

# **2022 Code, Checklist, and Scoring Lunch & Learn**

**PHILIP SAYER**

**HEAD OF ASSURANCE AND CHALLENGE  
CONSIDERATE CONSTRUCTORS SCHEME**

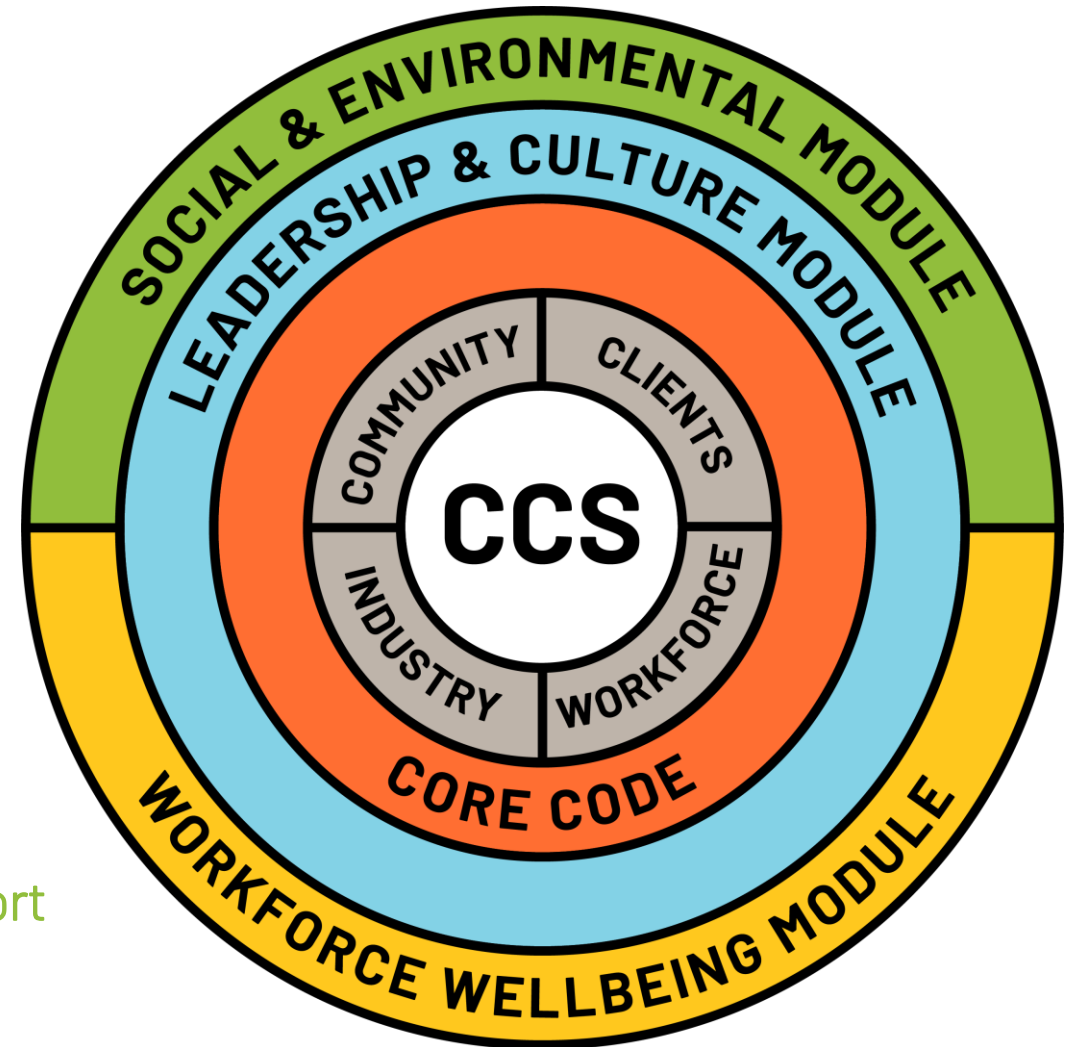
# CORE CODE AND MODULAR FRAMEWORK

## A Modular Framework for a Sustainable Industry

Industry action required to:

