



Considerate Constructors Scheme

Company Registration



Started in 1997, the Considerate Constructors Scheme was set up to raise standards in the construction industry.

The Scheme is a not-for-profit, independent organisation founded by the industry, recommended by local authorities, the government, main contractors and major industry clients.

Every year thousands of sites, companies and suppliers voluntarily register with the Scheme and are monitored against the Code of Considerate Practice, which has been instrumental in many of the improvements enjoyed today.



Overview

Company Registration allows any company working in the construction industry to sign up to the Considerate Constructors Scheme and enjoy the benefits of registration. It is particularly recommended for companies that operate predominantly as a subcontractor and for small and medium-sized enterprises (SMEs).

Joining the Scheme indicates a willingness to improve performance to the highest levels. The Scheme monitors all registered companies and produces reports showing the level of performance reached, enabling them to benchmark themselves across the entire industry.

The very highest performing registered companies are considered for the Scheme's coveted National Company Awards.

Company Registration covers the following:

- **Annual turnover up to £3.5m**

The registration covers all sites that the company works on or manages, regardless of duration.

- **Annual turnover greater than £3.5m**

All activities under six weeks duration are covered but all projects over six weeks in duration must be separately registered with the Scheme. However, all subcontractor work is covered with no requirement to register sites separately.

Benefits of registration

- Nationally recognised and recommended by local authorities, the government, main contractors and major industry clients.
- Gain a competitive edge with prospective clients by demonstrating a commitment to high standards.
- Viewed positively by planning authorities, demonstrating a commitment to community engagement and minimising impact.
- Independent assessment by experienced industry professionals who will also advise and guide.
- Assess and benchmark performance and strive for development and improvement.
- Considerate Constructors Scheme branding and recognition.
- Listing on the Scheme's website and access to the online portal, where you can manage your registration.
- Opportunity to win National Company Awards.

What do companies have to say about their registration?

Thousands of companies register each year with the Scheme and make a commitment to improve the image of construction.

The Scheme regularly asks for feedback from companies regarding registration to ensure it continues to offer the very best service. Here are just a few of the many fantastic comments the Scheme has received from registered companies on how they have benefitted from becoming a considerate constructor.



Registration with the Scheme has helped us gain more contracts and has proved to be one of the best moves we have made. We would highly recommend it to other construction companies as the way forward.

NWPS Construction Ltd

By displaying and promoting my registration with the Scheme, I have experienced financial gain that far surpasses any tenders coming from prequalification organisations. I have nothing but praise and admiration for the Considerate Constructors Scheme and the way it is adding value to the businesses that register and wish to make a long lasting contribution towards improving our image.

Brian Power Building Ltd

Our clients frequently comment on the care we show and the high level of communication given prior and throughout the works. We have won a Gold Award and are very proud of that achievement. The award itself has lead us to many tender opportunities, and on a recent large project, it was one of the client's reasons for selecting Elev8 Interiors where we were neck and neck with a competitor on price.

Elev8 Interiors Ltd

We have found that the name and the logo carry an authoritative weight amongst our clients, particularly in the case of small business owners and they help to instil a real sense of confidence in our abilities.

Maxiflow Ltd

We have found the registration process with the CCS to be simple and the regular assessment visits to be of great value. This independent review of how we measure against the industry benchmark is a valuable tool in ensuring we deliver client and public satisfaction.

A-one+

The aim: to improve the image of construction

Why?

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

What?

The Code of Considerate Practice commits those companies registered with the Scheme to care about appearance, respect the community, protect the environment, secure everyone's safety and value their workforce.

When?

Construction companies can register at any time.

Who?

The Scheme is open to construction companies of all types and sizes, including large main contractors undertaking short duration work, specialist contractors, those who work in the supply chain, domestic contractors and individual tradesmen.

How?

Through the monitoring of work covered under Company Registration and displaying registration stickers on company vehicles, as well as posters at sites, to promote registration.

If passers-by wish to comment, the name and telephone number of the company and nominated contact is clearly displayed, alongside the freephone number of the Scheme's administration office.



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.

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.

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.

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.

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.

The Code of Considerate Practice outlines the Scheme's expectations of all registered sites, companies and suppliers, describing those areas that are considered fundamental by the Scheme in helping improve the image of construction.

