



Considerate Constructors Scheme Guide for Registered Companies

Started in 1997, the Considerate Constructors Scheme was set up by the UK construction industry to improve its image. Since then, the Scheme has registered and monitored over 70,000 sites and has been instrumental in many of the improvements enjoyed today.

The Scheme is a non-profit-making, independent organisation founded by the industry and recommended by local authorities and the Government. The Scheme is neither grant maintained, nor funded by the Government, and is solely financed by its registrations.

The Scheme is recognised by the UK construction industry as a major force in improving its image through the registration and monitoring of UK sites and companies.



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Purpose of this guide

The purpose of this guide is to inform registered companies of the Scheme's requirements, including how to adhere to the Code of Considerate Practice and the monitoring process. This guide will also explain how your company will be scored and provides information on the annual National Company Awards.

Our aim: Improving 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 enhance their appearance, respect the community, protect the environment, secure everyone's safety and care for the workforce.

Where?

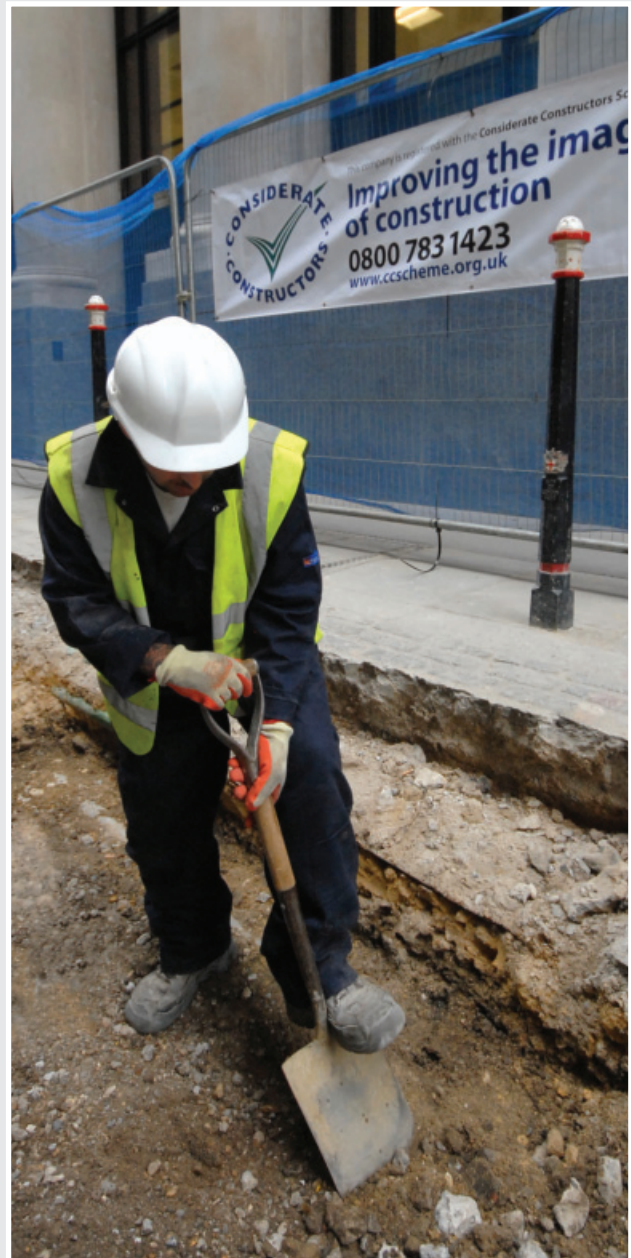
Construction companies operating within the UK can register with the Scheme.

Who?

The Scheme is open to construction companies of all types and size, 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 the displaying of registration stickers on company vehicles, as well as posters at sites where appropriate, indicating a company is registered. If passers-by wish to comment, the name and telephone number of the company and site manager is clearly displayed, alongside the freephone number of the Scheme's 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 the Code.

Enhancing the 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.

Respecting 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.

Protecting 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.

Securing 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.

Caring for the 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 and companies, describing those areas that are considered fundamental by the Scheme in helping improve the image of construction.



What is expected of a registered company?

