



Considerate Constructors Scheme Site Registration

The purpose of this guide is to inform the reader of the requirements for running a site which is registered with the Considerate Constructors Scheme, from the basic expectations of compliance with the Site Code of Considerate Practice, to those initiatives that are considered to be examples of good practice.



Our aim

To improve the image of construction.



Considerate Constructors Scheme
Site Registration
PO Box 75, Ware
Hertfordshire, SG12 0YX

T: 0800 7831423
F: 01920 485958
E: siteenquiries@ccscheme.org.uk
www.ccscheme.org.uk

Why?

The construction industry has a huge impact on all our lives, with many construction sites in sensitive locations. If all sites presented an image of competent management, efficiency, awareness of environmental issues and above all neighbourliness, then every site would become a positive advertisement, not just for itself but for the industry as a whole.

What?

The Site Code of Considerate Practice commits those sites registered with the Scheme to be considerate and good neighbours, as well as clean, respectful, safe, environmentally conscious, responsible and accountable.

Where?

The Scheme covers all construction activity within the UK.

Who?

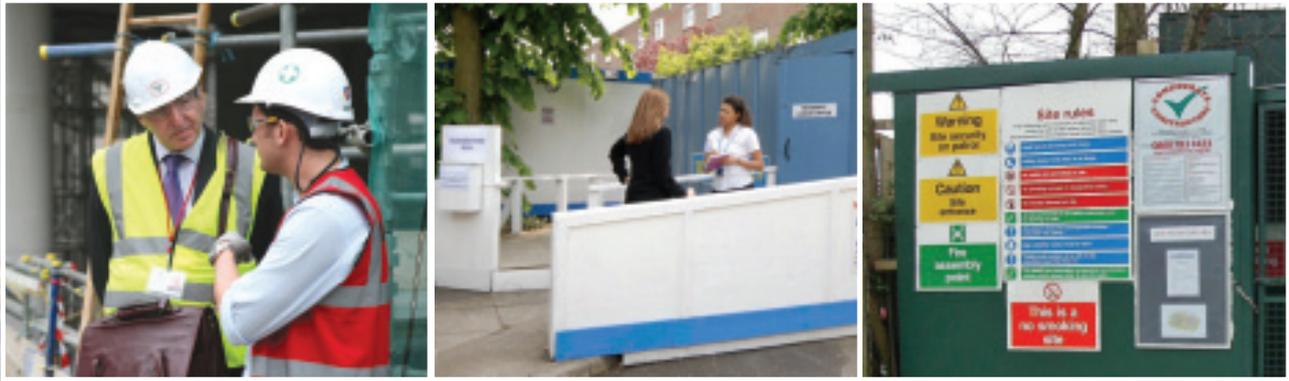
Many construction companies and clients automatically register all their sites. The Scheme is open to construction companies of all types and size and to every type of construction activity.

How?

Posters are displayed around the construction site, setting out the Code to which the constructors are committed. If passers-by wish to comment, the name and telephone number of the Site Manager is clearly displayed, alongside the freephone telephone number of the Scheme's administration office.

When?

Projects should be registered before work on site commences. (For details of how to register and a registration form, please see back of brochure).



Once a site is registered...

Once a site is registered, it will be sent a box containing signage that must be displayed, in accordance with the Scheme's 'Site Registration Displaying Information' document.

The site will be contacted by a Scheme Monitor, approximately one quarter of the way into the registration, to arrange a suitable time to visit, in order to assess compliance with the Scheme's Site Code of Considerate Practice. Sites with a registration period greater than 20 weeks will be monitored twice, usually one quarter and two thirds of the way through the registration.



The site monitoring process

At a previously agreed time, the Monitor will arrive to carry out the site visit, which should take about an hour. The Monitor will subjectively assess the level of compliance the site has achieved against the Scheme's Site Code of Considerate Practice.

The Monitor is acting as an 'informed member of the public' while carrying out the visit, and is looking at how the site represents the company and the industry as a whole. During the visit, the Monitor will assess the perimeter of the site as well as the access to the site offices and the facilities provided for the operatives. The Monitor will also review whether the site's procedures are in accordance with the Scheme's Code.