What is expected of a registered company?

Registered companies are expected to adhere to the Code of Considerate Practice and conduct their activities in the most considerate manner possible, causing the least amount of impact on communities and the environment. They should also respect their workforce, providing suitable facilities and resources that help them look after their mental and physical wellbeing.

The primary concerns of the Scheme are:

The neighbourhood and 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.

The workforce

Registered 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.

The 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.

Responsibility for compliance with health and safety remains as defined in current legislation. The Scheme and its Monitors should not be seen as 'safety inspectors'. Their role is to review performance against the Code and provide constructive comment.

The Scheme expects you to commit to its aims and to abide by the Code of Considerate Practice. This is not solely the responsibility of the company's management; it requires the whole company to make the commitment.



Promoting your registration

One of the many benefits of registration is being able to promote the fact that that you have proactively chosen to be a considerate constructor through displaying your Scheme logo and signage.

Once registration has been confirmed, you will receive a number of Scheme branded posters and vehicle stickers which must be displayed throughout your registration. The number of posters and vehicle stickers provided depends on the type and volume of work covered by registration. You will also receive a unique ID number that can be used on any company communication.

It is important that Scheme signage is displayed not only to adhere to the Code of Considerate Practice, but to inform clients and the public that you are improving the image of construction by registering with the Scheme.

Additional posters and vehicle stickers can be purchased at any time during registration.

The Scheme also offers a number of other products that are available including banners, registration plaques and Operatives' Handouts.



Banner



A1/A3 poster



Window sticker



Vehicle sticker/magnet



Hard hat sticker

Please visit www.ccscheme.org.uk for the full range of products available.





Monitors' Checklist

The Monitors' Checklist is used by the Scheme's Monitors to assess the performance of all registered companies. The Checklist supports the Code of Considerate Practice and asks a number of questions to establish the level of performance.

There are three Checklists available, each one tailored to companies within a certain turnover banding. This ensures the Checklist, and monitoring process, is accessible and challenging to companies of all sizes.

The Checklists are divided into the sections of the Code and within each section are a number of bold and non-bold questions which the Monitor will ask.

Bold questions allow the Monitor to establish whether the company has achieved compliance with the Code. The non-bold, open questions directly support the bold questions by asking 'what' is being done and 'how' things are being addressed to meet and exceed the required standards.

The Checklists also contain a number of prompts that highlight specific areas the Monitor may take into consideration when reviewing a question. Monitors will use their discretion when deciding whether questions or prompts are relevant. Where they are not, they will not be considered when assessing performance or awarding a score.

Monitors will decide whether a question/prompt has been adequately addressed taking into account the size, type and location of the company.

For help and guidance on the Monitors' Checklist, including examples of best practice that have addressed questions and prompts, please visit the Best Practice Hub at www.ccsbestpractice.org.uk

Monitoring a registered company

The advice and guidance provided by the Scheme's Monitors are a key element of any registration with the Scheme. These are highly experienced industry professionals who review a company's performance against the Code of Considerate Practice, whilst passing on their knowledge and expertise to help companies develop and improve.

Initial office visit

Once a company is registered, their details are issued to one of the Scheme's Monitors who will contact the company to arrange a suitable time to carry out an office visit.

This annual visit is an opportunity to review a company's performance against the Scheme's Code of Considerate Practice, and ensure that the company is meeting the expectations of registration. It involves a detailed discussion around the relevant questions and prompts within the Monitors' Checklist and a review of the company's processes, policies and systems.

The office visit will result in the issuing of a report and an 'indicative' score that reflects their assumed or expected performance against the Scheme's criteria based on discussions, observations and evidence where available.

The Monitor is unlikely to be able to give a definitive result without seeing how the company operates 'in the field'. For this reason, the indicative score will usually be given as a two-point range, e.g. 6-7, which would mean that the Monitor thinks the company is performing to a good or very good level using the descriptors shown on p.10, but needs to verify the discussions before a validated score can be awarded.

It may be possible for the Monitor to award a specific indicative score if they feel confident but equally, they may occasionally use a three point range, e.g. 6-8, if they did not get enough information at the office visit to be confident in narrowing down a score.

