

# Considerate Constructors Scheme

## Monitor's Site Report



<b>Project name</b>	IsoLab Lancaster University				
<b>Contractor name</b>	Eric Wright Construction Ltd				
<b>Onsite contact(s)</b>	Mark. A Smith				
<b>Site ID number</b>	93050	<b>Visit no.</b>	2	<b>Visit date</b>	04/07/2016

### Site description, context and location

The works comprise a new building and facility for specialist physics based experimental work within the Lancaster university campus. The works take place in a central campus location with operational buildings and teaching facilities immediately adjacent as well as student accommodation and shops on the central spine of the campus close to the site. 2 other projects lie very close to the present works and the accommodation on this site is shared with one of these projects. A number of sensitive research projects are ongoing within occupied parts of the present site.

Checklist section	1 <sup>st</sup> visit	2 <sup>nd</sup> visit	Score descriptor	
1. Care about <b>Appearance</b>	8	8	/10	<b>1</b> Gross Failure <b>2</b> Failure <b>3</b> Major non compliance <b>4</b> Minor non compliance <b>5</b> Compliance <b>6</b> Good <b>7</b> Very Good <b>8</b> Excellent <b>9</b> Exceptional <b>10</b> Innovative
2. Respect the <b>Community</b>	8	8	/10	
3. Protect the <b>Environment</b>	8	8	/10	
4. Secure everyone's <b>Safety</b>	8	8	/10	
5. Value their <b>Workforce</b>	8	8	/10	
<b>Total score</b>	<b>40</b>	<b>40</b>	<b>/50</b>	

For more information on score descriptors, see 'Site Scoring Explained' or visit [www.ccscheme.org.uk](http://www.ccscheme.org.uk)

### Executive summary

Thanks to the team for accommodating this visit and it was particularly good to see a work experience placement attend this visit to gain knowledge of the CCS process. Overall good to see the continued proactive approach to considering some of the potential improvements identified at the first visit. the project continues to share accommodation of adjacent much larger projects with many facilities including the accommodation, storage and management shared. In terms of appearance there are few changes and while the project remains very good the same notes are recorded with regard to the workforce ID. The present accommodation is of a high standard and the company has now identified further possible enhancements where the suppliers can provide e.g. LED lighting. Some ideas for community engagement on the campus have now been identified and may be carried out at later date. some further ideas were discussed including project initiative's such as adopt a charity in addition to the support given to the corporate preferred charity. Few changes have been noted in terms of environmental and H&S management but the systems are in place are being well applied. One enhancement has been to improve communication with deliveries which are held in the holding area at the southern end of the campus. Good coordination take place with the client at a communications meeting which looks in part at the impact of various company projects ongoing on the campus. The workforce remains well provided for with a good standard of facilities now enhanced with Wi-Fi, a suitable number of lockers, a TV which broadcasts company messages. Well done another very good visit.

### 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.*

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## Monitor's Site Report - Detailed summary of findings



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		<b>Visit date</b>	04/07/2016

### 1. Care about Appearance

<i>First visit findings and score</i>	<b>8</b>	/10
<p>The compound is enclosed in solid panel fencing which as typical of university projects is in neutral corporate colours, no graffiti noted. The compound as with many other aspects of this project is shared with another company project. Various pictorial displays of the project are in place as provided by the university/client. The office units are in the company corporate colours (orange) and decoratively in good order internally and externally. The entrance is signposted from adjacent roads and there is an area defined for deliveries which is accessed from the university perimeter road. The workforce PPE is in good order and all are required to wear Eric Wright branded PPE or that to relate to their own organisation; the PPE on site while all observed to be of a very good standard <b>does not assist in identification of the wearer</b>, while currently this project as a limited workforce there are in fact a large number of contractors on the university campus. Housekeeping and maintaining a tidy site forms part of the site rules and induction, a daily check with company check sheet is used to ensure hoardings are free from graffiti and site areas are maintained, as above this is a shared activity with the main project present here in the form of the physics building. Smoking and toilet facilities are within the compound and are well shielded from students and adjacent buildings. The designated areas for users of tobacco products and vapour products are segregated and are out of view of neighbours. Roads are clear from mud &amp; debris &amp; a sweeper is used as needed in addition to routine litter picks. External noticeboards are in good order, up to date and free from damage. A route to the central spine of the university provided adjacent to the project is clear of debris and well maintained. Viewing areas are provided for the public and these are monitored to ensure the site as seen is satisfactory.</p>		
<i>Second visit update and score</i>	<b>8</b>	/10
<p>Externally there have been few changes other than some updates of the posters and decoration to the hoarding. All as previously is in good order and free from graffiti. The accommodation is likewise unchanged and remains of high quality. The standard of PPE was all acceptable as seen today although the company has decided not to implement a <b>unique ID for the workforce</b>, mainly on the basis of confusion between a number of projects being operated in close proximity. In terms of smoking the company has allocated 2 areas both out of view of the public and university so as to segregate the users of tobacco and vapour products. The workforce were consulted on the policy with regard to the use of vapour products and the policy now in place was developed by the workforce. A cleaner maintains the facilities daily and moves between each of the companies projects on the campus in turn, all were seen to be in good order on today's visit. site noticeboards are generally well maintained and in good order however <b>a noticeboard internal to the project</b> but on the approach path was noted as being in poor condition with several rather faded posters. The client has a preference that the workforce wear PPE when using the university facilities on campus to facilitate the identification of contractors should there be an issue while they are offsite.</p>		

