

# Considerate Constructors Work Experience Booklet



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# What is the Considerate Constructors Scheme?

Considerate Constructors are an organisation that works to improve the image of the construction industry. Many people see the construction industry negatively because building sites can contribute to disruption in people's day-to-day lives. Construction is also sometimes viewed as an undesirable career because of stereotypes to do with it being a dirty job, being low-paid, being unskilled and being male-dominated. Considerate Constructors wants to try and change these stereotypes by making sure that all of the building sites are as considerate as they can be, presenting a more positive view of construction to the public.

There are five elements to the Considerate Constructors

#### Checklist:

- 1. Care about Appearance
- 2. Respect the Community
- 3. Protect the Environment
- 4. Secure everyone's Safety
  - 5. Value their Workforce



Twice per project, a monitor from Considerate Constructors will visit the site and use a checklist to give a project a score out of 50. This score indicates how well the site is adhering to the above five values.

Kier is a partner of the scheme which means that all of their sites are registered to be inspected. We try and gain the highest possible scores that we can, meaning that we are being a responsible business and that we can show that to potential new clients.

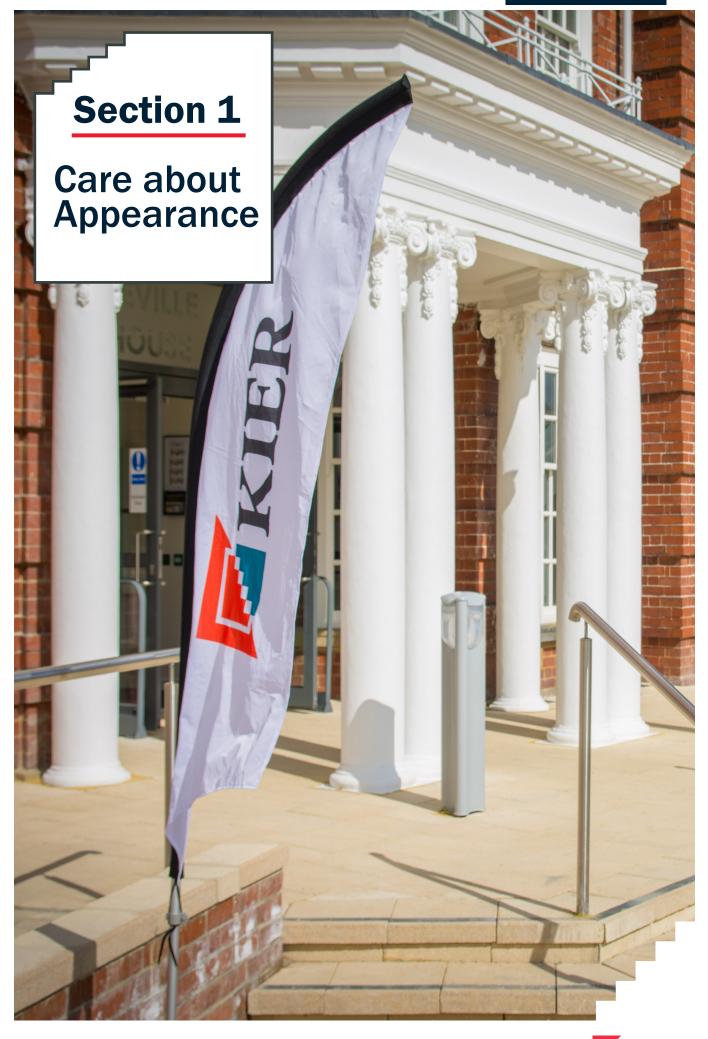
Out of 50, 5 points are awarded for innovations. Considerate Constructors define innovations as:

"The demonstration of original thinking, relevant to the Scheme's Code of Considerate Practice, that if replicated across the industry or sector would give a real improvement to the overall performance or image of construction."

