

CASE STUDY: Carillion



The A23 Handcross to Warninglid Widening Scheme

Here on the A23 site interface with the local community and road user is inevitable; we take pride in being registered with Considerate Constructors and understand that how we are perceived by the local community plays an essential part in the scheme being successful.

Within our site inductions we advise all that we are registered with Considerate Constructors and the importance of the schemes code of practise. We cover night time working and how to work considerably including that we request them to refrain from using bad language.

Briefings & Tool Box Talks (TBT) have been undertaken throughout the life of the scheme in regards to working considerably especially at night within close proximity of local residents, again this covers refraining from using bad language, switching off of engines, flashing lights and shouting. The message to all is that they are workforce in the eye of the public.

As a company/site we recognise good practise that show staff that have gone above and beyond their day to day job requirements through our company Values.

***We Care** and respect each other and we do things safely and sustainably. It's good for our people, our business and our local communities.*

***We Achieve Together** by valuing the contribution of each individual and we work together to build strong, open and trusting partnerships.*

***We Improve** by listening, we learn and we adapt our ideas and experience into better solutions and service for our customers.*

***We Deliver** by setting ourselves stretching goals, taking pride in doing a great job and helping our customers and partners to succeed*

'A23 operatives presented with Values Awards after receiving praise from local residents for their politeness, friendliness, professional manner and their willingness to always assist whilst controlling the entrance into the works area from a residential road.'



CONSIDERATE CONSTRUCTORS



Site is proud to be registered with Considerate Constructors, please take time to familiarise yourselves with the below codes:

- **Care about Appearance**
Ensure site appearance is professional and well managed
- **Respect the Community**
Always consider the impact on neighbours and the public
- **Protect the Environment**
Always protect and enhance the environment
- **Secure everyone's Safety**
Attain the highest levels of safety performance
- **Value their Workforce**
To provide a supportive and caring working environment

Communication – Public Engagement



- The scheme has had a lot of media coverage and local MP interest, so to make sure we are protecting ourselves and the client we have a few procedures we would like to be aware of:
- If a member of the general public stops and asks you a question in relation to the works that you feel you can answer please do, otherwise advise them they can contact the Highways Agency Information Line
- For your own safety if you are confronted by an irate or aggressive member of public please remove yourself from site and notify your supervisor immediately – under no circumstances are any onsite staff to be abusive or threatening to the public
- If you are unsure of any queries or procedures in relation to communication please contact our Public Liaison Officer Sarah Ashworth for advice 07891567123
- Please refrain from using bad language on site
- Consideration should always be undertaken when working at night:
 - Remember to switch engines off, flashing lights
 - No shouting out at night
 - Always be courteous
 - Think before you start an activity outside/near to residential property

Remember you are the workforce in the eye of the public