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 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.

You should refer regularly to the Scheme's Code and this guide.



Promoting your registration

A fundamental requirement of registration is that companies should display Scheme branded signage to promote the commitment they have made to be a considerate constructor.

Once registration is confirmed, the company will receive a number of Scheme branded posters and vehicle stickers which must be displayed throughout the company's registration. The number of posters and vehicle stickers provided depends on the type and volume of work covered by registration.

Every poster contains the Scheme's contact details as well as the contact details for the company. Posters should be displayed where they can be easily viewed, such as on the site's hoarding or near any entrances, and not located near a hazardous area (such as a busy road where there is no footpath) where it might be dangerous for someone to stop and read the information. They should be kept clean and legible,

and up to date in the event that a member of the public wishes to make contact.

Every company vehicle used on the public highway must display a vehicle sticker. The stickers must be kept clean, along with the vehicle it is placed on.

It is important that Scheme signage is displayed not only to adhere to the Code of Considerate Practice, but to inform neighbours and members of the public that your company has taken a proactive approach in improving the image of construction by registering with the Scheme.

Companies can purchase additional posters and vehicle stickers at any time during their registration. The Scheme also offers a number of other products that are available to purchase including banners, registration plaques and Operatives' Handouts. Please see page 13 for more information.

Things to consider

Principal sources of complaints

Companies registering with the Scheme are expected to operate their sites in such a way to minimise all sources of complaint from the general public.

The principal sources of complaint made about construction activity are:

- Failure to inform neighbours and anyone affected by the project about anything that may cause disruption or concern.

- Noise and vibration, principally from demolitions, piling, plant movement and cutting.
- Mud, dirt and debris on roads and around the site.
- Dust, principally from demolitions, bulk material movements, cutting and cleaning.
- Additional traffic, inconsiderate parking and vehicles unloading.
- Language and behaviour of operatives.
- Working outside of normal hours.

Actions before you start on site

Requirements and appropriate items from the Code of Considerate Practice and the *Examples of Good Practice* guide should be incorporated into the project plan. Read the Company Registration Monitors' Checklist as this will be used by the Monitor to review your company's performance.

Particular attention should be paid to the following:

- Maintaining communication with neighbours and anyone affected by the project about anything that may cause disruption or concern.
- Minimising noise and dust from site operations.
- Selecting appropriate traffic routes to and from site.
- Minimising obstruction caused by parked vehicles and vehicles unloading.
- Keeping roads and footpaths clean and unobstructed.

Prepare a Scheme file including:

- Compliments/Comments/Complaints Record.
- Information ready for a Monitor's visit. Please see 'Information likely to be sought by Monitors' section on page 8.

Notify neighbours:

- Neighbours affected by the works and traffic to and from the site should be notified prior to work commencing. They should be told what is being built, together with start and finish dates. Activities likely to cause disruption or concern should be listed with dates.
- The 'Construction work in your area' flyer should be used to promote your registration with the Scheme to the general public and to increase their awareness of the efforts being made by the industry. Copies of this flyer can be obtained by contacting the Scheme's administration office.

Site operations

- Where possible, erect and maintain Scheme signage.
- A PowerPoint induction presentation for you to show to your operatives is available to download from the Scheme's website www.ccscheme.org.uk. Printed A3 flip chart sheets of this presentation can be obtained by contacting the Scheme's administration office.
- Monitor your company's compliance with the Code.
- Watch the Scheme's films (which can be viewed online) and make reference to this guide.
- An Operatives' Handout is also available to purchase from the Scheme's administration office.



Examples of Good Practice

For those companies wanting to perform to levels beyond the basic expectations of the Scheme, there is guidance to assist them in doing this.

Refer to the *Examples of Good Practice* guide for specific initiatives and activities, seen by Scheme Monitors, which were considered to be beyond compliance, when considered alongside the other working practices on site.

Additional best practice guidance is available on the 'Examples of Good Practice' section of the Scheme's website. Links listed here give specific information and guidance relating to the expectations of the Scheme.



Dealing with complaints

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 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.