#### This is where we need your help!

Throughout this work book, you will be provided with examples of bad practice, good practice, problems and opportunities to create new and innovative solutions.







#### **Care about Appearance**

#### What they look for...

- The site should be tidy and well-organised
- · Signs should be clear and uncluttered
- · Site enclosures should be attractive
- Public footpaths need to be free of obstructions
- Toilets, canteens, offices and meeting rooms should be clean and contain everything they need
- Materials should be neatly stored
- Parking should be provided if possible
- Workers should be dressed appropriately in Kier-branded PPE (Personal Protective Equipment)
- Smoking areas should be discrete and well-hidden

#### Why?

- People in the local community can consider building sites to be an 'eye-sore'. If we make sure the
  sites look presentable, local people are less likely to complain and more likely to build a positive
  relationship with the site and company
- All staff represent the company and should give a good impression
- Cluttered and unclear signs can give a confusing message to the public
- Gives a good impression of the industry, potentially encouraging new people to consider it as a career option
- A tidy site is a safe site

- Hoardings made of recycled plastics
- Ivy-covered or 'green' hoarding
- Flowerbed in shape of company logo
- Cleaning rota for all workers
- Using a wheel wash on all vehicles before they leave site
- Laundry service for workers' clothing









#### **Respect the Community**

#### What they look for...

- Sites communicating with people affected by the works
- Understanding the needs of the neighbours (e.g. a nursing home or school)
- Site signs should enbale passers-by to contact the site management team
- There should be a 24/7 contact available
- A thought-through traffic plan
- Engaging with local communities, working with schools and nurseries, seeking goodwill
  opportunities, supporting local businesses, employing local workers
- Promotion of partnership with CCS to demonstrate the company is trying to be considerate (e.g. putting up CCS signs)

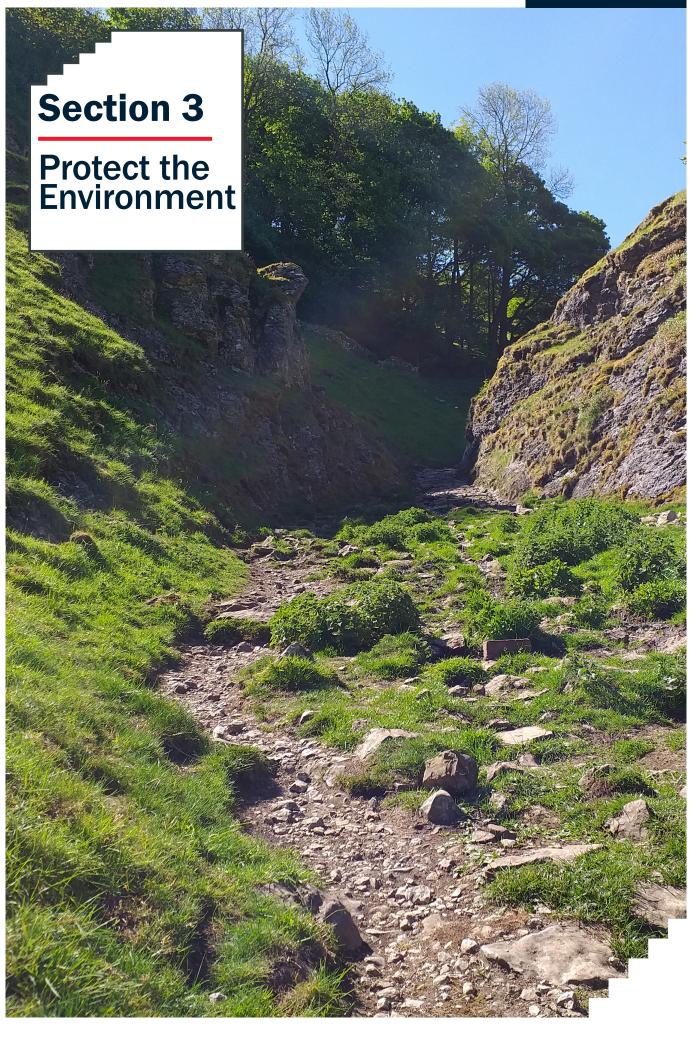
#### Why?

