

Considerate Constructors Scheme

Monitor's Site Report



Project name	Liverpool International Business Park		
Contractor name	Eric Wright Construction Ltd		
Onsite contact(s)	Steve Rawlinson/Joanna Tomlinson		
Site ID number	94039	Visit no.	2
		Visit date	07/07/2016

Site description, context and location

This project comprises the construction of a 175,000ft² steel-framed industrial type building for Peel Developments on the Liverpool International Business Park, a short distance from the City Centre. The building will be clad but this project does not include its fitting out. External works comprising a service yard, car park, and landscaping will be constructed. Prior to the start of construction this was a brownfield site, and was the location of the old runway for Liverpool Airport. The site is in a quiet, isolated location of the Business Park: the River Mersey is close to the site boundary, and its neighbours are other business/industrial premises and the nearby, Grade I listed Speke Hall.

Checklist section	1 st visit	2 nd visit	Score descriptor
1. Care about Appearance	8	8	/10
2. Respect the Community	7	8	/10
3. Protect the Environment	7	8	/10
4. Secure everyone's Safety	8	8	/10
5. Value their Workforce	7	8	/10
Total score	37	40	/50

For more information on score descriptors, see 'Site Scoring Explained' or visit www.ccscheme.org.uk

Executive summary

The appearance of the site has changed dramatically as construction nears its completion. The previously reported processes for site tidiness/cleanliness are still in place, and there is now a EWC Foreman on the project who ensures that the expected company standards are adhered to. The finger post signs can still be seen on the accesses to the site and the signs are 'refreshed' on a monthly basis.

The team continues to distribute Newsletters to apprise neighbours of project progress, with the latest having been distributed only recently. The excellent relationship with the nearby Liverpool Sailing Club has been maintained, and the team has made a donation to the junior yachting section. Environmental Audits are still undertaken, with any actions resulting from the audits being monitored. The Environmental Management Report includes a section on the measures taken to mitigate noise 'pollution' of the Estuary. The environmental/ ecological protection measures are still in place to protect the Estuary, which is designated as a RAMSAR site.

The previously reported robust regime of H&S inspections/audits is still in place, and the audits continue to be aimed at 'coaching' the workforce. The Traffic Management/Logistics Plan was updated on the day before this visit, and there are still no noticeable safety or security risks to neighbours or members of the public.

The company continues to demonstrate its commitment to the fair treatment of the workforce, and the previously reported training arrangements remain in place. The internal KPI targets for the employment of trainees are still in place, and there are currently a number of trainees employed on the project.

It is noticeable that the team continues to strive to embrace the Code of Considerate Practice wherever possible and has taken on board the suggestions which were discussed during the previous visit. This has resulted in Excellent scores being achieved in all categories. Thanks once again to Steve and Joanna for their time and hospitality during this visit, and well done once again to all on site.

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



Project name	Liverpool International Business Park		
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1. Care about Appearance

<i>First visit findings and score</i>	8	/10
<p>Construction of the steelwork is well advanced, and the site is bounded by white-painted timber hoarding and a sturdy 'permanent-type' of mesh fence which allows passers-by to view the work areas. This boundary treatment presents a positive impression to the visitor, but will be removed upon completion as fencing is not required for the finished project. The permanent highway entrance to the development has already been constructed, and the Contractor uses this as his site access. The foreman's duties include checking of the fencing and litter picking and, again, the external areas impart a positive impact: a checklist is used to monitor these activities. A sweeper is used on a call-on/call-off basis, and there was no evidence of mud on external roads. Full-time site security is provided and there have been no issues with graffiti or vandalism to date. The site is maintained in an orderly manner with all materials tidily stored, and off-site lay down areas have been agreed for the storage of materials. Office and welfare facilities for all team members, including the supply chain, are provided in a well-arranged compound and screening is not essential due to the remote location of the site. Shelters are provided for both 'traditional' and e-cigarette users and these are cleaned on a regular basis. Details of the appropriate dress code are given at Induction. An operative is given responsibility for tidiness both inside and outside the site, but the whole team participates in these activities. 'Site cleanliness' forms are used to control tidiness, and the Site Manager would issue clean-up notices, but only as a last resort. A significant amount of company branding can be seen on PPE and around the site, and the company's 'finger post' signs are a very useful guide for visitors. Users of Twitter, Facebook and LinkedIn are able to find information about this project.</p>		
<i>Second visit update and score</i>	8	/10
<p>The appearance of the site has changed dramatically as construction nears its completion. Boundary fencing is being removed because, as noted above, the completed project does not require a fenced boundary and the fencing materials will be reused. The external facade and associated works continue to present a very positive impression to visitors and neighbours. There is a mound of surplus material within the site boundary, and this will be reused or disposed of later in the project. The road sweeper is still used and, again, there were no signs of mud on external roads. Waste skips have been relocated to keep them out of sight, and Sub-Contractors' 40yd³ skips are not visible to those outside the site. The two smoking shelters remain in place, and they have been re-orientated to ensure that they too are out of sight. There have been no incidences of graffiti or vandalism on the project to date. The previously reported processes for site tidiness/cleanliness are still in place, and there is now a EWC Foreman on the project who ensures that the expected company standards are adhered to. The finger post signs are still located on the accesses to the site and the signs are 'refreshed' on a monthly basis.</p>		