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 company is in breach of the Code of Considerate Practice, a report of the incident(s) will be passed to the Scheme's chairman for a decision. Where the chairman's decision is to remove the company from the Scheme, they will be informed in writing.

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.

The company monitoring process

Following on from the initial office visit, a number of site visits will be carried out to assess the company's work. Companies with a turnover less than or equal to £10m will receive two visits to sites or projects that the company is working on or managing. Companies with a turnover in excess of £10m will have the option of having up to four site visits if required.

For those companies managing or working on construction sites, the Monitor can visit the company on that site and complete the report accordingly. A typical site visit will last around one hour.

For those companies who undertake smaller individual projects or jobs, a site visit may not be appropriate. If this is the case, there is the option of having a 'multi-visit' where the Monitor will spend a couple of hours shadowing the company on one or more projects or jobs to ascertain their overall level of performance. Where a multi-visit is appropriate, please note that only one will be conducted throughout the registration period (two for those in the highest registration fee band).

The Monitor will contact the registered company to arrange a suitable time and location for a visit where they will assess the level of compliance the company has achieved against the Scheme's Code of Considerate Practice using the Company Registration Monitors' Checklist.

The Monitor is looking at how the company represents itself and the industry as a whole. The Monitor will also review whether the company's procedures are in accordance with the Scheme's Code.

After each visit, the Monitor will produce a scored report taking into consideration the company's performance, and will again offer guidance on how to further improve.

The Monitor will score the level of compliance against each of the five sections of the Scheme's Code. The purpose of the score is to indicate how well the company is performing against the Code.

Information likely to be sought by Monitors

The following information should be readily available, preferably in a Considerate Constructors Scheme file:

- Copies of letters and newsletters issued to site neighbours and the general public.
- Company induction information.
- Waste recycling activity and results.
- Details of what is asked of, or recorded about, each inductee (but not actual records).
- Environmental plan.
- Details of good neighbour actions and charitable events or fund raising undertaken.
- Training policy and outline of subjects covered in tool box talks, briefings etc.

Please make sure you are able to give a Monitor:

- Average number of operatives employed and if any are female.
- Percentage of operatives holding CSCS cards.
- Compliments received from public.
- Complaints received from public and how these were dealt with.
- Number of reportable and non-reportable accidents.
- Number of environmental incidents.

Additional visits

Additional visits are available via the administration office at a cost of £150 (+ VAT) per additional standard visit and £250 (+ VAT) per additional multi-visit. The Scheme also offers an advisory visit where the Monitor will visit the company's office to discuss the Scheme's requirements in more detail and advise on how the company might improve its score. This can be arranged at a cost of £250 (+ VAT).



Company Registration Monitors' Checklist

The Scheme's Company Registration Monitors' Checklist is used by the Scheme's Monitors to assess the performance of registered companies. A copy of the Checklist can be downloaded from the Scheme's website.

The Checklist supports the Code of Considerate Practice and asks a number of questions to establish what level a company is performing to.

In each section of the Checklist, there are ten questions. The four bold, closed questions are aligned to the four bullet points of the Code, and allow the Monitor to establish whether the company has achieved compliance with the Scheme. The six 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 Checklist also contains a number of prompts that highlight specific areas the Monitor may take into consideration when reviewing a question.

The Code of Considerate Practice details the Scheme's requirements and the Checklist's bold questions establish if a company is meeting these requirements. The Checklist's non-bold questions then ask 'how' these requirements are being met or exceeded.

For example, the first bullet point in the 'Enhancing the **Appearance**' section of the Code of Considerate Practice reads:

- Ensuring that the external appearance of sites enhances the image of the industry.

To establish whether a registered company is meeting this requirement, the first bold question in the 'Enhancing the **Appearance**' section of the Checklist asks:

1.1 Does the external appearance of the site or work area present a positive image of the industry?

To determine how the company has achieved or exceeded the required standard, there is a non-bold question which asks:

1.5 What actions are taken to keep the perimeter and surrounding areas clean, tidy and free of litter, mud and dust?

Monitors will use their discretion when assessing 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 has been adequately addressed taking into account the size, type and location of the site, as well as the context of the project. Credit will not be given for activities that are planned but have yet to be carried out.