A Monitor is permitted to inspect the working site, but this is not a requirement of the process. The Monitor will not assess the quality or safety of the working site.

The Monitor will score the level of compliance against each of the eight categories of the Scheme's Site Code of Considerate Practice. The purpose of the score is to indicate how well the site is performing against the Code.

Additional visits:

Additional visits will be made if a site fails to meet the expectations of the Scheme or if otherwise deemed necessary by the Scheme's Monitor. Sites wishing to have additional visits for other reasons will be asked to pay an additional fee.

Site Code of Considerate Practice

The Site Code of Considerate Practice forms the basis of all the Scheme's requirements.

Considerate

All work is to be carried out with positive consideration to the needs of traders and businesses, site personnel and visitors, and the general public. Special attention is to be given to the needs of those with sight, hearing and mobility difficulties.

Environment

Be aware of the environmental impact of your site and minimise as far as possible the effects of noise, light and air pollution. Efforts should be made to select and use local resources wherever possible. Attention should be paid to waste management. Reduce, reuse and recycle materials where possible.

Cleanliness

The working site is to be kept clean and in good order at all times. Site facilities, offices, toilets and drying rooms should always be maintained to a good standard. Surplus materials and rubbish should not be allowed to accumulate on the site or spill over into the surroundings. Dirt and dust from construction operations should be kept to a minimum.

Good Neighbour

General information regarding the Scheme should be provided for all neighbours affected by the work. Full and regular communication with neighbours, including adjacent residents, traders and businesses, regarding programming and site activities, should be maintained from pre-start to completion.

Respectful

Respectable and safe standards of dress should be maintained at all times. Lewd or derogatory behaviour and language should not be tolerated under threat of severe disciplinary action. Pride in the management and appearance of the site and the surrounding environment is to be shown at all times. Operatives should be instructed in dealing with the general public.

Safe

Construction operations and site vehicle movements are to be carried out with care and consideration for the safety of site personnel, visitors and the general public. No building activity should be a security risk to others.

Responsible

Ensure that everyone associated with the site understands, implements and complies with this Code.

Accountable

The Considerate Constructors Scheme poster is to be displayed where clearly visible to the general public. A site's contact details should be obvious to anyone affected by its activities.

Site Managers should regularly refer to this Site Code of Considerate Practice and ensure they perform to the expectations it sets out.

Site Registration Monitors' Checklist

The Scheme's 'Site Registration Monitors' Checklist' is used by the Scheme's Monitors to assess the performance of registered sites.

The Checklist is a reference document, not a 'tick' list, and Monitors will only ask those questions that are relevant to the site they are monitoring.

In each of the eight categories, there is a selection of questions highlighted in bold. These questions relate to the Scheme's basic expectations and all registered sites must have considered and/or addressed them to achieve compliance with the Scheme's Site Code of Considerate Practice.

The Monitor will go through each relevant question in the Checklist, to assess whether, and how well, the site deals with each aspect. For example, with the first question:

1. Considerate

How have those affected by the site's activities been identified and have they been informed about the project, site activities and programme?

To achieve compliance, the Monitor will expect that those affected by the works will have been identified and informed of the site's presence and activities. If the site has not only informed those affected at the start of the project, but has, for example, put in place a procedure to provide further updates, and has taken into consideration all other aspects of this category, it may receive a higher score. Sites that put in place exceptional and unique solutions to the questions will warrant the very highest scores.



Examples of Good Practice

This document lists specific initiatives and activities, witnessed by the Scheme's Monitors while visiting sites, that, at the time and when considered alongside the other working practices of the site, were considered to be beyond compliance.

Using as an example the same question:

1. Considerate

How have those affected by the site's activities been identified and have they been informed about the project, site activities and programme?