If the Monitor is satisfied that the company is performing to at least the basic expectations of registration, the company will receive the appropriate registration material (including Scheme branded posters and vehicle stickers) along with a Certificate of Registration.

Companies failing to meet the basic expectations will be monitored again, once sufficient time has been allowed for non-compliance issues to be addressed.





Validation visits

These Monitor visits take place at the company's projects, and verify that the standards discussed at the office are being implemented on site. Companies with an annual turnover less than £250k will receive one validation visit each year, while all others will receive two.

Companies will be prompted to provide opportunities for validation visits shortly after the office visit has been completed, giving them ample time to undertake any development work discussed at the office visit. The Scheme Monitor and company will agree on a date and location to conduct the validation visits.

As with the office visit, Monitors will review a company's considerate performance based on what they witness against the Code using the Monitors' Checklist to ask questions and guide discussions.

Following the visit, an updated indicative score will be shown on the report which may match that shown on the office report or may be flexed up or down, depending on whether observations at the validation visit matched the discussions that previously took place or whether they actually demonstrated a level of performance better or worse than previously discussed. The report will highlight areas of good practice while also providing advice and guidance on how to further improve.

If the company has a turnover below £250k, this will be the only validated visit and a report will be issued confirming the final validated score along with the appropriate star rating.

For those companies that receive a second validation visit, a further updated indicative score will be shown

reflecting observations at that time. The Monitor will also provide a final validated score that reflects how they feel that company is generally performing against the Scheme's Code and the associated Checklist. The validated score is not a reflection of the second site visited but of overall performance based on discussions and observations across three separate meetings. A star rating will also be issued based on the final validated score.

If registered companies wish to receive further guidance and increase their validated score, then additional validation visits can be purchased from the Scheme.

Turnover greater than £3.5m and projects last six weeks or more?

If this is the case, companies are required to register these sites under the Scheme's Site Registration option.

Where appropriate, a review of the performance of all the company's registered sites will be carried out and this review will form part of the annual office visit. The performance of the company as well as all its registered sites will be considered and the Monitor will award a final score to these companies after the office visit – no validation visits may be required.

Companies that carry out only subcontract work (where they are only working on other companies' sites), or only conduct short duration work (less than six weeks' duration), are not required to register any separate sites and will therefore receive validation visits to verify the standards discussed at the office visit.

Scoring explained

The score awarded to a company following the Monitor visits reflects the Monitor's opinion on how they are performing based on observations at the time of the visit and their discussion with the company representative or manager. Credit will not be given for activities that are planned but have yet to be carried out.

Failure to adequately address all bold compliance questions/prompts in a section to the Monitor's satisfaction will result in a non-compliant score,

regardless of any other positive activities or initiatives undertaken. The non-compliant score is awarded depending on the nature and severity of the issues identified and taking into account the required course of action.

Therefore, when awarding a non-compliant score, consideration will be given to the expected course of action though it is still the nature of the issue itself which will dictate the score.

Descriptor	Explanation of score descriptor	Score
Gross failure	The majority of bold items on the Checklist have not been satisfactorily addressed demonstrating a gross failure to achieve compliance with the Scheme's Code of Considerate Practice. The areas highlighted reflect gravely on the construction industry and should be dealt with immediately to address the negative impact on the image of construction.	1
Failure	Several bold items on the Checklist have not been satisfactorily addressed demonstrating a failure to achieve compliance with the Scheme's Code of Considerate Practice. The areas highlighted reflect seriously on the construction industry and should be dealt with immediately to address the negative impact on the image of construction.	2
Major non-compliance	More than one bold item on the Checklist has not been satisfactorily addressed demonstrating major non-compliance with the Scheme's Code of Considerate Practice. The areas highlighted reflect poorly on the construction industry and should be dealt with immediately to address the negative impact on the image of construction.	3
Minor non-compliance	A bold item on the Checklist has not been satisfactorily addressed demonstrating minor non-compliance with the Scheme's Code of Considerate Practice. The area highlighted reflects unfavourably on the construction industry; however, it is deemed to be minor and should be quickly and easily addressed.	4
Compliance	All bold items on the Checklist have been satisfactorily addressed which demonstrates adherence to the minimum requirements of the Scheme's Code of Considerate Practice. When all bold compliance requirements in a section of the Checklist are addressed, but none of the applicable non-bolded areas have been addressed to the Monitor's satisfaction, that section will be deemed as compliant .	5
Good	All bold items on the Checklist have been satisfactorily addressed and additional measures to address some of the applicable non-bold areas of the Checklist are evident, demonstrating performance to a good standard beyond the minimum requirements of the Scheme's Code of Considerate Practice. When 'compliance' is demonstrated in a section and some of the applicable non-bolded areas have also been addressed to the Monitor's satisfaction, the level of performance against that section will be considered to be good .	6