### 2. Respect the Community

<i>First visit findings and score</i>	<b>8</b>	/10
<p>Site directions in place from the university entrance and adjacent routes, the route around the campus is a one way system for delivery vehicles. Parking is currently available on site for the sole contractors vehicle however when more is required parking is permitted within the university car parks and in designated contractors areas, details are displayed in the site accommodation and at the site entrance. Parking standards offsite are variable and <b>it could be beneficial to have some means of contacting drivers by</b> those who might need to have vehicles moved. A shared minibus service is provided for users of the contractors parking area. Information is provided for the client to publish on the campus website. A range of other <b>communication means could be considered</b> eg social media, QR codes etc. A communications meeting takes place with the university with a view to coordinating the various activities on the campus collectively based on the company's various live projects. Contact details for site have been provided to the client although it <b>would be useful to have 24/7 contact details externally displayed. There is limited other</b> community activity on or off campus although there are some examples of goodwill gestures and it is clear that the company are willing to engage where such activity is possible. Departmental visits are <b>being considered</b> and while this university does not have a built environment dept there are various other aspects which are relevant to the construction process. Aspects to make a further contribution might include a <b>local charity</b> relevant to the project. The use of shared transport is encouraged as is the use of cycling, a cycle rack and electric vehicle charging point are available. Various data available which contributes to a green travel plan however there <b>is potential to develop</b> further. Complaints log is available and is displayed, none to date, some compliments and positive feedback is recorded. University rules briefed to all contractors include language and contact with students. Local/regional supply chain, majority of supply chain identified locally or within 30 miles of site however on this project some highly specialised contractors are required. Working hours are typically 8.00 to 17.00 but these may be adjusted for University activities e.g. exams, a University programme is available and key University activities are known from weekly/monthly liaison with the client. Some aspects of work in the occupied buildings is sensitive to the ongoing works e.g. vibration so coordination of activities takes place. Access is agreed with the client for access to maintenance activities associated with gas supplies to the physics building. CCS performance improvement is undertaken by sharing reports at management meetings and conducting training for managers, a company CCS champion has been appointed and the company are an associate of the CCS scheme. The company is aware of and has apparently used the best practice hub. The company have arranged to attend a CCS workshop later this week, <b>the information gained will be disseminated to the workforce and management.</b></p>		
<i>Second visit update and score</i>	<b>8</b>	/10
<p>It has not been possible to identify significant contributions to the community on the campus site and there have been no school or college visits conducted. While the company has a chosen business charity consideration could be given to a project such as a <b>site charity</b> or similar. More information is now provided in terms of travel options to the project including public transport and cycle schemes. Facilities are available on site for cycle storage and showers are available. The project has access to a charging point for electric vehicles a facility which is shared with a number of sites on the campus. A delivery holding area at the south end of the campus</p>		

has been introduced with drivers phoning ahead to ensure that roads are not blocked by waiting vehicles -means of making contact are now in place. Parking arrangements on site are available and are limited but are allocated based on multiple use vehicles such as a mini bus which provides transport to and from a dedicated contractors parking area on the perimeter of the campus. A communications meeting takes place with the university with a view to coordinating the various activities on the campus and to identify both sensitive university activities such as graduation, fresher's events etc. and those site activities which are potentially disruptive. Updates on progress are provided for the university to post on the website. **The company have identified some potential community/goodwill activities** such as supporting a nearby woodland walk. Since the last visit there have been no complaints or negative comments regarding the conduct of the works. The CCS posters and banner are well displayed with up to date information including 24 hour contact details for the project. 24/7 contact details are provided externally on hoardings.

