



Considerate Constructors Scheme Supplier Registration

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 75,000 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.

In 2009, Company Registration was developed to help those working on smaller, shorter duration projects also enjoy the benefits of registration with the Scheme. In 2014, Supplier Registration launched to allow the numerous providers of goods and materials to the construction industry to do the same.

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, companies and suppliers.



Overview

Supplier Registration allows any company supplying goods and materials to the construction industry to sign up to the Considerate Constructors Scheme and enjoy the benefits of registration.

Historically, the Scheme has focussed on construction sites and companies but recognises the valuable and vital contribution made by those companies supplying goods and materials to these sites and companies. They perform a vital role in the construction process, and equally, they have a responsibility to behave in a considerate manner at all times to ensure they portray a positive image of the industry they represent.

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

Supplier Registration covers the activities of the company at their place of work and when interacting with construction sites.

Benefits

The benefits of registering your company with the Scheme include:

- Membership of the nationally recognised Scheme endorsed by local authorities, the Government, main contractors and major industry clients.
- Gaining a competitive edge with prospective clients by demonstrating a commitment to high standards.
- Considerate Constructors Scheme branding and recognition.
- Listing on the Scheme's website which may be used by main contractors, clients or members of the public to find suppliers and evaluate performance.
- Independent assessment of your company by experienced industry professionals.
- A means by which you can assess and benchmark your own performance and strive for development and improvement.



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 every company involved in construction activity 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 suppliers registered with the Scheme to care about appearance, respect the community, protect the environment, secure everyone's safety and value their workforce.

Where?

Construction suppliers operating anywhere within the UK can register with the Scheme.

Who?

The Scheme is open to suppliers of goods and materials of all types and size, including large national suppliers, regional suppliers, and specialist suppliers.

How?

Through the monitoring of work covered under Supplier Registration and the displaying of registration stickers on company vehicles, as well as posters where appropriate, indicating a company is registered. If passers-by wish to comment, the name and telephone number of the company is clearly displayed, alongside the freephone number of the Scheme's administration office.

When?

Construction suppliers can register at any time.

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.

Once a supplier is registered

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

The purpose of this initial visit is for the Monitor to assess the company's performance against the Scheme's Code of Considerate Practice, and for the Monitor to offer guidance and suggestions on how to perform to a higher level.

If the Monitor is happy 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.

After the initial visit, the Monitor will produce a report documenting the company's performance against the Scheme's Code of Considerate Practice and also highlighting areas where improvements could be made.

The supplier monitoring process

Following on from the initial visit, two additional visits will be carried out to assess the company's work against the Scheme's Code of Considerate Practice using the Supplier Registration Monitors' Checklist.

The first visit will be to the company's place of work where the Monitor will discuss the company's considerate efforts and produce a scored report against the Code. A second visit will then be undertaken later in the registration period where the Monitor may ask to see a delivery being made if appropriate.

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.

Supplier Registration Monitors' Checklist

The Scheme's Supplier Registration Monitors' Checklist is used by the Scheme's Monitors to assess the performance of registered suppliers. 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 Monitor will go through each relevant question in the Checklist, to assess whether, and how well, the company deals with each aspect.



Supplier 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 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 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.

Supplier certification



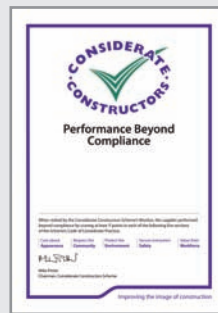
Certificate of Compliance

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 Supplier 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 Supplier 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.

Dealing with complaints

Registered suppliers 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.

Disciplinary procedure

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

If a registered supplier 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.

Registering a supplier with the Scheme

Who can register

The Scheme is open to suppliers of goods and materials of all types and size and for every type of construction activity. Examples include:

- Builder's merchants
- Hauliers
- Cabin suppliers
- Plant hire/equipment suppliers
- Product suppliers
- Waste management companies

To register a supplier

Online registration is accessed via the Scheme's website www.ccscheme.org.uk. To register a supplier, simply complete the online forms as prompted by the registration process.

Registration fee

The registration fee is £600 + VAT per annum for all suppliers.

Before the end of the year, the company will be contacted by the Scheme to arrange payment for the following 12 months.

