



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

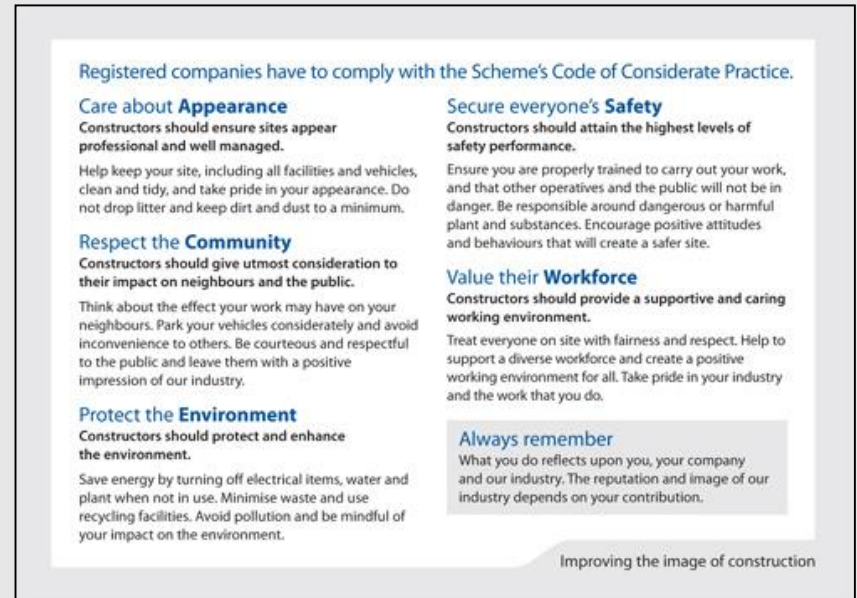
Failure to communicate any potential causes of disruption to neighbours and anyone affected

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 sites appear 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 plant.
- 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 enduring impression, 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, managing and promoting environmental issues.
- Seeking sustainable solutions, and minimising waste, the carbon footprint and resources.
- Minimising the impact of vibration, and air, light and noise pollution.
- Protecting the ecology, the landscape, wildlife, vegetation and water courses.

Improving the image of construction




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 00000


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 Constructors Scheme
Improving the image of construction



Goodsite Construction
Registered 01 January 2012
Company ID: 00054



Hunt the Hazard!

For further information and to register as a member of the scheme please visit www.ivorgoodsite.org.uk

www.ivorgoodsite.org.uk



What is the Considerate Constructors Scheme?

The Considerate Constructors Scheme is a non-profit making independent organisation established in 1981 by the construction industry to improve the image of construction and to ensure that the industry is seen as a positive force for the community.

What is expected of registrants?


The Considerate Constructors Scheme is a non-profit making independent organisation established in 1981 by the construction industry to improve the image of construction and to ensure that the industry is seen as a positive force for the community.



Registered Company

0 0 0 0 0

www.ccscheme.org.uk



Customer Satisfaction Survey
How did we do?

Contractor name: _____

Address where works carried out: _____

Date of visit: _____ Company Registration number: _____

Please return your questionnaire by: _____

We are registered with the Considerate Constructors Scheme which means we abide by a Code of Considerate Practice. The Code of Considerate Practice commits those companies registered with the Scheme to enhance their appearance, respect the community, protect the environment, secure everyone's safety and care for the workforce. We would appreciate a moment of your time to tell us what you thought of 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 did 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 views.

	1	2	3	4	5	6	7	8	9	10
Contractor's time keeping										
Courteousness										
Flexibility to accommodate your needs										
Contractor'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 overleaf...

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 inside a red circle with the text 'CONSIDERATE CONSTRUCTORS'. To the right, the text reads 'Considerate Constructors Scheme' and 'Improving the image of construction'. Contact information includes the phone number '0800 753 1423' and the email 'enquiries@ccscheme.org.uk'. A search bar is also present.

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

The central banner image shows two construction workers in white hard hats and high-visibility vests. One vest is red with 'FIRE MARSHAL' written on it, and the other is yellow with the 'CONSIDERATE CONSTRUCTORS' logo.

Below the banner is a section titled '2014 Code and Checklist update' with a sub-headline: 'In January 2013 the Scheme launched a new five-point Code of Considerate Practice, a new shortened Checklist and an updated scoring system. These'. Navigation arrows are on either side.

Four main content boxes are arranged in a row:

- About the Scheme**: Includes an image of workers and text: 'To find out more about the Scheme, including how we monitor registered sites and companies, [click here](#)'.
- Affected by works**: Includes an image of workers and text: 'If you are affected by any construction work registered with the Scheme, and would like help and advice, [click here](#)'.
- Site Registration**: Includes an image of a sign and text: 'For individual construction sites and projects with a duration of at least six weeks. [Find out more](#) | [Register](#)'.
- Company Registration**: Includes an image of a sign and text: '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 this are four columns of featured content:

- 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](#)'.
- Features**: A grid of logos for 'PROSTATE CANCER UK' (with text: 'Prostate Cancer UK - supporting men and providing information'), 'Constructionline' (with text: 'A UK GOVERNMENT CERTIFICATION SERVICE Supporting Constructionline's Meet the Buyer events'), 'CONSIDERATE CONSTRUCTORS' (with text: 'Considerate Constructors Scheme 2012 Annual Report'), and 'Construction Youth Trust' (with text: 'Construction Youth Trust - supporting the next generation').

At the bottom, a footer contains: 'home - contact us - policies - copyright - sitemap' and logos for 'FSC' and 'INVESTORS IN PEOPLE'.





www.ccscheme.org.uk