- As mentioned previously, residents can sometimes be concerned about building works and try to stop them from happening. It is important to create a good relationship with local peope
- A lot of complaints are caused by the effect on traffic and parking if we can stop this being a
  problem, those complaints go away
- Engaging with the community through activities, charity events, meetings etc helps to improve the image of the construction industry
- Hosting events at local schools and colleges and encouraging site visits can inspire children and young people to consider a career in construction

- Progress boards on hoarding and newsletters to houses informing local people of the progress and highlighting the achievements of the site
- Letterbox on hoarding where locals can post feedback
- Parking kept on site by encouraging workers to car share, cycle to work, take public transport or walk
- Carrying out workshops and visits with local schools and community groups
- Charity fundraising events
- Partaking in careers events
- Leaving a legacy item (time capsule, garden, wildlife area, etc)









#### What they look for...

- Workers should be taught how to be sustainable and efficient in their work
- Environmental factors should be carefully measured and monitored
- · Sites should try and avoid their waste going to landfill it should be reused or recycled
- Targets should be set for use of energy, water and carbon footprint
- Ecological survey should be done before work begins and appropriate action taken
- Travel plans that encourage car sharing, public transport and cycle routes

#### Why?

- Looking after the environment is important
- Shows a commitment to care and respect
- Not dealing with environmental issues can lead to bad press and even prosecution by environmental agencies
- The public is more aware than ever of environmental issues all around them
- We need to avoid the destruction of habitats and the pollution of air, land and water
- We're completely dependent on the natural environment

- Staff attended an efficient driver's course
- Materials from site reused
- Sustainability quiz
- Tarmarc stripped from temporary car parks used to repair roads and footpaths
- Feeding stations for birds, bug hotels, wormeries
- Rainwater harvested for boot/tool wash
- Planting of new trees to become carbon neutral









#### **Secure everyone's Safety**

#### What they look for...

- Nearest A&E and minor injuries unit displayed
- First aiders and equipment clearly displayed
- · Safety talks included in induction for workers
- CSCS cards (cards that allow you to work on construction sites) need to be checked and recorded
- Everyone arriving on site should sign in and sign out when they leave
- Everyone should wear personal protective equipment (PPE)
- Sites should ensure the safety of local people as visitors, pedestrians or drivers
- Safety signage should be displayed clearly

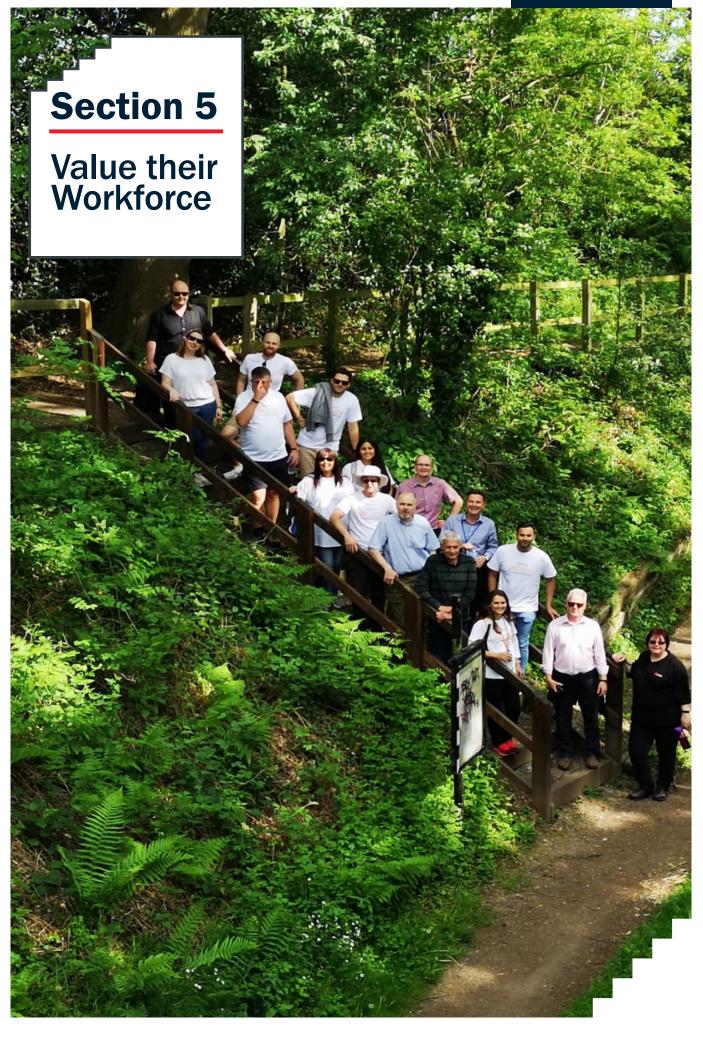
#### Why?

