

# MONITOR'S REPORT

## REGISTRATION DETAILS

<b>VISIT TYPE</b> Site	<b>CONTRACTOR</b> Home Republic Ltd	<b>VISIT CONTACT</b> Max Falko (Senior Contracts Manager)	<b>COMPANY ID</b> C01285
<b>VISIT DATE</b> 21/02/2023	<b>MONITOR</b> Chris O'Sullivan	<b>TURNOVER BANDING</b> £250k to £3.5m	<b>VISIT TYPE</b> Site (On-site)

## COMPANY DESCRIPTION, CONTEXT, LOCATION AND RELEVANT CONSTRAINTS

The works comprise an extensive reconstruction of an existing 3-storey detached residential dwelling for a private Client who has lived in the property for c.10 years. The front facade and part of the two side walls are being retained but the rest of the property has been demolished and rebuilt. There will be an out house to the rear. The site is on a busy and narrow road of similar high-end residential properties and there are Party Wall Awards in place with the properties on both sides. The site is in Thames Ditton, Surrey.

## SCORING

Respect the <b>Community</b>	Excellent - 15 / 15	<ul style="list-style-type: none"> <li>A score of 9 in a Section or 27 for the Total Report Score reflects a conforming score for the Code of Considerate Practice</li> <li>For more information on the Monitor Checklist, scoring descriptors, the Scheme's definition of innovation and report writing standards, visit <a href="http://www.ccscheme.org.uk">www.ccscheme.org.uk</a>.</li> </ul>
Care for the <b>Environment</b>	Excellent - 13 / 15	
Value their <b>Workforce</b>	Excellent - 13 / 15	
<b>Total Report Score</b>	Excellent - 41 / 45	

## EXECUTIVE SUMMARY

It was a pleasure to meet Max on this high-end residential project with all the hallmarks of the challenges in working for a private Client who has lived in the property for 10 years and plans to move back into it on completion of the works. Appropriate measures to minimise these impacts are clearly in place and there is a very impressive hoarding, notices and information board to the front of the site complemented by excellent site presentation. Max plans to explore further enhancements to environmental policies, practices and procedures including consideration to ISO 14001. The Company's long-established workforce is a testament to the supportive and caring working environment provided and the regular "team building" events. A most enjoyable and positive site visit. I wish Max and the team a very successful completion of the project.

## RESPECT THE COMMUNITY

**EXCELLENT 15 / 15**

Extremely well presented site and Max and the team are clearly very mindful of the potential impacts of their works on their neighbours. Proactive formal and informal communication strategy. A public survey towards completion should bring very positive results. Positive culture of goodwill and charitable support.

### Good practice observed

#### 1.1.1 How has the Registered Activity engaged with the impacted community to understand and address concerns prior to the start of site activity?

Pre-start letters sent to those potentially affected by the works and regular direct communications. Company and out of hours contact information is provided and permitted working hours are strictly adhered to.

#### 1.1.2 How does the Registered Activity ensure that impacts on the community from construction activity are minimised?

CCS posters and supporting material prominently displayed and, now in their 8th year of registration, the workforce are very familiar with CCS aspects and conformance. The Company have set up a residents WhatsApp group for ease of communication and to provide updates. Operatives are fully aware of expected behaviours and working in similar locations on similar projects.

#### 1.1.3 How are compliments, comments and complaints sought, recorded and proactively managed?

Observations received are recorded on site and shared with the workforce.

#### 1.2.1 How is the Registered Activity keeping the perimeter safe and secure, and surrounding areas clean, tidy and free of litter, mud and dust; to protect the community and passers-by?

Access to the site is controlled and boundary inspections regularly completed. Hoardings and perimeter areas very well maintained at the time of the visit. Protective heras fencing has been erected between the site and adjoining properties.

**1.2.2 How is the Registered Activity ensuring that it maintains organised, clean and tidy operations, including storage of materials and management of waste?**

Operatives were wearing appropriate PPE in good condition. Smoking and vaping not permitted on site so operatives disperse away from site and remove their PPE as they go. Minimal space on site but effective materials control evidently in place on this very tidy and well presented site. "Clean as you go" in place.

**1.2.3 How is the Registered Activity identifying and reducing the effects of nuisance, disturbance and intrusion on potentially impacted communities?**

No formal TMP required but the Company display their "Fleet and Safe driving Policy" and deliveries and unloading are overseen by TM's. Deliveries not permitted around School opening and closing times. Appropriate procedures to control noise, dust and vibration in place and no issues with lighting, position of equipment or CCTV.

**1.3.1 How is the Registered Activity ensuring that all those potentially impacted by construction activity are treated with consideration, courtesy and respect?**

Long established directly employed and trade contractor workforce all very familiar with Company requirements on consideration, courtesy and respect. Positive Company use of social media.

**1.3.3 How is the Registered Activity supporting positive impact within the local community?**

Very positive culture of goodwill with works undertaken fro neighbours FOC. Support for Lighthouse charity and posters displayed and white goods from the property donated.

### Improvement opportunities

**1.1.3 How are compliments, comments and complaints sought, recorded and proactively managed?**

Scheme log/register template could be used on site and displayed. We discussed the importance of ensuring compientns received are logged and similarly promoted.

### Not applicable

**1.3.2 How is the Registered Activity promoting construction positively within the local community, including promoting local employment?**

## CARE FOR THE ENVIRONMENT

EXCELLENT 13 / 15

Appropriate environmental policies, practices and procedures in place and noisy works are time restricted. Some limitations on what can effectively be done on projects such as this but it was encouraging to hear that Max will follow up to raise awareness of ISO 14001 certification. Carbon reduction strategies also to be further developed.