- Address the climate crisis
- Engage, build and expand our workforce
- Ensure construction projects create a positive journey and legacy
- Listen and engage with the public to understand their experiences

A flexible approach developed, with modules to support improvement in critical areas of industry challenge



# Revised Code of Considerate Practice

## Respect the Community

Constructors must manage their impact on their neighbours and the public to support a positive experience, by:

- 1.1 Ensuring courteous and respectful language and behaviour in and around the construction activity.
- 1.2 Providing a safe environment, preventing unnecessary disturbance, and reducing nuisance for the community from their activities.
- 1.3 Proactively maintaining effective engagement with the community to deliver meaningful positive impacts.

## Care for the Environment

Constructors must minimise their impact and enhance the natural environment, by:

- 2.1 Prioritising environmental issues to protect the natural environment and minimise negative impacts.
- 2.2 Optimising the use of resources, including minimising carbon throughout the value chain.
- 2.3 Engaging with the community to improve the local environment in a meaningful way.

## Value their Workforce

Constructors must create a supportive, inclusive, and healthy workplace, by:

- 3.1 Actively encouraging and supporting an inclusive and diverse workplace.
- 3.2 Proactively supporting safe working, mental and physical wellbeing at work.
- 3.3 Providing workplaces that are well maintained, clean and secure from physical and biological hazards.

# CORE CODE

1. The Checklist has been designed for all registration types, a "Registered Activity", means site, supplier, company, etc.
2. The registered activity is required to demonstrate how it meets the expectation of the "How" question, merely following the prompts may not be sufficient
3. Bold prompts normally need to be addressed in the Registered Activity's response
4. The "conformance statement" is not answered by the Registered Activity – the Monitor makes this assessment

"How" Questions

Guidance

**Respect the Community**  
Constructors must manage their impact on their neighbours and the public to support a positive experience

Item	Expectation	Typical Activities (not exhaustive and site may choose others)	Guidance on the expectation
1.1.1	How has the Registered Activity engaged with the impacted community to understand and address concerns prior to the start of site activity?	<p><i>Identify potential impacted communities and provide pre-start information/community meetings</i></p> <p><b>Company and out of hours contact information provided</b></p> <p><i>Reasonable working hours considering local environment/community, including local authority requirements</i></p> <p><i>Communication of any expected disruptive works</i></p>	<p>The Registered Activity will identify the community who are potentially impacted by the planned activities and meet with them prior to the start of site activity to discuss plans, including potentially disruptive activity, and listen to and collate community concerns.</p> <p>Sub-contractors and suppliers should be made aware of these concerns and relevant controls in place (and registered CCS sub-contractors/suppliers should be asking the main contractor for relevant information and controls)</p>
1.1.2	How does the Registered Activity ensure that impacts on the community from construction activity are minimised?	<p><b>Displays CCS registration poster/certificate and banners</b></p> <p><i>Regular updates of progress, advance notice of disruptive works</i></p> <p><i>Visitor access and facilities, including disability/special needs</i></p> <p><b>Induction training and ongoing toolbox talks on impact to communities, controls and expected behaviours for workforce (includes all contractors and sub-contractors)</b></p>	<p>The Registered Activity will train/inform those working at or for the site, including visitors, of the relevant community concerns and controls, including consideration for disabled visitors and members of the public.</p> <p>The Registered Activity will provide updates regarding activities, including advanced notice of disruptive works to the community. Updates should be provided in the format agreed with the community (and Client) and may include notice boards, letter drops, social media, and/or in person meetings. CCS publicity material and <del>FreePhone</del> number to be visible to the public.</p>
1.1.3	How are compliments, comments and complaints sought, recorded and proactively managed?	<p><b>Maintain a log/register/list of client and 3<sup>rd</sup> party feedback/comments/complaints</b></p> <p><i>Prompt and authentic responses to stakeholder/client comments (compliments and concerns)</i></p> <p><i>Reviews and lessons learned, use of CCS public voice reports, client feedback</i></p> <p><i>Impacted community surveys, social media posts/polls etc.</i></p>	<p>The Registered Activity must maintain a log of all stakeholder communications (the impacted community), including comments, compliments, and complaints. The log must be available to the community, Clients, and CCS to view. Complaints, however received, must be proactively managed in a reasonable timescale.</p> <p>A periodic review of all communications must be undertaken to identify adverse trends and appropriate preventative actions implemented where possibly to minimise reoccurrence.</p> <p>Surveys of the impacted community must be undertaken to obtain feedback on the site's performance and results acted upon.</p>
1.1	<b>The Registered Activity has identified all those potentially impacted, developed communication plans, and maintained courteous and respectful communications.</b>		<p>The Registered Activity must have identified potentially impacted communities, undertaken two-way conversations to highlight disruptive works and other concerns, maintained regular communications. Stakeholder communications must be logged and log freely available, and all concerns must be promptly and proactively addressed.</p>