Here are some initiatives that Monitors have witnessed that have warranted a higher score than 3:

- A public relations plan was prepared as a basis for engagement with the community.
- Out of hours meetings and open days are arranged for residents, schools, businesses and all interested or affected.
- A full-time Tenant Liaison Officer was employed by the site. A respite facility was also provided, with refreshments and television.
- Ongoing customer satisfaction surveys are carried out, aimed at achieving 100% neighbourhood satisfaction.
- A partially blind neighbour of the site was escorted around the site boundary to allow her guide dog to become accustomed to the changes. This led to the site becoming involved with the Guide Dogs for the Blind charity.

Site scoring explained

Due to the subjective nature of the Scheme's scoring method, the scores should be viewed as an indication of performance against the Site Code of Considerate Practice rather than an exact, specific measure.

In each of the eight sections of the Code it is possible to score between 1 and 5 points, with 3 indicating compliance with the Code. Half points may also be awarded in any of the sections.

Sites are not only assessed for compliance with the Scheme's Code, but also to identify any measures being taken by a site which are above and beyond these requirements. Where relevant and practical, the report may indicate where improvements can be made.

How are the points assessed?

In any section, 1 is major non-compliance.

In any section, 2 is minor non-compliance.

In any section, 3 is satisfactory compliance.

In any section, 4 rewards measures taken in excess of compliance.

In any section, 5 rewards exceptional and unique measures taken.

Frequently asked questions:

What score can I reasonably expect? A score of 3 in any section indicates compliance with the Scheme's Code. The average total score of all sites registered with the Scheme is consistently 31 points. Any site scoring above this should be congratulated.

What do I need to score to win a National Award?

The top scoring 10% of sites are reviewed by an independent panel and, from these, around 7.5% are selected for a National Award. The score does not automatically determine the level of Award (Gold, Silver or Bronze); other factors such as accidents, complaints and client reaction are also taken into consideration.

How can I improve my score? The Scheme publishes a document called 'Site Registration Examples of Good Practice'. This list comprises specific examples of initiatives that Monitors have seen on sites which, at the time, warranted a score higher than 3.

What do I have to do to score 5?

- 5 points are only given where a site is doing something exceptional and unique, as well as working to a very high standard.
- A site that is doing everything to a very high standard will only warrant 4.5.
- There is no measure which will automatically score a 5 in any one section.

Score overview:

0 - 15: A site in major non-compliance with the Scheme's Code

16 - 23: A site with major and minor non-compliances with the Code

24: Compliance*

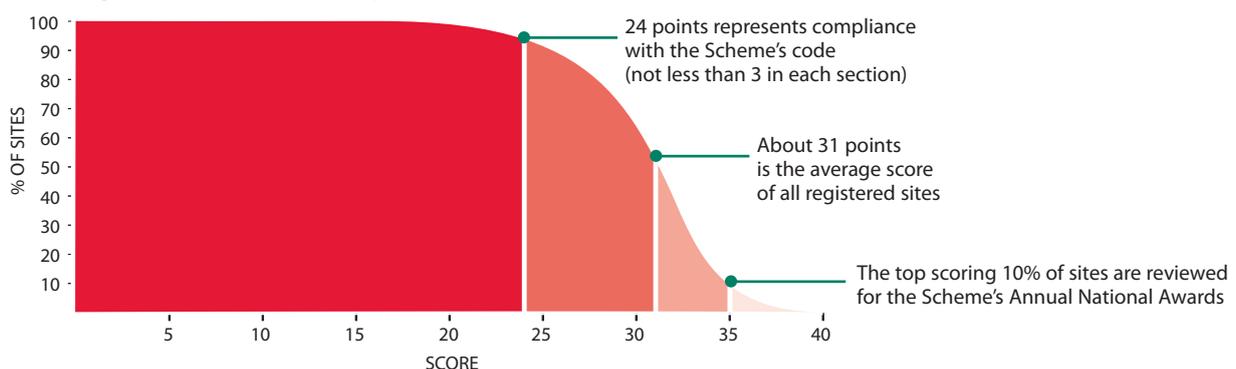
25 - 30: A good site that is considerate*