Descriptor	Explanation of score descriptor	Score
Very good	All bold items on the Checklist have been satisfactorily addressed and additional measures to address most of the applicable non-bold areas of the Checklist are evident, demonstrating performance to a very good standard well beyond the minimum requirements of the Scheme's Code of Considerate Practice. When 'compliance' is demonstrated in a section and most of the applicable non-bolded areas have also been addressed to the Monitor's satisfaction, the level of performance against that section will be considered to be very good .	7
Excellent	All bold items on the Checklist have been satisfactorily addressed and additional measures to address all of the applicable non-bold areas of the Checklist are evident, demonstrating performing to an excellent standard well beyond the minimum requirements of the Scheme's Code of Considerate Practice. When 'compliance' is demonstrated in a section and all of the applicable non-bolded areas have also been addressed to the Monitor's satisfaction, the level of performance against that section will be considered to be excellent .	8
Exceptional	At the forefront of industry best practice demonstrating the very highest level of achievement far above the minimum standards required by the Scheme's Code, addressing all applicable areas of the Checklist to the very highest standards. When 'compliance' is demonstrated in a section and all of the applicable non-bolded areas have also been addressed to the very highest of standards, the level of performance against that section will be considered to be exceptional . The differentiator between 8 points and 9 points is the standard to which the items are addressed.	9

Non-compliance process

Companies that register with the Scheme are expected to attain levels of at least compliance with the Code of Considerate Practice. Where a company is found to be non-compliant in one or more sections of the Code of Considerate Practice, the Scheme will write to that company asking for appropriate action to be taken.

Dependent on the nature of the issue(s) identified, an office visit may be requested or further validation visits may be arranged to confirm that compliance has been achieved.

Failure to take action to address the issue(s) may result in removal from the Scheme. The Scheme will always try to help and encourage companies to achieve levels of compliance so that they can remain registered and help to improve the industry's image.

Full details of the Scheme's non-compliance process is available at www.ccscheme.org.uk

Best Practice Hub

The Scheme's free online resource hosting a wealth of best practice ideas, guidance, innovations and case studies, has proven to be a key success in helping constructors to raise industry standards.

A more considerate industry will help to attract new people, talent and skills. The examples on the Hub should encourage construction companies to become more considerate towards all those affected by construction activity, as well as sharing environmentally friendly practices to increase sustainability, and offering a safer workplace for everyone on site.

Created in accordance with the Scheme's Code of Considerate Practice, this unique database is available to everyone and details best practice initiatives already in place or currently being developed throughout the construction industry.

Information on the Hub is easily searchable using keywords, the Monitors' Checklist or filtering through the Scheme's Code of Considerate Practice, making it simple for users to find best practice ideas relating to

the areas of **appearance, community, environment, safety and workforce**.