Conformance Statement

Typical activity prompts (consider bold items essential)

# Introducing performance levels

Overall scoring remains aligned to previous report score total:

- A total of 45 points for a fully compliant site
- 27 points is the minimum conformance score (currently 25 points)
- A maximum for 15 points per section (consistent with the current checklist scores)
- A maximum of 5 points will be available for Innovations and Best Practices, making a total of 50 points available from the monitoring activity

## Monitoring Score Roll-ups

Core Code has 3 sections	Respect the Community			Care for the Environment			Value their Workforce			Checklist Totals
Total points available for each section	15			15			15			Checklist 45 points plus 5 for innovations and best practices (minimum for a Code Conformance score - 27 points)
	=			=			=			
Each section has 3 Conformance elements, worth 5 points	5	5	5	5	5	5	5	5	5	Minimum conformance element score 3 points in any element
	=			=			=			
Each 'Conformance' statement is worth a maximum of 2 points ('how' question minimum score 2 points)	2	2	2	2	2	2	2	2	2	Minimum conformance score 1 point per statement
	+			+			+			
Each conformance statement has 3 'how' questions	1	1	1	1	1	1	1	1	1	Minimum conformance score 2 points per element
In addition a total of 5 points will be made available at each Monitor visit for innovations and Best Practice Use/Submission: Successful Innovation Submitted 2 points, implementation of a Best Practice 1 point.										

## Scoring Rules

1. How question score:
  - “not done/ineffective” 0 points
  - “effectively addressed” 1 point
  - “not applicable” 1 credit point
2. Conformance statement score:
  - 0 conformance points, **non-conforming**
  - 1 conformance point, **conforming, improvement possible**
  - 2 conformance points, **sustainably/robustly conforming**

## Section and Report Performance Ratings

Section Grading	Section Score	Sum of section scores defines report rating →	Report Score	Report Performance Rating
Excellent	13 - 15		46 - 50	Outstanding
Very Good	11 - 12		39 - 45	Excellent
Good	10		35 - 38	Very Good
Conforming	9		30 - 34	Good
			27 - 29	Conforming

Both numerical score and Performance Rating will be published initially

# Approach to Monitoring

1. Most prompts are unchanged, it is the structure of the Checklist and how we monitor that has changed to ensure the Code is relevant and achievable by all sizes of organisations and sectors
2. Time will be given for existing registered activities to address areas of the checklist that have introduced new requirements, and our new checklist structure and monitoring approach provides a “natural” progression for new registered activities
3. The Checklist is structured in a logical sequence for the “How” questions – “what is planned?”, “what are you doing?” and “what are the results?” – therefore there is a natural progression and time for implementation

## First Visit:

Monitors will focus on the registered activities plans and any appropriate implementation areas, i.e. most of Community and Workforce sections.

Environmental section will focus most on plans (2.1.1, 2.2.1 & 2.3.1), and prevention of harm to the environment (2.1 and 2.2)(note will not exclude 2.3 where applicable)

## Second Visit:

Monitors will focus on changes to registered activities plans and all appropriate implementation areas, are these consistent with your plans/the Code.

Monitors will also focus on your positive communications of performance to Communities.