31 - 35: A very considerate site*

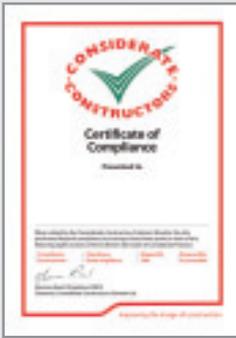
36 - 40: An exceptionally considerate site*

*(not less than 3 in each section)

Percentage of sites that achieve specific scores



Site certification



Certificate of Compliance

Sites will receive a Certificate of Compliance if they score **3** or more points in each of the eight sections of the Monitor's Site Report once the site, or registered phase, has completed. If a site has been

monitored more than once, the Certificate will be awarded based on the results of the final visit.

This Certificate indicates a level of consideration, beyond statutory requirements, to the workforce, the environment and the neighbour.



Certificate of Performance Beyond Compliance

Sites will receive a Certificate of Performance Beyond Compliance if they score **4** or more points in each of the eight sections of the Monitor's Site Report once the site, or

registered phase, has completed. If a site has been monitored more than once, the Certificate will be awarded based on the results of the final visit.

This Certificate indicates a higher level of consideration, beyond statutory requirements, to the workforce, the environment and the neighbour.

Annual National Site Awards

The Scheme's National Site Awards are presented annually at ceremonies in selected locations across the United Kingdom. The Awards are designed to recognise and reward those who have demonstrated exceptional levels of consideration against the Scheme's Site Code of Considerate Practice.

Any registered site is eligible to win a National Site Award, providing that the site, or registered phase of it, has completed. An independent panel reviews all eligible sites and decides whether a site has reached

the standard required to win a National Site Award and what level of Award it should receive. The winning sites are split into three categories – Gold, Silver and Bronze – with one site also selected from one of the Gold Award winners as the UK's Most Considerate Site. The selection is based on the points given by the Scheme's Monitor, as verified against the national marking averages, and only after approval from the client. Other points taken into consideration include the manner in which any complaints have been handled by the site.



Dealing with complaints

Registered sites are expected to deal in a considerate manner with any complaints or concerns resulting from the site's activities.

Complaints received by the Scheme, from any source, will be recorded alongside the site's details, giving the name and telephone number of the complainant, and detailing the nature of the complaint.

The Site Manager will be informed of the nature of the complaint and will be advised of the name and details of the complainant, together with any suggestions regarding the way the complaint should be dealt with.

The complainant will be contacted by the Considerate Constructors Scheme after approximately two days and asked if the complaint has been properly dealt with.

If the answer is satisfactory, the complaint will be taken off the active list.

If the answer is not satisfactory, a further call will be made to the Site Manager.

If the Site Manager does not satisfactorily deal with the complaint, the Scheme will take the matter to the office contact given on the registration form.

In the event that this is still unsatisfactory, and the contact is not a Director, then the complaint will be taken to company Director level.

The Scheme may attempt to mediate between the parties during this process. Once it is considered that a reasonable settlement has been reached, the complaint will be taken off the active list.

In the case of the company failing to deal with the problem in an effective manner or for any other reason causing the Scheme to think that the site is in breach of the Site Code of Considerate Practice, a report of the incident(s) will be passed to the Scheme's Chairman for his decision.

Where the Chairman's decision is to remove the site from the Scheme, the Chairman will inform the company in writing and the client will be informed.



Disciplinary procedure

Compliance with the Site Code of Considerate Practice

If a site has a minor non-compliance (a score of 2 or 2.5 in any one section of the Site Monitor's Report, the Scheme will write to the company contact (and sometimes also the client), highlighting the area(s) of non-compliance requiring attention. In some situations, the Monitor may request to re-visit the site.

If a site has a major non-compliance (a score of 1.5 or less) in any one section, the Scheme will write to the company contact and may also organise a further visit by a Monitor.

Should this further visit achieve a similar result, the Scheme will write to the company concerned at senior level to inform them of the area(s) that need

to be rectified, so the site can remain registered. The site will be given appropriate time to carry out the necessary work to meet compliance.