### 3. Protect the Environment

<i>First visit findings and score</i>	<b>8</b>	/10
The site accommodation is of an enhanced performance and specification compared to former units used by the company, all have double glazing and enhanced insulation as well as push taps and PIR sensors. Site aspects and impacts are identified as part of a detailed management system plan. There are no particular aspects other than routine construction activities and although this project is not registered for BREEAM credits the same processes are being applied to this project. Key issues are briefed at induction and further environmental toolbox talks are conducted. Environmental information displayed by posters etc. to raise awareness of topical items. The daily hazard board identifies environmental as well as health and safety issues and also notes significant events in the university and major deliveries. As this is a shared site and many of the aspects are shared the hazard board covers both projects. Ecological surveys and ground investigation reports are available but no related issues have been noted. The main aspects are the visual impact, noise, dust and travel to the project. A key point on this project is the impact on research activities and projects within the occupied buildings this extends to noise and vibration and key services which cannot be interrupted. A fuelling area is defined with drip trays and spill kits. Energy data is recorded to calculate a carbon footprint for the site visitor and delivery mileages are included, this exercise is separate from that of the physics building the facilities for which this project shares. <b>The company is considering an approach</b> to mitigating the carbon footprint after all measures to reduce impact have been applied. Details of environmental KPIs are displayed on noticeboards to encourage performance the <b>data could also be displayed for public consumption</b> . A SWMP is in place and reports are obtained of the offsite disposal of materials. A visit takes place at least monthly by an environmental specialist to advise and monitor environmental performance. <b>Use of alternative energy sources or rainwater has not been implemented</b> . The company is using electricity supplied by the university which includes an element of renewable energy from a turbine owned and operated by the university.	<b>8</b>	/10
<i>Second visit update and score</i>	<b>8</b>	/10
The environmental aspects are reviewed on a regular basis no new aspects have been identified since the first visit. major impacts remain noise and dust in terms of impact on the operations of the university and in particular the proximity of live operational buildings close by. The company report the carbon footprint of the project and data is displayed on noticeboards internally <b>although not externally</b> for public consumption, also as yet consideration is to be given to means of <b>offsetting the residual</b> carbon footprint after applying measures to minimise. The company preference remains to concentrate on minimisation at source. As the accommodation is unchanged the environmental performance is of an enhanced performance and further improvements are apparently being considered including LED lighting. The onsite works are monitored by an environmental specialist at least monthly as part of a site visit and audit regime. The project operates a site waste plan and has partnered with the companies preferred waste management company. Overall performance records only 2% sent to landfill and the company have audited this data at the waste management companies facilitates and perhaps more importantly the volume of waste produced is significantly less than identified at the commencement of the project. Noise is monitored routinely on the boundaries at key locations and the works suspended or directed to less disruptive works at key times. No site works or noise are permitted prior to 08.00 due to the proximity of student accommodation. Some of the experimental works conducted in the building are sensitive to vibration and so close liaison is in place so as not to disrupt this work or the services which supply in what are sometimes very long terms experiments.	<b>8</b>	/10

### 4. Secure everyone's Safety

<i>First visit findings and score</i>	<b>8</b>	/10
A construction phase plan is in place and managed by the project team. The key aspects are as in other areas common to the joint project the physics building. A key consideration is liaison between the 2 projects especially with regard to deliveries and coordination. The route to the local A&E department is displayed with maps & postcode. All first aid including subcontractors are identified on site. A protected route for students to the central spine area has been provided around the site perimeter. Site emergency equipment is comprehensive but <b>does not extend to a defibrillator</b> . Plant & pedestrian access is segregated at the main entrance. Inspections take place by the site team with at least 2 weekly visits by the company H&S department. Company near miss process in place and the outcomes of reports are fed back to the workforce, <b>the numbers of near miss events are low</b> , means to encourage could be considered such as sharing results of such feedback from other projects, you said we did boards etc. A suggestions box is also in place at the sign in point of the entrance to site <b>similar could be considered to encourage feedback</b> from the public and passers-by. Emergency plans are in place and briefed at induction all such plans must follow standard university practice regarding notification to security as well as the emergency services. A fire drill is conducted monthly and an assembly point is defined. An open door policy is in place to encourage workforce feedback and there is some evidence that the process is shared between the 3 sites which are closely located. The site boundary is secure with out of hours security via the University full time security including routine patrols and CCTV which is remotely monitored in place. Accidents and incidents are reported, none to date. Weekly briefings are given to all supervisors to cascade to the workforce, and comprehensive noticeboards are displayed. Site toolbox talks take place at least on a weekly basis based on site materials and company alerts. All vehicles moving on and offsite are guided by a banksman, there is a one-way system around the university campus. First aid personnel recorded and identified by green stickers/high viz ID also posters displayed in the site welfare. The team are aware of the CLOCS initiative and the business is considering how it can be implemented including raising awareness in the local supply chain. The company drugs and alcohol policy is covered at induction and is displayed on site, the policy is implemented by the monitoring of the site team and backed with random and on cause testing facilities.	<b>8</b>	/10
<i>Second visit update and score</i>	<b>8</b>	/10
The traffic management plan including one way system around the campus has been agreed with the client including preferred routes on and off of the campus. The site entrance is managed with a banksman to guide and direct vehicles on and offsite as well as manage university traffic and those using adjacent footways. The hazard board is in place at the site entrance and is maintained up to date to include H&S and environmental aspects of the days works. The site is secured in the day with a gate man at the entrance. Out of hours	<b>8</b>	/10