If it is the final visit consider positive impact made.

## Third Visit on:

Monitors will focus on changes to registered activities plans all implementation areas, are these consistent with your plans/the Code.

Monitors will also focus on your positive communications of performance to Communities.

If it is the final visit consider positive impact made

# Checklist – Definitions

**CCS:** the Considerate Constructors Scheme

**Community:** those who are potentially impacted by the registered activities construction, it may include residents, other workers, building users, passers-by, businesses, schools etc.

**Communication:** includes all written, spoken and electronic channels, where there is a communication requirement below the Registered Activity should consider notice boards, newsletters, flyers, social media and email as communications channels

**CSR:** Corporate Social Responsibility, policy, plans and performance relating to an organisations impact on the environment and communities, helping a company be socially accountable to itself, its stakeholders and the public

**EDI/FIR:** Equality, Diversity, Inclusion / Fairness, Inclusion, Respect

**Public voice:** third party communications made to the Scheme regarding registered activities operations, these maybe accolades and/or complaints

**Registered Activity:** the site, sub-contractor, main contractor or supplier registered with the Scheme subject to monitoring

**Training:** any process to ensure/improving the competency of the workforce, includes formal training (including induction), toolbox talks, safety alerts. lessons learned, etc.

**Workforce:** includes all workers directly involved in the registered activities project, including any contracted/sub-contracted work or labour

**TCO<sub>2eq</sub>:** a measure of the total carbon emissions generated by the constructor delivering the project (Scope 1 direct activities and Scope 2 supplied energy emissions) – excludes Scope 3 emissions the supply chain and commenting)

**Embodied or Capital Carbon:** total carbon emissions generated in the project, includes Scope 3 supply carbon emissions but excludes built environment operating carbon

# Checklist – Respect the Community

Item	Expectation	<b>Typical Activities (not exhaustive and site may choose others)</b>	<b>Guidance on the expectation</b>
1.1.1	How has the Registered Activity engaged with the impacted community to understand and address concerns prior to the start of site activity? (note: for second visit where a first visit was conducted using 2021 Checklist score this N/A – assuming out of hours contact information is available)	<i>Identify potential impacted communities and provide pre-start information/community meetings</i>	The Registered Activity will identify the community who are potentially impacted by the planned activities and meet with them prior to the start of site activity to discuss plans, including potentially disruptive activity, and listen to and collate community concerns.  Sub-contractors and suppliers should be made aware of these concerns and relevant controls in place (and registered CCS sub-contractors/suppliers should be asking the main contractor for relevant information and controls)
		<b>Company and out of hours contact information provided</b>	
		<i>Reasonable working hours considering local environment/community, including local authority requirements</i>	
		<i>Communication of any expected disruptive works</i>	



# Checklist – Care for the Environment

Item	Expectation	<i>Typical Activities (not exhaustive and site may choose others)</i>	Guidance on the expectation
2.2.1	How is the Registered Activity planning to reduce its carbon footprint, including measurement, recording and publication of performance.	<b>Registered Activity (or organisation wide) commitment to carbon reduction and NetZero</b>	<p>The Registered Activity must have a commitment to reducing its carbon footprint at least at the site (and for larger main contractors, sub-contractors and suppliers have an organisational goal to Net Zero). To accompany and support their commitment there must be appropriate workplace training around carbon reduction.</p> <p>The Registered Activity must be able to demonstrate proactive measures to reduce, and reuse to prevent un-necessary carbon, and as a last resort offsetting.</p> <p>Targets must be published and performance against these targets measured (note that measurement and publication includes items in 2.2.2 and 2.2.3).</p>
		<b>Training for workforce on climate change, carbon reduction needs in construction and conserve of energy and resources</b>	
		<i>Positive and proactive choices regarding energy use, biofuels, green/renewable energy, EV, reuse/refurbishment in preference to replace (circular economy), offsetting as a last resort (operational carbon)</i>	
		<b>Measurement and publication of targets and performance</b>	