A further site visit will be made to check that the site now complies with the Scheme's Site Code of Considerate Practice.

In the case of the company failing to deal with the problem(s) in an effective manner, or for any other reason causing the Scheme to think that the site continues to be in breach of the Code, a report of the incident(s) will be passed to the Scheme's Chairman for his decision.

Where the Chairman's decision is to remove the site from the Scheme, he will inform the company in writing and the client will be informed.



Considerate Constructors Scheme

Associate Membership

PO Box 75, Ware

Hertfordshire, SG12 0YX

associates@ccscheme.org.uk

Associate Membership

Associate Members are companies who are keen to help in improving the image of the construction industry.

Associate Members:

- Register all their sites with the Scheme.
- Ensure compliance with the Scheme on all their sites.
- Promote the Scheme and its aims.

Companies wishing to become Associate Members are asked to apply in writing. A Scheme director will meet the potential member company to discuss the requirements of membership and assess the company's suitability. They may then be invited to become Associate Members by the Scheme's Board.

Companies will normally be considered for Membership at group level rather than as an individual, subsidiary company of a group.

For full details of the terms of membership, please visit the Scheme's website.



Considerate Constructors Scheme

Client Partnership

PO Box 75, Ware

Hertfordshire, SG12 0YX

clients@ccscheme.org.uk

Client Partnership

Client Partners are companies or organisations who are keen to help in improving the image of the construction industry.

Client Partners:

- Agree to recommend Scheme registration to all sites for which they are the client.
- Are expected to encourage compliance with all aspects of the Scheme's Site Code of Considerate Practice on their registered sites.

Companies wishing to become Client Partners are asked to apply in writing. They may then be invited to become Client Partners by the Scheme's Board.

For full details of the terms of Client Partnership, please visit the Scheme's website.

Site Registration products

All registered sites are issued with information to be correctly displayed for the duration of the registration. The value of the site will determine the quantity of information issued, as per the table below:

Registration value	A1 posters	A3 Site Code of Practice	Banners
Up to £100,000	1	1	None
From £100,000 to £500,000	2	1	None
From £500,000 to £5 million	3	1	One small
Over £5 million	4	2	One large
Over £50 million	4	2	One mega



A1 posters

- Are made of a durable plastic film and measure 59.5cm x 84cm. Available in English and Welsh.
- Should be displayed at the perimeter of the site. They should be placed on hoarding, fencing or site entrances, in the most prominent position, to enable members of the public to view them easily.
- Should ideally be displayed in a simple covered frame. (These are available to purchase at a cost of £10 (+ VAT) from the Scheme's administration office).
- Should be kept in a clean and legible state and should be checked regularly to ensure the project specific information has been kept up to date.
- Should be displayed throughout the duration of the project.
- Additional posters are available from the administration office at a cost of £10 (+VAT) per poster.

Banners

- 3 sizes of banner are issued by the Scheme: small - 2.43m x .66m; large - 3.65m x 1m (also available in Welsh) and mega - 6.4m x 1.75m.
- Banners should be displayed throughout the duration of the project.
- They should be displayed where they are clearly visible to the general public.
- Banners should be securely fastened to either the hoardings or scaffolding using the eyelets.
- Banners should be kept in a clean and legible state.
- Any unwanted or used banners should be returned to the Scheme's office for recycling.
- Additional banners are available from the administration office at a cost of £55 (+VAT) for a small banner, £70 (+VAT) for a large banner and £250 (+VAT) for a mega banner.





A3 Site Code of Considerate Practice

- The Site Code of Considerate Practice should be displayed where it can be viewed by operatives working on site.
- Additional copies of the Site Code of Considerate Practice are available free of charge from the administration office.

A3 posters

- A smaller version of the standard poster is available on request at a cost of £4 (+VAT) per poster.
- These smaller posters are designed to be used either on sites where large posters are impractical or unsuitable, or for a single registration that covers multiple smaller sites.