Company scoring explained

Each section of the Checklist is scored out of 10 points, with a score of 5 indicating compliance.

Questions highlighted in bold on the Checklist must be satisfactorily addressed in order for the company to achieve compliance and this indicates that a company has reached a standard beyond statutory requirements. Companies are not only assessed for compliance, but also to identify measures taken which are above and beyond

these requirements, and addressing the non-bolded questions on the Checklist may result in a higher score.

The score awarded reflects the Monitor's opinion on how the company is performing based on what they see at the time of the visit and their discussion with the company's site manager.

In any one section, a project's performance is assessed using the following performance descriptors.

| Descriptor | Explanation of score descriptor | Score |
|----------------------|--|-------|
| Gross failure | A letter highlighting the gross failure(s) will be sent with a request for a meeting at the company's office to discuss the issue(s) detailed in the Monitor's report. A further site visit will be required so that the Monitor can establish that compliance has been achieved. Failure to address the issue(s) may result in the company's removal from the Scheme. | 1 |
| Failure | A letter highlighting the failure(s) will be sent with a request for the company to address the issue(s) detailed in the Monitor's report. A further visit will then be required so that the Monitor can establish that compliance has been achieved. Failure to address the issue(s) may result in the company's removal from the Scheme. | 2 |
| Major non-compliance | A letter highlighting the major non-compliance(s) will be sent with a request for the company to address the issue(s) detailed in the Monitor's report. A Monitor revisit will be arranged or evidence will be required to establish that the non-compliant issue(s) has been addressed. | 3 |
| Minor non-compliance | A letter highlighting the minor non-compliance(s) will be sent with a request for the company to address the issue(s) detailed in the Monitor's report. | 4 |
| Compliance | The company has satisfactorily addressed all bold items on the Monitors' Checklist which demonstrates that they are adhering to the minimum requirements of the Scheme's Code. | 5 |
| Good | The company has satisfactorily addressed all bold items on the Monitors' Checklist and has also undertaken additional measures to address some of the non-bolded questions demonstrating that they are performing to a good standard beyond the minimum requirements of the Scheme's Code. | 6 |
| Very good | The company is performing well above the minimum requirements of the Scheme's Code, and has undertaken a number of additional measures to address most of the non-bolded questions on the Checklist demonstrating that they are performing to a very good standard with a thorough commitment to the Scheme's Code. | 7 |
| Excellent | The company has undertaken a significant number of additional measures to address all applicable non-bolded questions on the Checklist demonstrating that they are performing to an excellent standard and showing a real commitment to improving the image of construction. | 8 |
| Exceptional | The company is 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 and has addressed all questions on the Checklist to the highest standards. | 9 |
| Innovative | The company, beyond being exceptional, has introduced innovative practices or thinking that goes far beyond the expectations of the Scheme and, as such, is considered to be advancing the standards by which the image of the industry is judged. | 10 |

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.

Company certification



Certificate of Compliance

Companies will receive a Certificate of Compliance every 12 months if they score 5 or more points in each of the five sections of the Monitor's Company Report each year. The certificate will be awarded based on

the results of the final visit of each year.

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



Certificate of Performance Beyond Compliance

Companies will receive a Certificate of Performance Beyond Compliance every 12 months if they score 7 or more points in each of the five sections of the Monitor's Company

Report each year. The certificate will be awarded based on the results of the final visit of each year.

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

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.

The performance of all registered companies is reviewed annually by an independent panel and the top performing companies are presented with either Gold, Silver or Bronze Awards. The very best company will be awarded the prestigious title of Most Considerate Company of the year.

The selection is based on the 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.



Disciplinary procedure

Any company registering with the Scheme must comply with the basic expectations laid out by the Code of Considerate Practice.

If a registered company is failing to meet these expectations after the first visit, a further visit will be made by the Scheme's Monitor, allowing enough time for the non-compliance to be addressed. The company will be written to, highlighting the issue(s) of non-compliance.

If, after this second visit, the company continues to be non-compliant, a decision will be made as to whether to allow the company to continue its registration with the Scheme. Where a registration is revoked, a letter will be issued explaining the reason for the decision and informing the company to remove all evidence of registration. In this case, no refund will be given.