# Checklist – Care for the Environment

Item	Expectation	<i>Typical Activities (not exhaustive and site may choose others)</i>	Guidance on the expectation
2.2.3	<b>How is the Registered Activity ensuring supply chain involvement in the reduction of carbon?</b>	<b>Assessment and approval of supply chain relating to carbon (positive selection of suppliers with carbon reduction plan)</b>	<p>To the extent possible Registered Activities must have a clear supply chain policy that makes a positive selection of suppliers with carbon reduction plans, this may include plans to introduce low emissions fleet, low energy lighting/heating etc.</p> <p>Where possible Registered Activity should procure lower embodied carbon materials, and/or seek to influence the clients/developer's choices for lower embodied carbon materials.</p> <p>Larger Registered Activities are expected to be actively involved in influencing the client's choices relating to carbon reduction and be investigating and utilising off site prefabrication where and to the extent this reduces operating carbon</p>
		<i>Positive selection of suppliers with deployment and use of low emissions delivery methods</i>	
		<i>Selection and use of construction materials with lower embodied carbon content</i>	
		<i>Off-site construction, prefabrication, modern methods of construction</i>	

# Checklist – Care for the Environment

Item	Expectation	<b>Typical Activities (not exhaustive and site may choose others)</b>	<b>Guidance on the expectation</b>
2.3.1	<b>How is the Registered Activity identifying, assessing and planning to maintain or improve the natural environment locally?</b>	<i>Use of defined method/process/specialists to identify potential natural environment detriment (e.g. Defra Tool see Ecosystems Knowledge Network)</i>	The Registered Activity must understand the potential impacts on the natural environment and document a plan that protects and preferably improves the natural environment to deliver social value for the community. This may include the removal of invasive species and/or hard landscaping to create habitats and social spaces that improve general community wellbeing.  For supplier, sub-contractor and main contractor registrations consideration should be given to the environment they create around their depots and offices, and the enhancements that can be made to deliver social value.
		<b>Defined plan to protect and/or enhance the natural environment</b>	
		<i>Protection of existing natural habitat and removal of invasive species</i>	
		<i>Encouragement for the natural environment through planned planting and hard engineering (bug homes, wildlife highways)</i>	

# Checklist – Care for the Environment

Item	Expectation	<i>Typical Activities (not exhaustive and site may choose others)</i>	Guidance on the expectation
2.3.2	<b>How is the Registered Activity delivering its plans relating to the natural environment?</b>	<b>Workforce training to understand plans and protect the natural environment</b>	The Registered Activity must communicate its plans and processes to its workforce to ensure that impacts are understood, recognised, and addressed. Delivery of plans and the must be recorded, larger Registered Activity's should also be recording and publicising the social value delivered through the achievement of plans. Where possible the local community should be involved in the identification of concerns and needs, the development of the plan and engaged in its delivery to drive local ownership and shared value.
		<b>On-going recording and evaluation of performance against plan</b>	
		<i>Engagement from the community (such as community action days) in delivery of the plan</i>	
		<i>Regular communications on activity driving engagement from both the workforce and community</i>	

# Checklist – Care for the Environment

Item	Expectation	<i>Typical Activities (not exhaustive and site may choose others)</i>	Guidance on the expectation
2.3.3	<b>How is the Registered Activity proactively promoting improvements realised for the natural environment?</b>	<b>Monitoring and routine local leadership updates regarding plan delivery and benefits</b>	The Registered Activity must ensure that leaders are engaged in monitoring, reviewing and communicating the plan and delivery of benefits. Project and/or plans for delivering improved natural environment gains must subject to a post completion review that clearly identified the benefits realised against the initial plan. Where appropriate these may be publicised through wider media engagement.
		<i>Community notice boards and communications</i>	
		<i>Wider media engagement (local papers, radio or TV – depending on size of project)</i>	
		<i>Plan and process to complete post completion impact report</i>	