Flags

- These measure 1.80m x 1.20m and are available from the administration office at the cost of £25 (+VAT) per flag. When used, these should be maintained in a good condition.



Operatives' Handouts

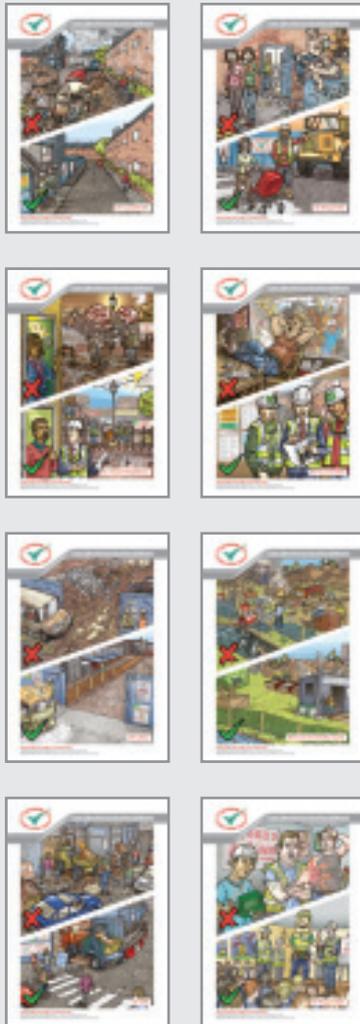
- These are designed as an aid to inform those working on registered sites of the basic expectations of the Scheme and are available from the Scheme's administration office as per the table below:

Quantity of handouts	Cost including postage	Cost including postage and VAT
50	£12.50	£14.69
100	£24.50	£28.79
500	£110.00	£129.25
1000	£210.00	£246.75

Other quantities are available on request.

Induction and presentation material

- A simple induction presentation is available free of charge from the administration office. This can either take the form of a PowerPoint presentation or printed A3 flip chart sheets.
- The presentation can also be downloaded from the Scheme's website.



Site cartoon posters

- A series of eight cartoon images is available. There is one cartoon poster for each category of the Scheme's Site Code of Considerate Practice, depicting examples of good and bad working practices.
- The purpose of the cartoons is to give an easy to understand, visual overview of the different areas of the Scheme's concern.
- All sites are issued with one copy of the A1 poster depicting each of the eight cartoons. Additional copies are available free of charge from the Scheme's administration office.
- A set of the eight posters is available in A3 or A1 size, costing £30 (+VAT) and £50 (+VAT) respectively.
- The Scheme cartoons are only intended for use inside the site.
- They should be displayed where they can be easily viewed by site operatives – ideally in a canteen or similar.



Examples of Good Practice

- This document lists specific initiatives and activities, witnessed by the Scheme's Monitors while visiting sites, that, at the time were considered to be examples of good practice.
- The contents will be amended from time to time as part of a continuous improvement process and as new examples are identified.
- Hard copies are available free of charge from the administration office.
- A downloadable version is available via the Scheme's website.



Neighbour flyer

- The flyer is designed to be given to anyone who may be affected by the activities of a registered site.

Scheme films

- Three informative films, relating to the Scheme and its activities, are available either to download from the Scheme's website or on disk from the Scheme's administration office.
- One film provides a general overview of the Scheme; one is aimed at Site Managers and one is for site neighbours.



Ivor Goodsite

- Ivor Goodsite is a promotional cartoon character, designed to act as a mascot for the UK construction industry.
- Ivor is available to attend appropriate industry and site related events and can be hired via the Scheme's administration office.
- Further information can be found at www.ivorgoodsite.org.uk



A1 frame

- A1 snap open poster frames are available to purchase from the Scheme's administration office for £50 (+ VAT). Poster/s are not included.



5mm thick rigid PVC site poster board

- 5mm thick rigid PVC site poster boards are a more robust alternative to the standard A1 poster and are available to purchase from the Scheme's administration office for £20 (+ VAT).



A1 self-adhesive vinyl poster

- A1, flexible, self-adhesive vinyl site posters are available to purchase from the Scheme's administration office for £15 (+ VAT).