the site is secured with the security on campus and CCTV being used to assure the security of the site. The company drug and alcohol policy provides for random and on cause testing. The checks on CSCS cards on entry to site include all visitors and workforce. No accident or incidents have been recorded since the last visit and while some near miss events have been noted **these apparently are infrequent and at a low level** perhaps more feedback on such events including from other projects might encourage the workforce to be more proactive in this regard. The site emergency and first aid equipment is comprehensive but does not currently include a **defibrillator** although details are available of where one is available on campus. A preference for compliance with FORS and CLOCS is now included in company orders however as yet this is not a company **requirement**.

## 5. Value their Workforce

<b>First visit findings and score</b>	<b>8</b>	<b>/10</b>
<p>The welfare is suitable for current site numbers &amp; is maintained in good order being clean &amp; tidy the facilities are shared between the 2 projects with this site only contributing limited numbers. The University as usual on the campus has allowed use of general and student facilities and request that PPE is not removed eg shops and cafes so that in the event of an issue the persons can readily be identified as a contractor and where they are working (<b>however no personal ID is worn</b>). Separate canteen and drying facilities, showers are provided as are lockers. Male &amp; female facilities are available, the female are locked and available on request. The facilities include free Wi-Fi and a TV is used to display company and corporate messages. CSCS and similar cards recorded including delivery drivers including site visitors. There are currently no apprentices or trainees on this project although it is expected to utilise the companies own joinery apprentices later in the works. Occupational health advice is provided via toolbox talks relating to site tasks, health monitoring is available for <b>direct employees only</b> on a voluntary basis at head office. This includes direct access to a nurse as and when required. A wide range of occupational health and health and well being data is provided on site including posters and toolbox talks. Medical conditions and prescription medication is recorded at induction and a system of personal tags is used as a record <b>not all on site appeared to be wearing a tag</b>. Formal workforce consultation is in place as is an open door policy. Supply of PPE available on site including for visitors. The site pedestrian access is suitable for all however access to the accommodation is generally stepped from the adjacent walkways; the project has in place arrangements for those unable to negotiate the steps for use of meeting facilities and welfare in adjacent client facilities. While no specific requirements have been identified to date provision can be made on site for those who might have specific cultural or religious needs. Information regarding services and facilities on campus have been identified and are passed to the workforce. The company is considering and approach to <b>monitoring the legitimacy of workforce employment</b></p>		
<b>Second visit update and score</b>	<b>8</b>	<b>/10</b>
<p>The facilitates in the welfare include access to free open Wi-Fi and a TV used to broadcast topical messages and information for the project. The current facilities include lockers which are sufficient to provide for the entire workforce. Access to site and the offices is generally good but not of an accessible nature <b>suitable for all</b> – other arrangements would be available if the need arose. Occupational health information is extensively displayed and is of a good quality and strategically placed such as in the designated smoking area. The company provides occupational health support including private medical care and occupational health screening for direct employees however <b>this does not extend to contractors or others on site</b>. A range of apprentices and trainees have been employed on site and some work experience projects are ongoing. Medical data is recorded at induction and <b>some of the workforce</b> wear personal tags with this data available in emergency. Discussed how the business assures the legitimacy of employment and currently processes are in place for both directly employed and contractors, <b>while facilities are available to conduct random checks there have been none to date at this location</b>.</p>		
<b>1<sup>st</sup> Visit score</b>	<b>40</b>	<b>/50</b>
<b>2<sup>nd</sup> Visit score</b>	<b>40</b>	<b>/50</b>

*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.*