# Checklist – Value their Workforce

Item	Expectation	<i>Typical Activities (not exhaustive and site may choose others)</i>	Guidance on the expectation
3.2.1	How is the Registered Activity assessing the needs of the workforce to drive an improvement in wellbeing?	<b>Health risk assessments and monitoring</b> (including fatigue, stress, screening), random substance testing, workplace monitoring (noise, dust etc.)	<b>Credit given for ISO 45001 or CAS Site Assessed certification</b> For credit ensure that the Registered Activity actively supports healthy living advice (beyond posters), this maybe access to gyms, dependence cessation support and counselling services.
		<b>Healthy living advice</b> (diet, sleep, exercise, substance dependence cessation), and support e.g. gym fees/discounts	
		Access to health practitioners and counselling services (including mental health, financial/debt management, gambling etc.)	
		Wellbeing events	

# Checklist – Value their Workforce

Item	Expectation	<i>Typical Activities (not exhaustive and site may choose others)</i>	Guidance on the expectation
3.2.3	How is the Registered Activity embedding a culture of continuous improvement in health and safety performance?	<b>Positive leadership and risk ownership from leaders, consultation on health and safety</b>	<b>Credit given for ISO 45001 or CAS Site Assessed certification</b> For credit leaders must proactive and positively engage in health and safety and risk ownership. There must be clear communication of learning from events and sharing of best practices. Leading Registered Activity's will have processes to reward good practice and coach unsafe actions (not immediate dismissal).
		<b>Sharing of safety alerts, lessons learned, best practices (“learning from events”)</b>	
		<i>Near miss, unsafe condition reporting, with timely action</i>	
		<i>A culture of positive reinforcement for good safety practices and coaching for unsafe actions</i>	