Presentations and training

<p>1 Introduction to CCS</p> <p>Introductory overview presentation about the Considerate Constructors Scheme and its expectations.</p>	1 hour	£250 + VAT
<p>2 Advisory visit to site</p> <p>Visit to a site to advise on how the site might improve its score.</p>		£250 + VAT
<p>3 CCS Performance Analysis</p> <p>Analysis of a contractor's performance under the Scheme, indicating where improvements could be made.</p>	2 hours	£600 + VAT
<p>4 Statistics booklet</p> <p>A written analysis of a contractor's performance, containing bespoke statistical reports and Monitors' Site Report assessments.</p>		£500 + VAT
<p>5 Seminar: 'Improving the image of construction'</p> <p>The Seminar is designed to provide a general introduction to the Scheme and to give an understanding of its basic requirements. Includes 2 hour CPD certificate.</p>		£85 + VAT per person
<p>6 Workshop: 'Performing Beyond Requirements'</p> <p>The Workshop is designed for those who already have a good understanding of the Scheme. It explains how to perform beyond the basic requirements and gives examples of what sites have done to win National Awards. Includes 3 hour CPD certificate.</p>		£120 + VAT per person
<p>7 All day combined Seminar & Workshop</p> <p>Includes buffet lunch</p>		£205 + VAT per person
<p>8 Private Seminar (venue not provided by CCS)</p>	2 hours	£1000 + VAT
<p>9 Private Workshop (venue not provided by CCS)</p>	3 hours	£1250 + VAT
<p>10 Attending/speaking/presenting at other events</p>		£250 + VAT

Registering a site with the Scheme

Any work that could be construed by the general public as 'construction' can be registered as a site, provided it has a duration of six weeks or more.

Long duration site registration

- All sites with a duration longer than 18 months must be registered either annually or in natural phases.
- Each registered phase/year will receive new posters and additional visit/s.
- The fee payable when registering phases/years can be worked out by dividing the total contract value by the number of phases/years. This figure is used as the registration value against the Scheme's price bands.

Term contract/multiple site registration

This type of registration applies to multiple works, with a duration shorter than 6 weeks, which are all administered from one location or depot.

- If there are several compounds or depots, then each of these are registered separately and the appropriate fee is paid. (The definition of a depot is that it has facilities for operatives).
- All 'term contract/multiple site' registrations are registered annually.
- Any site within this type of registration, that has a duration of more than six weeks, must be registered separately and the appropriate fee paid.
- The fee payable when registering multiple depots/compounds can be worked out by dividing the total contract value by the number of depots/compounds, then by the number of annual registrations. This figure is used as the annual registration value against the Scheme's price bands.

How to register

Online

Online registration is accessed via the Scheme's website by selecting 'Register a site online'

To register, simply complete the online forms as prompted by the registration process.

By post

To register a site, simply complete the 'Site Registration Form' (opposite) and send it with the appropriate fee to the address below.

Considerate Constructors Scheme

Site Registration
PO Box 75, Ware,
Hertfordshire, SG12 0YX





Site Registration Form

Please complete in full in BLOCK CAPITALS

Company details

Company name _____
Group name if applicable _____
Company address _____
_____ Postcode _____
Tel no _____ Fax no _____
Title (Mr/Mrs/Ms/Miss/Other) _____ Contact name _____
Email _____

Type of company (please tick the type of work that best describes the main activity of the company that is registering this site)

- General construction Civil engineering House builder
 Repairs & maintenance Specialist (Please define: painter, demolition, electrician, etc.):

Accounts details (if different from the company address)

Company name _____
Accounts address _____
_____ Postcode _____
Tel no _____ Fax no _____
Title (Mr/Mrs/Ms/Miss/Other) _____ Contact name _____
Email _____

Client's details

Client's name _____
Client's address _____
_____ Postcode _____
Tel no _____ Fax no _____
Title (Mr/Mrs/Ms/Miss/Other) _____ Contact name _____
Email _____

For more information visit: www.ccscheme.org.uk

Continued overleaf..