Additional registration advice

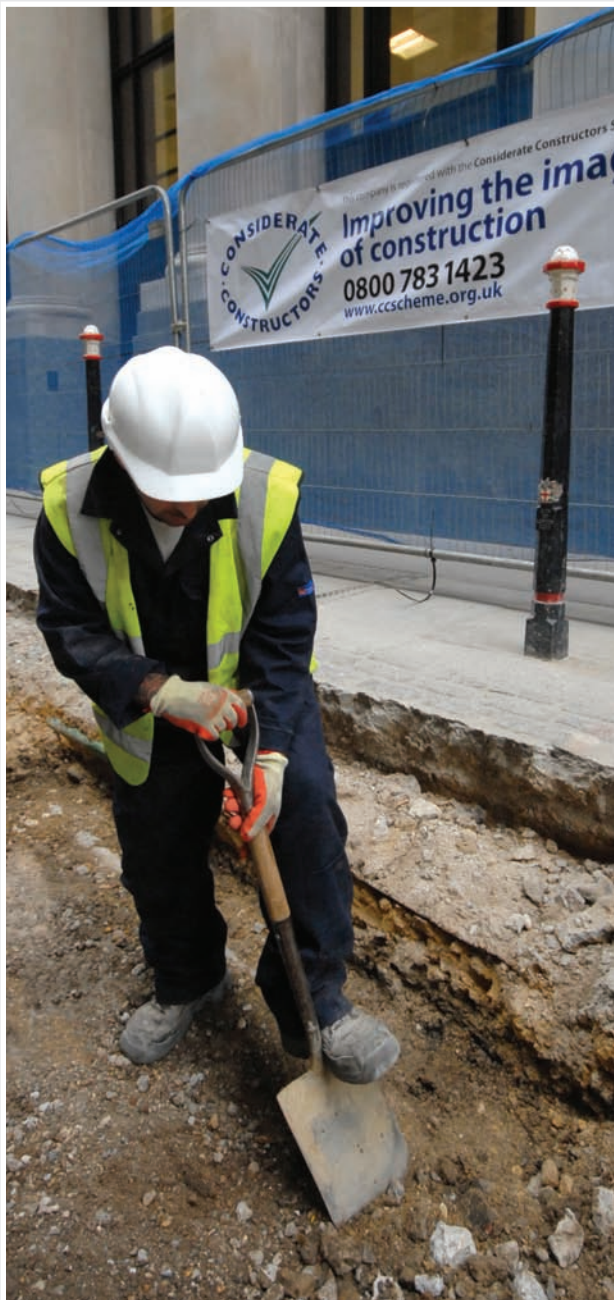
- Individual contracts cannot be registered using Supplier Registration.
- Does your company have more than one office or depot in different locations? If so, each separate operation should be registered individually. Each operation will then be given its own registration number and Monitor visits.
- Does your company have more than one division, involved in different types of work, but operating from the same office? In this case, we recommend that you register each division separately. Each division will then be given its 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.



What registered companies say

Since Company Registration was introduced by the Scheme, hundreds of companies register each year and make a commitment to improve the image of construction.

The Scheme regularly asks for feedback and comments from its members 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

Our clients frequently comment on the care we show and the high level of communication given prior and throughout the works. We won a 2012 Gold Award and we 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

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

Registering with the Scheme has been hugely beneficial to N & R Huddersfield. Not only have we been able to secure more contracts but we now take a different approach to our work, one which we know plays a small part in improving the image of construction.

N & R Huddersfield 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+

Information available to registered suppliers

Once a supplier is registered with the Scheme, there are various documents and products which can be used to enhance its registration. Please find below a selection of documents and products which are produced by the Scheme for use by registered suppliers:



A1 poster

Displays the contact details for the company and the Scheme. These should be displayed to the public at the company's place of work.



A2 informational poster

Explains to the workforce why the company has become a registered supplier and what the Scheme's expectations are.

Banners

Informs the public that you are registered as a considerate constructor and displays the Scheme's contact information.



Registration plaque

Designed to be displayed at the company's office, the registration plaque promotes your registration with the Scheme.



Vehicle stickers

Promotes your company's registration with the Scheme and includes your own unique registration number. Vehicle stickers must be displayed on all vehicles used on the public highway.



Ivor Goodsite

Ivor Goodsite is the construction industry's mascot who is available to attend school visits and industry events for children. For more information, visit www.ivorgoodsite.org.uk

For more information on the products and documents the Scheme offers, please visit www.ccscheme.org.uk



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