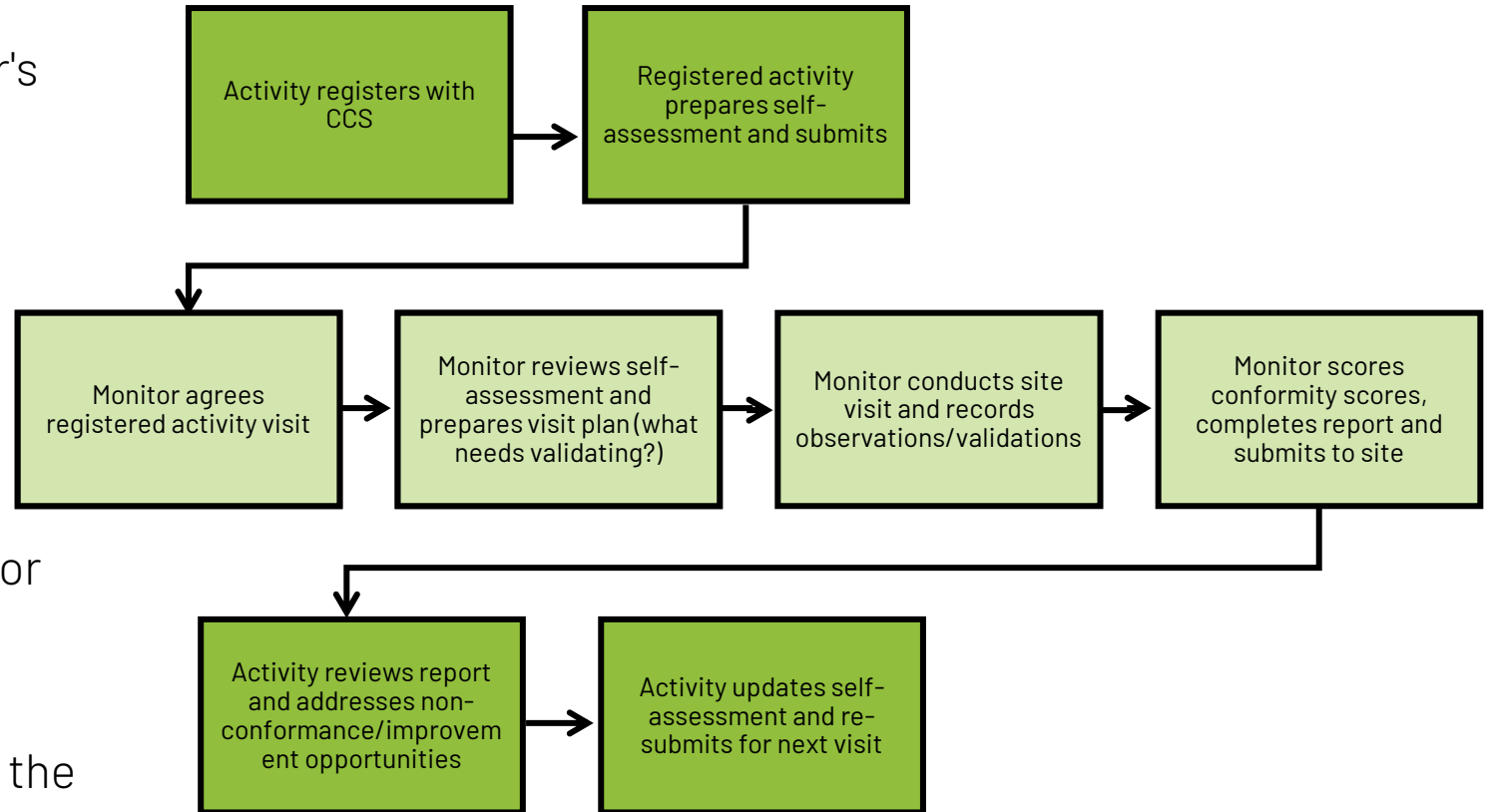
# Checklist – Value their Workforce

Item	Expectation	<i>Typical Activities (not exhaustive and site may choose others)</i>	Guidance on the expectation
3.3.2	<b>How has the Registered Activity identified and assessed biological hazards, and are the hazards effectively managed?</b>	<p><b><i>Identification and communication of biological hazards (viruses, bloodborne pathogens, biological hazards)</i></b></p> <p><i>Controls and training to prevent exposure - PPE, social distancing, technology</i></p> <p><i>Cleaning/decontamination regime</i></p> <p><i>Pest control</i></p>	The Registered Activity must have a detailed risk assessment for biological hazards. Controls, including PPE and training, must be clearly defined, and delivered to mitigate risks identified.



# Optional Self Assessment

- Help prepare for the monitoring visit
- Minimise preparation time for a monitor's visit
- Manage submissions made by the registered activity to demonstrate conformance
- Help the monitor prepare for their monitoring visit and focus their time
- Focus the registered activity and monitor on improvement opportunities and activities
- Create an auditable trail of activity over the registration period



# Access to the Optional Self Assessment

1. Your registration email will give you a link to your Insights Dashboard (<https://portal.ccscheme.org.uk/>), where the self-assessment may be accessed from.
2. Your visit confirmation email will also include this link.
3. Innovations and best practices a registered activity wishes to be considered should be submitted through the self-assessment portal (note you do not need to complete the whole self-assessment, partial submissions are possible) – please try to submit any self assessment entries two weeks before your visit.

## Multi Site Access (Partners)

Site registrations

Search keyword: Site ID / Project name / Location

Date filter: Projects operating between from 06/12/2021 to 06/01/2022

Site name	Site location	Project start date	Planned end date	Visit score	Renewal date	Self assessment	Compare
300 Harrow Road	London, W2 SHG	4 Jan 2021	3 Jul 2023	40 Excellent	31 Dec 2022	In progress	<input type="checkbox"/>
8 & 10 Brindley Place	Birmingham, B1 2JB	16 Nov 2020	27 Jun 2022	42 Excellent	27 Jun 2022	Completed	<input type="checkbox"/>
Adwick Lane	Doncaster, DNS 0QZ	1 Oct 2021	13 Jan 2023	--	15 Oct 2022	Start	<input type="checkbox"/>
Bamfurlong Operations Centre	Cheltenham, GL51 6SU	22 Mar 2021	6 May 2022	41 Excellent	6 May 2022	Start	<input type="checkbox"/>