Site details

Site name _____
Site address _____
_____ Postcode _____
Tel no _____ Fax no _____
Title (Mr/Mrs/Ms/Miss/Other) _____ Contact name _____
Contact's job title _____
Email _____ Contact's mobile no _____
Local authority at site _____
Total project value £ _____
Project start date _____
Project end date _____

Reason for registration

Associate member Your choice Client's request

How the site is to be registered

(all sites with a duration longer than 18 months need to be registered either annually or in phases)

As one registration Annually (see below) In phases (see below)

Value of this registration year or phase £ _____

Start date of this year or phase _____

End date of this year or phase _____

Fee to be paid

Project value	Cost	Total	Please tick
Less than £100,000	£100 + VAT	£117.50	<input type="checkbox"/>
£100,000 to £500,000	£200 + VAT	£235.00	<input type="checkbox"/>
£500,000 to £5m	£400 + VAT	£470.00	<input type="checkbox"/>
Over £5m	£600 + VAT	£705.00	<input type="checkbox"/>

Cheques to be made payable to: **Considerate Constructors Scheme** PO Box 75, Ware, Herts, SG12 0YX

Bacs payments to: HSBC Bank plc, Sort Code: 40-23-10, A/c no: 51599267, A/c name: Considerate Constructors Scheme. Credit card

payments: Please contact the CCS office on 0800 783 1423.

Will there be a tower crane on site at any time during this registration? Yes No If so, how many? ____

Tick if client NOT to receive Monitor's report

Signed _____ Name _____ Date _____

Notes for Site Managers of registered sites

This document outlines your registration with the Scheme:

Your site has been registered with the Considerate Constructors Scheme. The Scheme uses the term 'constructors' to include all those who are involved with your site, including your client, any consultants and of course your company's management. The Scheme expects you to commit to its aims and to abide by the Site Code of Considerate Practice, but this is not solely the Site Manager's responsibility; it is best practice for the client, consultants and your own management to assist you in this.

You should refer regularly to the Scheme's Site Code of Considerate Practice and this Guide.

You will be supplied with a Scheme poster/s personalised to you and your site.

Larger sites also receive a Scheme banner.

All posters and banners should be displayed in a prominent position. (See 'Site Registration Displaying Information' supplied with the posters).

You should set up and maintain a file for Considerate Constructors Scheme documents. This should include a Scheme Complaints/Comments/Compliments Log.

If the start or finish dates of the project change, you should inform the Scheme's administration office.

If you receive a complaint or comment, deal with it immediately by contacting the person who has complained. The Scheme's administration office may also be able to offer guidance.

A Scheme Monitor will visit your site and provide an assessment of your performance against the Site Code of Considerate Practice.

A copy of the report will be sent to you and, unless your company has instructed us otherwise, one will be sent to your client. The Monitor will also offer assistance on issues relating to the Scheme.

If you achieve a high enough standard, you could be considered by an independent panel for an Annual National Site Award.

If there are matters of non-compliance with the Site Code of Considerate Practice, you will be informed and asked to correct these matters.

In the unlikely event that non-compliance matters are not corrected satisfactorily, the Scheme's administration office will issue a warning letter. If matters are still not resolved, your head office will be informed and the Scheme's Chairman will decide whether to remove your site from the Scheme. Your client will also be informed.

On practical completion of your site, you should inform the Scheme's administration office, so that records can be closed and you can be included in the Awards process.

If you achieve compliance or above in each of the eight sections of the Code you will receive either a Certificate of Compliance or a Certificate of Performance Beyond Compliance after completion of the registration.

We hope that you will find benefit in participating in the Scheme, which is designed to improve the image of construction.

Considerate Constructors Scheme
Site Registration
PO Box 75
Ware
Hertfordshire
SG12 0YX

Telephone 01920 485959
Fax 01920 485958
Freephone 0800 7831423

www.ccscheme.org.uk
sitenquiries@ccscheme.org.uk



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