice. Click here to view the latest Industry Image.
- Ivor Goodsite:** Industry mascot Ivor Goodsite has his own website, including news, games and much more. Click here to learn about Ivor.
- Site Registration support:** Support for registered sites to help them adhere to the Code of Considerate Practice. Click here for more information.

The 'Features' section includes logos for Prostate Cancer UK (supporting men and providing information), Constructionline (a UK Government Certification Service supporting Constructionline's Meet the Buyer events), and Construction Youth Trust (supporting the next generation). It also mentions the 'Considerate Constructors Scheme 2012 Annual Report'.

At the bottom, there is a footer with links: home - contact us - policies - copyright - sitemap. On the right, there are logos for '10 YEARS' and 'INVESTORS IN PEOPLE'.





www.ccscheme.org.uk