Membership fees

The initial fee paid at the registration stage covers the first 12 months of membership with the Scheme. Companies will be contacted towards the end of each year to arrange the payment for the following 12 months.

As part of the office visit made at the start of each subsequent year, companies will be issued with an overview of their performance from the previous 12 months. This will be discussed between the company contact and the Scheme's Monitor with a view to offering suggestions and advice on how the company can further improve against the Scheme's Code of Considerate Practice.

Companies will not receive new posters or vehicle stickers every 12 months and this is reflected in the

lower membership fees after the first year. Should companies wish to purchase additional products, such as new posters or vehicle stickers, they can do so at any time during their membership via the Scheme's website or calling **0800 783 1423**.

The membership fee is determined by the company's annual turnover and is at a reduced rate from the second year onwards.

Please visit the Scheme's website for more information.

Companies not wishing to continue registration will be asked to confirm that all registration information is removed from their sites, stationery, vehicles, websites and any other location.



Displaying registration information and additional products



All registered companies are provided with Scheme branded products as part of their initial registration. The number of A3 posters and vehicle stickers provided are determined by the type and volume of work covered by registration.

Additional products can be purchased at any time by visiting the Scheme's website www.ccscheme.org.uk

Bulk discount available

If products are ordered in multiple quantities a discount may be available. Please contact the Scheme's administration office for more information.



Scheme branded vehicle stickers

All companies will be issued with a registration number which is used on both the registration posters and the vehicle registration stickers.

All companies registered with the Scheme must display a vehicle registration sticker on any vehicle used on the public highway. Failure to do so is considered a breach of compliance.

Vehicle stickers are available in a self-adhesive vinyl or magnetic format and in a number of different sizes. See page 15 for details.

The registration number will also appear on all other stickers, which may be purchased from the Scheme's administration office or via the website.

Company Registration poster

The Company Registration A3 posters clearly display the contact details for the Scheme and the registered company. A number of posters may be provided at the registration stage and additional A3 posters can be purchased for £4.30 (+ VAT) by contacting the Scheme's administration office or via the website. Welsh versions of the A3 poster are also available on request.

- Where appropriate, posters should be displayed throughout the duration of each project covered under Company Registration.
- Posters should be displayed outside the project, in the most prominent position, to enable members of the public to view them easily. Companies should consider the use of A-frames or similar where the permanent display of posters is not possible.
- Posters should be kept in a clean and legible state and should be checked to ensure the contact information is correct.





Banners

Company Registration banners measure 2.43m x 0.66m and are available to purchase from the Scheme's administration office for £57.50 (+ VAT).

- Banners may only be displayed for the duration of a company's registration.
- Banners should be displayed where they are clearly visible to the general public.
- It is recommended that the banners are securely fastened to either the hoarding or the scaffolding using the eyelets.
- Banners should be kept in a clean and legible state.



Plaques

Company Registration plaques can be displayed at the company office to promote your registration with the Scheme. The plaques measure 190mm x 275mm x 25mm.

The plaques are dual layered and made from brushed stainless steel and glass-effect acrylic with colour printed detail, which includes personalising each plaque with your company name, the date of registration and your unique ID number.

These are available to purchase for £160 (+ VAT) each.



Operatives' Handouts

The Operatives' Handouts explain the basic principles of the Scheme and are designed to be given to operatives at induction.

These are available from the Scheme's administration office in packs of 50, 100, 500 or 1000 with prices starting at £13.50 (+ VAT).



Neighbour Flyer

The flyer is designed to be given to anyone who may be affected by the activities of a registered company. It explains what the Scheme is about, confirms what is expected of those who choose to register with the Scheme, and promotes your company's commitment to the Code of Considerate Practice.

A number of these flyers are available free of charge. Please call the Scheme's administration office for more information.