2. Respect the Community

<i>First visit findings and score</i>	7	/10
<p>A pre-start meeting was held with the Client who took on the task of advising of the start of construction. Monthly Newsletters are used to inform neighbours and the surrounding businesses of project progress, and these contain contact details for the Site Manager. Specific activities are notified to the Client, and details are put on its and the Park's websites: none of the neighbours have advised of any specific sensitivities. A complaints procedure is in place and there have been none to date. The site's isolated location means that there are no problems with deliveries, and vehicles are able to unload without causing obstructions: the Client is informed of any large-scale deliveries. No utility works outside the site boundary are required. The team enjoys a good working relationship with the adjacent Sailing Club, and joint activities are reported as a KPI. Local labour and suppliers are used wherever possible, and a local sandwich van makes regular visits to the site. The CCS banner, boards and flags are prominently displayed and a Champion has been appointed. The site's registration is addressed at Induction, and is also discussed at the weekly Trades Coordination meeting. Parking is not allowed outside the site boundary, and adequate provision is made inside it. Radios and music players are not allowed in the work areas, and the use of mobile phones is carefully controlled. The company's Quality team will arrange for Feedback Forms to be distributed in due course. The team has made contact with four local schools, but no responses have been received yet. A local man has been employed as a gate-man and he has been provided with training to enhance his skill set. Unwanted materials will be passed to the Sailing Club for its use at the end of the project.</p>		
<i>Second visit update and score</i>	8	/10
<p>The team continues to distribute Newsletters to apprise neighbours of project progress, with the latest having been distributed only recently. None of the neighbours have advised of any specific sensitivities, and there have been no complaints since the previous visit. Delivery arrangements are as previously reported, and there is now an additional 'manned' gate to facilitate deliveries. The excellent relationship with the nearby Liverpool Sailing Club has been maintained, and the team has made a donation to the junior yachting section. The CCS banner and boards are still prominently displayed, and the flagpole has been resited. The Site Manager has now obtained a Feedback Form, and performance feedback will be sought from neighbours and other stakeholders. The local schools have not responded to the approaches which the team has made, and the initial contact has been followed up in order to try to engage with the schools.</p>		

3. Protect the Environment

<i>First visit findings and score</i>	7	/10
<p>The company's Environmental Policy is displayed and its contents and obligations are addressed at Induction. An Environmental Hazard Identification exercise and investigations for unexploded ordnance were undertaken prior to the start of construction and no issues were encountered. The Environmental Advisor (EA) will undertake environmental audits and use TBTs to pass environment-related messages to the workforce. The Contractor has used silt busters, silt bags and straw bales in order to manage run-off from the site and to prevent silt pollution of the River Mersey. A SWMP is in place and waste targets have been set for the project: these targets are currently being achieved. Waste is segregated on site and an independent company transfers and processes the waste materials: regular feedback is provided which indicates that no waste has been taken to landfill. Recycling figures are displayed on site. Whilst the current work activities are not noisy, monitoring has been carried out to produce baseline noise figures. Spill kits are available on site and training in their correct use is given by the Sub-Contractors. The current works are not having an adverse impact upon the local ecology. The EA provides environmental awareness/management training, and produces quarterly bulletins to advise of the company's environmental activities/achievements and best practice: this information is displayed on site. The site is on a metered supply for water and uses a generator to provide electricity: meter readings and fuel usage are recorded and used in the calculation of the project's carbon footprint. It is the company norm to produce a Green Travel Plan, and the EA will produce one for this project. A landscaping scheme will be implemented later in the project, and the team will get involved in clean-up exercises on the nearby beach.</p>		
<i>Second visit update and score</i>	8	/10
<p>Environmental Audits are still undertaken, with any actions resulting from the audits being monitored. Environmental matters are addressed in the project's weekly coordination meetings. Waste handling arrangements are as previously reported, with feedback on the amount of waste reprocessed/recycled still being provided: these figures are reported on the monthly dashboard. The Environmental Management Report includes a section on the measures taken to mitigate noise 'pollution' of the Estuary. The environmental/ecological protection measures are still in place to protect the Estuary, which is designated as a RAMSAR site. The project now has its own Green Travel Plan. The EA continues to monitor the project's environmental performance including, for example, how regularly environmental TBTs are given. The team will assist in clean-up exercises on the nearby beach later in the project.</p>		