- The above points are good practice and, often, legal requirements
- Lower accident rates, fewer injuries and fatalities
- Raise the image of construction
- Construction sites are a danger even to those who are not present on them

- Visitor induction guide sent in advance so visitors can carefully read through the safety information before they even arrive on site
- Cameras installed on helmets to ensure workers don't walk past safety hazards without reporting them
- Prevent people sneaking onto the site with fingerprint access
- Safety message of the day displayed on sign-in sheet
- Mirrors at site entrance so workers can check they're wearing correct PPE
- Safety quiz, colouring sheets and poster competitions for schools









#### **Value their Workforce**

#### What they look for...

- An equality/diversity/inclusion policy
- Everyone in the workforce should be treated with respect at all times
- Toilets and changing rooms should be available and of adequate quality for men and women
- Flexible working arrangements should be available
- There should be access to offices and facilities for people with mobility impairment
- Policies should address inappropriate language
- Provision for religious and cultural needs
- Literacy and numeracy learning should be encouraged
- Open-door policy of site manager for any questions or concerns
- Training and personal development should be available
- Health and wellbeing of workers should be identified and addressed

#### Why?

- Respectful and fair management are needed to attract talented staff
- An environment that's appropriate for all attracts a diverse workforce
- The industry needs to attract more skilled people so it needs to show it treats workers well
- Women only make up 11% of the industry
- The industry needs people to be trained in the latest technologies so personal development is important

- Equality and diversity workshops delivered
- Sites organising relaxed breakfasts for employees to share their thoughts and concerns
- Apprentice schemes to attract new workers
- Mental health professionals delivering workshops
- Free dental checks
- Free fruit provided to encourage healthy eating





# What new and fresh ideas can you think of to improve scores in each of these areas?

	pearance		
Respect the C			



3. Protect the Environment		
4. Secure everyone's Safet	y	
5. Value their Workforce		



# **Scenarios**

The following scenarios describe the kinds of challenges we come up against when trying to ensure our sites are ticking every box. It can sometimes take a lot of time, effort and creative thinking to overcome these problems.

Can you come up with some creative solutions to the problems in the following three scenarios?

## Scenario 1

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# Scenario 2

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# Design a Social Media Campaign

Now that you understand a bit about the Considerate Constructors Scheme, the final challenge is to design a social media campaign to show the community all of the great things we've been doing. Pick one of the five categories (Care about Appearance, Respect the Community, Secure everyone's Safety, Value their Workforce) and plan the different aspects of a social media campaign. This will include a blog post and a series of Tweets. Try to include facts, figures and hashtags (of course, you can make all of these up!) The whole idea of CCS is to improve the image of the construction industry, so use your persuasive skills to make us look as good as possible!

### **Twitter**