## Single Registered Activity

Site Monitor Visits

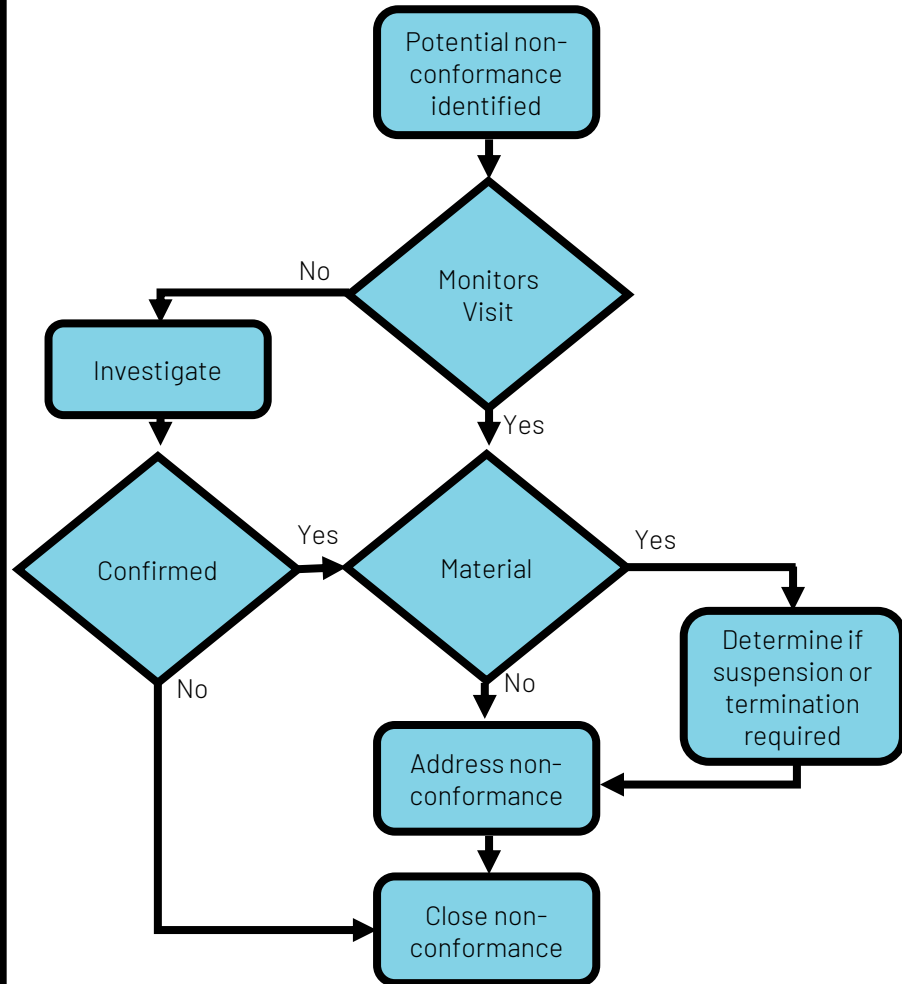
LATEST VISIT: 19 Aug 2021  
MONITOR NAME: Michael Shires  
SITE CONTACT NAME: Stuart Rooney Agron Ahmetaj  
VIEW VISIT >

NEXT VISIT: 11 Jun 2022  
MONITOR NAME: Michael Shires  
SITE CONTACT NAME: Stuart Rooney  
SELF ASSESSMENT: In progress 20%

PREVIOUS VISITS

Visit Date	Overall Score (Out of 50)	Appearance	Community	Environment	Safety	Workforce	
19 Aug 2021	40	8	8	8	8	8	View Visit >
15 Apr 2021	40	8	8	8	8	8	View Visit >

# MANAGING NON-CONFORMANCE



## Non-conformance Categories:

- a failure to conform with the Code
- use of our name or logos contrary to the Agreement or Branding Guidelines
- failure to remedy or deal with serious complaints
- material failure to comply with relevant legislation (i.e. beyond an administrative breach)

## Responses:

- Registered Activity given the opportunity to comply
- Registered Activity's registration is suspended and is given the opportunity to comply
- The Registered Activity's registration is terminated, and can reapply once the non-conformance is addressed