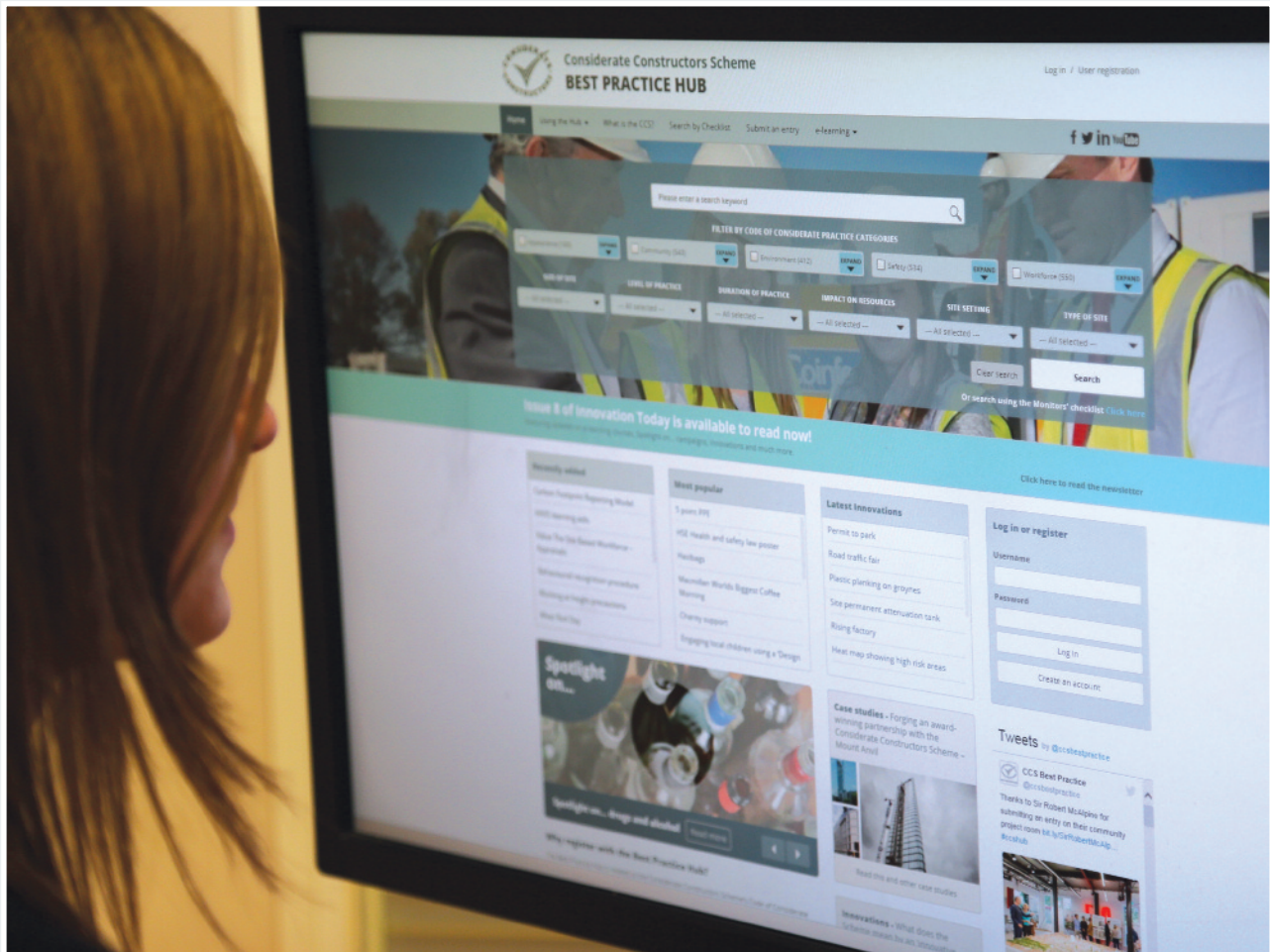
As well as featuring an extensive selection of best practice examples, you can also access innovations, Scheme resources, important dates and events, 'Spotlight on...' campaigns and e-learning.

To access the Best Practice Hub, please visit
www.ccsbestpractice.org.uk



The CCS Best Practice Hub has helped us deliver some excellent results as people can now get a better understanding of what best practice and innovation looks like and what initiatives, ideas and events they can promote on site to continuously improve the image of construction.

Mace



Certification



Certificate of Registration

Once a company has been approved by the Scheme's Monitor following the initial office visit, it will receive a Certificate of Registration.

The certificate confirms the company's registration with

the Scheme as well as its unique ID number and the period of registration.



Compliance Certificates

Companies will receive a Certificate of Compliance, Performance Beyond Compliance or Certificate of Excellence every 12 months if they score a minimum of 5, 7 or 8 points respectively in each of the five sections of the

Monitor's report. The certificate will be awarded based on the results of the final validated score

Star rating

Once a company has received its final validated score, they will be issued with a star rating and a certificate.

Star ratings give companies an opportunity to promote their considerate performance in an easy to understand, visual way to clients and the public.