### Good practice observed

**2.1.1 How does the Registered Activity identify and manage environmental concerns?**

Relatively low impact site environmentally but appropriate practices and procedures appear to be in place. Environmental and Energy Saving tips displayed. Led lighting on site and all switched off when not in use. Meters are read and information recorded. White goods from the property were donated to charity.

**2.1.2 How is the Registered Activity communicating environmental plans, controls and performance to the workforce, community and general public?**

Toolbox talks provided and data and information displayed on site and on the external notice board.

**2.1.3 How is the Registered Activity protecting the landscape and watercourses?**

Trees, planting and hedges are protected but otherwise no ecological features of note. Single use plastic and packaging controls in place.

**2.2.1 How is the Registered Activity planning to reduce its carbon footprint, including measurement, recording and publication of performance**

Head Office carbon data and information displayed on site. Use of local suppliers and shared vehicles for transport to site as well as promotion of cycling to site.

**2.2.2 How is the Registered Activity optimising the use of resources, energy and waste?**

Electric excavator used previously and Company vehicles are eco-friendly. Effective materials controls in place in conjunction with in-house supply manager.

### Improvement opportunities

**2.1.1 How does the Registered Activity identify and manage environmental concerns?**

Max undertook to consider ISO 14001 certification.

**2.1.2 How is the Registered Activity communicating environmental plans, controls and performance to the workforce, community and general public?**

Waste diversion from landfill data could be obtained and also promoted.

**2.2.1 How is the Registered Activity planning to reduce its carbon footprint, including measurement, recording and publication of performance**

Review information from CCS website and Supply Chain Sustainability School.

### Not applicable

**2.2.3 How is the Registered Activity ensuring supply chain involvement in the reduction of carbon?**

**2.3.1 How is the Registered Activity identifying, assessing and planning to maintain or improve the natural environment locally?**

**2.3.2 How is the Registered Activity delivering its plans relating to the natural environment?**

**2.3.3 How is the Registered Activity proactively promoting improvements realised for the natural environment?**

## VALUE THEIR WORKFORCE

EXCELLENT 13 / 15

Evident training policy promoting "ups killing" and safe, supportive and caring work environment. Long established workforce and clear "open door" management style leading to "family" culture. Site accommodation facilities are basic well presented and appropriate for operative numbers on site.

## Good practice observed

### 3.1.1 How is the Registered Activity ensuring the competency and legitimacy of the workforce?

CSCS card are mandatory and right to work checks carried out on new team members. Well known long-established workforce so no Modern slavery issues or operatives with language differences. Evident "open door" culture.

### 3.1.2 How is the Registered Activity planning and delivering learning and development to encourage construction as a career choice, improving representation from poorly represented groups?

Strong support for "upskilling" and personal development. Positive workforce recognition programme and team support events.

### 3.1.3 How is the Registered Activity ensuring the workforce is treated fairly and with respect?

Evident caring and supportive working environment and "family" culture.

### 3.2.1 How is the Registered Activity assessing the needs of the workforce to drive an improvement in wellbeing?

Workforce have access to a dental practitioner for check ups and regular well being events. Site undertakes toolbox talks for mental health, stress awareness. Sites typically has a B.P. monitor, alcohol testing kit.

### 3.2.2 How is the Registered Activity proactively addressing safety requirements for the workforce and visitors?

Full suite of RAMS and regular toolbox talks and briefings. H&S audits by an independent consultant c. every 2 months. emergency procedures in place.

### 3.2.3 How is the Registered Activity embedding a culture of continuous improvement in health and safety performance?

Shared safety alerts and psogtve culture towards near misses. Clear sense that the workforce look after each other.

### 3.3.1 How is the Registered Activity ensuring suitable, hygienic and well maintained welfare facilities are provided?

Drinking water provided and basic but HSE compliant welfare facilities that were well presented at the time of the visit.

### 3.3.2 How has the Registered Activity identified and assessed biological hazards, and are the hazards effectively managed?

CLC guidelines followed and sanitisers retained on site.

## Improvement opportunities

### 3.1.2 How is the Registered Activity planning and delivering learning and development to encourage construction as a career choice, improving representation from poorly represented groups?

No expectation of careers promotion in Schools etc.

### 3.1.3 How is the Registered Activity ensuring the workforce is treated fairly and with respect?

ED/FIR policies could be formalised/implemented which may include e-learning and toolbox talks.

### 3.2.1 How is the Registered Activity assessing the needs of the workforce to drive an improvement in wellbeing?

Training of A/some MHFA's could be considered.

### 3.2.2 How is the Registered Activity proactively addressing safety requirements for the workforce and visitors?

Location of nearest defibrillator to be identified and displayed.

### 3.3.1 How is the Registered Activity ensuring suitable, hygienic and well maintained welfare facilities are provided?

Operatives to be discouraged from congregating outside.

## Not applicable

### 3.3.3 How has the Registered Activity supported other workforce needs?

## DISCLAIMER

The opinions and scores presented in this report are the result of observations made by the Considerate Constructors Scheme's (the Scheme's) appointed Monitor during a visit to assess compliance with the Code of Considerate Practice (the Code). The findings detailed in this report do not represent compliance with any standard or regulatory requirement, nor can any reliance be placed on the findings contained within the report in legal proceedings, except in relation to compliance with the Code.