Additional support material


The Scheme provides standardised information and guidance for use by registered companies which is available to download from the Scheme's website www.ccscheme.org.uk


Documents available include:

- Checklist for the induction of operatives
- Company environmental policy
- Compliments/Comments/Complaints Record
- Company environmental checklist
- Energy saving measures

| Vehicle registration stickers | Code | Sizes available | Cost |
|---|--------|---|--------------|
|  | VS104 | 1 x 104mm x 114mm die cut self-adhesive vinyl vehicle sticker | £3.21 + VAT |
| | MAG104 | 1 x 104mm x 114mm die cut vehicle magnet | £4.56 + VAT |
| | VS141 | 1 x 141mm x 155mm die cut self-adhesive vinyl vehicle sticker | £4.02 + VAT |
| | MAG141 | 1 x 141mm x 155mm die cut vehicle magnet | £5.63 + VAT |
| | VS183 | 1 x 183mm x 201mm die cut self-adhesive vinyl vehicle sticker | £6.01 + VAT |
| | MAG183 | 1 x 183mm x 201mm die cut vehicle magnet | £8.05 + VAT |
| | VS215 | 1 x 215mm x 236mm die cut self-adhesive vinyl vehicle sticker | £7.73 + VAT |
| | MAG215 | 1 x 215mm x 236mm die cut vehicle magnet | £10.22 + VAT |

| Window stickers | Code | Sizes available | Cost |
|---|------|---|-------------|
|  | WS54 | A pair of 141mm x 54mm die cut static-cling window stickers | £4.50 + VAT |

| Paperwork registration stickers | Code | Sizes available | Cost |
|---|-------|---|-------------|
|  | LAB25 | 1 x sheet of self-adhesive stickers (25mm x 25mm), 88 per sheet | £7.21 + VAT |
| | LAB40 | 1 x sheet of self-adhesive stickers (40mm x 40mm), 35 per sheet | £7.21 + VAT |

| Hard hat stickers | Code | Sizes available | Cost |
|---|-------|---|-------------|
|  | LAB57 | 1 x sheet of self-adhesive stickers (57mm x 50mm), 20 per sheet | £7.21 + VAT |

All products must be ordered from the Scheme and may not be reproduced.

Notes for registered companies

Your company has been registered with the Considerate Constructors Scheme. These notes are to give you an overview of the basic expectations of registration.

As a member of the Scheme, and therefore a considerate constructor, you must give commitment to the Scheme and abide by the Code of Considerate Practice.

The term 'constructors' refers to everyone involved in your company and the work you undertake.

You should refer regularly to the Scheme's Code of Considerate Practice.

You should use your registration with the Scheme as a promotional tool for your company.

Where appropriate, you will be supplied with Scheme posters personalised to your company. These should be displayed in a prominent position where they are clearly visible to the public.

You will be issued with registration stickers which must be displayed on vehicles. Your Company Registration logo can also be used on paperwork, websites and any other promotional material. All Scheme information should be kept clean, legible and accurate at all times.

You should create and maintain a file for Considerate Constructors Scheme information.

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

Your performance will be monitored against the Code of Considerate Practice. A copy of the report will be given to you. The Monitor is there to help you meet expectations, to assist you in performing beyond basic expectations and to document the highest levels of performance.

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

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, the Scheme will decide whether to remove you from Company Registration.

Providing your company has achieved a high enough standard, you may be considered by an independent panel for a National Company Award.

If you achieve compliance or above in each of the five sections of the Code of Considerate Practice you will receive a Certificate of Compliance or a Certificate of Performance Beyond Compliance each year.

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

So remember

The aim of the Scheme is to improve the image of construction.

The Scheme seeks to encourage good communications with neighbours and the general public, improved welfare facilities and greater environmental awareness.

The Scheme's Monitors are there to work proactively with you.

Registration with the Scheme will be viewed positively by potential clients and main contractors.

Promote your registration with the Scheme.



Considerate Constructors Scheme
PO Box 75
Ware
Hertfordshire
SG12 0YX

Telephone 01920 485959
Fax 01920 485958
Freephone 0800 783 1423

www.ccscheme.org.uk
enquiries@ccscheme.org.uk

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**Royal Charter Award for
Excellence in Construction**
Awarded by the Worshipful
Company of Constructors



**INVESTORS
IN PEOPLE** | **Bronze**



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