Star ratings range from three to five, with half stars in between, and are based on the confirmed score that is given by the Scheme once all required validation visits have been conducted. Companies will receive a star rating in every registration period, as long as the required visits have been conducted.

The below table shows how the scores translate into stars:

Stars	Points required
★★★★★	45 – 50
★★★★☆	40 – 44
★★★★☆	35 – 39
★★★★☆	30 – 34
★★★★☆	25 – 29

Other star rated products are also available to help companies looking to promote their achievements. Please visit the Scheme's website for the full range of products.



Certificate



Vehicle sticker



Window sticker



Annual National Company Awards

The National Company Awards are designed to recognise and reward those who have demonstrated exceptional levels of consideration against the Scheme's Code of Considerate Practice.

All registered companies are eligible for an award and are reviewed annually, with the top performing companies presented with Bronze, Silver and Gold Awards within annual turnover bandings. The very highest performing Gold Award winner within each banding will be awarded the prestigious title of Most Considerate Company. Those shortlisted to receive this will be presented with Most Considerate Company Runner-up Awards.

The selection is based on the final validated score given by the Scheme's Monitor but other criteria are taken into consideration, including the manner in which any complaints have been handled by the company.

The awards are a prestigious showcase and PR opportunity for your business and brand, enabling you to stand out from the competition.

Please note that companies will only be eligible for the National Company Awards if they have received validation visits and a final validated score.

Advice and support to effectively deal with complaints

In the unfortunate event that a complaint is made regarding a company's activity, the Scheme can help mediate between the all parties, as well as offer advice and guidance.

Registered companies are expected to deal in a considerate manner with any complaints or concerns resulting from the company's activities. Complaints received by the Scheme, from any source, will be recorded alongside the company's details.

The company 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 how the complaint could be dealt with.

The complainant will be contacted by the Scheme after approximately two days and asked if the complaint has been properly dealt with. The Scheme may mediate between the parties during this process if it will help

resolve the situation. Once it is considered that a reasonable settlement has been reached, the complaint will be taken off the active list.

All complaints can be recorded in the Compliments/Comments/Complaints Record provided by the Scheme and once the complaint has been dealt with, it should be marked as resolved in the log.

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 they are in breach of the Code, a decision will be made as to whether to cancel the registration.

If this decision is made, the company will be informed in writing. However, the Scheme will only cancel a registration as a last resort, and will work with the registered company to try to help resolve any issues before this stage is reached.



How to register

To register your company with the Scheme, simply complete the online registration form found at www.ccscheme.org.uk

Registration is annual and the appropriate fee is required to be paid in full at the time of registration.

Who can register

The Scheme is open to construction companies of all types and sizes, and for every type of construction activity, including large main contractors undertaking short duration work and those who work in the supply chain.

Examples include:

- Domestic contractors
- Large volume R&M contracts
- Individual tradesmen
- Demolition contractors



Additional registration advice

- Individual projects cannot be registered using Company Registration.
- For companies with an annual turnover greater than £3.5m, the fee covers all activities as a subcontractor and all sites where the company is the main contractor and the duration is less than six weeks.
- If your company has more than one office in multiple locations, each separate office should be registered individually and the appropriate fee paid. Each office will then be given its own registration number and will be separately monitored.
- If your company has multiple divisions based in the same office, it is recommended that each division is registered separately, paying the appropriate fee. They will then receive their own registration number and Monitor visits.
- If your company is part of a larger group, you will be asked to provide the name of that group on the registration.
- All companies wishing to register with the Scheme will be required to provide copies of relevant, up-to-date insurance information before the registration is confirmed.
- Company Registration does not count towards BREEAM, and may not apply to other similar accreditations.
- Companies who supply goods and materials to the industry can also register with the Scheme under its Supplier Registration option.

Registration fees

The registration fees are determined by the company's annual turnover; please visit the Scheme's website for more information.

Before the end of the year, the company will be contacted by the Scheme to arrange payment for the following 12 months. All re-registration fees will include a 10% discount.

Promotional discount

Company Registration is available to members of certain trade bodies and organisations at a 10% discount for the first year of registration. For further details about this offer, visit the Scheme's website to find out which trade bodies and organisations are included in this promotion.



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