4. Secure everyone's Safety

<i>First visit findings and score</i>	8	/10
<p>A company H&S Professional visits every two weeks to carry out inspections/audits which are actually aimed at 'coaching' the workforce and encourage safety improvements and to enhance the safety culture/regime on site. Following these visits, Plans are updated on monthly basis. The location of the nearest A&E/hospital facilities is clearly displayed. All operatives and visitors are required to sign in out, and there are controlled/barriered walkways between the compound and the work areas with crossing points clearly marked. A Logistics Plan is in place and this is being developed as construction progresses. Site observations lead to the conclusion that there are no safety/security risks to neighbours or members of the public. The company issues SHEQ bulletins to advise of new initiatives and best practice, and TBTs are used to pass the messages to the workforce. RAMS are reviewed at weekly meetings, and daily safety briefings are given: a hazard board is displayed in the compound area. There is zero tolerance of drugs and alcohol on the project and random testing is undertaken. Emergency Procedures are in place and evacuation drills are carried out. A defibrillator is available, and training in its correct use will be given. There are three trained first aiders on site who are identified at Induction, by helmet stickers, and on the site organogram: two members of the Sub-Contractors' teams are trained first aiders. A site speed limit of 10mph is in operation, and signing advises of this. The Contractor's orders recommend following the FORS/CLOCS initiatives, and a parking area for bicycles is provided. Systems are in place to record accidents and near misses, with the Positive Intervention Scheme being used to report the occurrence of incidents, and 'rewards' being given to those making positive suggestions.</p>		
<i>Second visit update and score</i>	8	/10
<p>The previously reported robust regime of H&S inspections/audits is still in place, and the audits continue to be aimed at 'coaching' the workforce. The Traffic Management/Logistics Plan was updated on the day before this visit, and there are still no noticeable safety or security risks to neighbours or members of the public. The team continues to carry out emergency/evacuation drills. As noted above, FORS/CLOCS initiatives are followed, and the EA will prepare a guidance note for use by the company's Site Managers. A hazard board is now located in the gatehouse at the entrance to the site, and the daily safety briefings have continued. It has not been necessary to provide special provisions for those with language or physical impairments on this project.</p>		

5. Value their Workforce

<i>First visit findings and score</i>	7	/10
<p>The company demonstrates its commitment to the fair treatment of the entire workforce through a range of policies and procedures which are displayed in the office and are highlighted during the Induction process. The Site Manager operates an open-door policy and encourages the provision of feedback, which can be given during the Trade Progress Coordination meeting. The company holds a training matrix with needs being identified through, for example, Personal Progression Plans and training is provided as appropriate. Sub-Contractors are involved in training for project specific activities. A doctor visits the company's office every two weeks to provide checks/assessments, and annual medicals are offered to the staff. Details of operatives' emergency contact details and CSCS accreditations, along with certification of all other skills and competencies are recorded at Induction with sensitive information being securely stored. It is possible to carry out spot checks in order to identify potential illegal workers. Adequately sized and well-equipped welfare facilities, including toilets, changing/drying areas and canteen are provided adjacent to the work areas. These are cleaned twice daily and were found to be in a satisfactory condition on the day the visit. Lockers and showers are provided and consideration will be given to the provision of towels. The company has internal KPI targets for the employment of trainees, and it is expected that two apprentices will join the team soon. There are numerous posters and pamphlets available which provide advice on men's health issues and the adoption of a healthier lifestyle: these posters also provide information on diversity and other issues. A rest/quiet room is available for those with specific religious or cultural needs, and a Wi-Fi service is available. The company encourages the use of the Best Practice Hub, and intends to post information from this project in the future.</p>		
<i>Second visit update and score</i>	8	/10
<p>The company continues to demonstrate its commitment to the fair treatment of the workforce, and the previously reported training arrangements remain in place. The workforce is still encouraged to provide feedback to the management team. The doctor's visits to the company office now happen weekly, and staff members are advised by e-mail of when appointments can be made. The welfare arrangements are as previously reported, and were again found to be in a satisfactory condition on the day the visit. A Wi-Fi system is available for visitors/guests, and whilst there are no laundry facilities on site a poster is displayed which advises self-employed members of the workforce about tax rebates for laundering their own PPE/workwear. The team makes use of a 'You Comply' system in order to check for potentially illegal workers. The internal KPI targets for the employment of trainees are still in place, and there are currently a number of trainees employed on the project. The Scheme's Best Practice Hub was discussed and the team is still keen to post project related information.</p>		
1st Visit score	37	/50
2nd Visit score	40	/50
<p><i>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.</i></p>		