

# CCS Monitor Checklist 2024

This Checklist should be used as a basis for discussions that complement direct observations by the Monitor. The Checklist contains several prompts that highlight specific areas the Monitor may take into consideration when reviewing the conformance with the Code of Considerate Practice. The prompts shown are not exhaustive and other items may be considered. Note, **Bold** prompts must be addressed by the Registered Activity to ensure a conforming score is achieved.

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 considering the size, type, and location of the site. Credit will not be given for activities that are planned but have yet to be carried out.

Compliance with occupation safety legislative requirements is outside of the scope of the Code of Considerate Practice and the Scheme's monitoring process.



## 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.

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

**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.

**Remediation:** refers to major disruptive maintenance projects undertaken on occupied and/or partially occupied residences, including both cladding and non-cladding works - note that the 'Additional Monitor guidance for remediation projects' is considered mandatory where residential buildings are partially or fully occupied during works (more information is available in Dr. Jenny Preece's Case Study available on the Best Practice Hub (<https://ccsbestpractice.org.uk/wp-content/uploads/2022/12/Remediation-Case-Study-V2.pdf>)).

**TCO<sub>2</sub>eq:** 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).

**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.



## Respect the Community

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

CCS1.1.1 How has the Registered Activity engaged with the impacted community to understand and address concerns prior to the start of site activity?

### Guidance & Prompts

The Registered Activity must 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 (if the Client has already completed this activity the Registered Activity must be able to demonstrate that they have considered and actioned any relevant concerns in their plans). Sub-contractors and suppliers should be made aware of these concerns and relevant controls put in place (and registered CCS sub-contractors/suppliers should be asking the main contractor for relevant information and controls).

Additional mandatory Monitor guidance for occupied residential properties in remediation: Additional mandatory Monitor guidance for occupied residential properties in remediation:

1. Residents must be viewed as key stakeholders in the remediation process; constructors must consider the views, opinions, needs and preferences of residents to help shape the approach to undertaking remediation work.
2. Provide clear contact details and support frequent resident engagement between contractor(s) and residents, prior to, during, and on completion of the remediation.
3. Promoting a liveable environment and minimising disruption should be a core part of decision-making; ensuring activities that negatively impact liveability are undertaken for the shortest reasonably possible time.

### Prompts (required prompts marked with a \*)

- **Company emergency out of hours (24/7) contact information (telephone number and contact name) displayed \***
- Identify potential impacted communities and provide pre-start information/community meeting
- Reasonable working hours considering local environment/community, including local authority requirements
- Communication of any expected disruptive works

### Relevant code section

Ensuring courteous and respectful language and behaviour in and around the construction activity.

CCS1.1.2 How does the Registered Activity ensure that impacts on the community from construction activity are minimised?

### Guidance & Prompts

The Registered Activity must 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. The Registered Activity must 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.

Additional mandatory Monitor guidance for occupied residential properties in remediation:

1. Workforce/visitor training must include the needs of residents in occupation whilst construction is underway (reference to arrangements made in 1.1.1 above).
2. Provide clear contact details and support frequent resident engagement with contractors prior to, during, and on completion of the remediation.
3. Protect residents' homes against unintended impacts from the construction activity, including - for example: selecting wrapping that doesn't materially impact light in people's homes and removing it as soon as possible, using dust sheets and over shoes in residents' homes and common areas, ensuring appropriate vermin control.

### Prompts (required prompts marked with a \*)

- **Publicly display CCS registration poster/certificate and banners \***
- **Induction training (including for the Code) and ongoing toolbox talks on impact to communities, controls and expected behaviours for workforce (includes all contractors and sub-contractors) \***



	<ul style="list-style-type: none"> <li>• Regular updates of progress, advance notice of disruptive works</li> <li>• Visitor access and facilities, including disability/special needs</li> </ul> <p><b>Relevant code section</b></p> <p>Ensuring courteous and respectful language and behaviour in and around the construction activity.</p>
<p>CCS1.1.3</p>	<p>How are compliments, comments and complaints sought, recorded, and proactively managed?</p> <p><b>Guidance &amp; Prompts</b></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 (appropriately redacted), clients, and CCS to view. Complaints, however received, must be proactively managed in a reasonable timescale. A periodic review of all communications must be undertaken to identify adverse trends and appropriate preventative actions implemented where possible to minimise reoccurrence. Surveys of the impacted community must be undertaken to obtain feedback on the site's performance and results acted upon.</p> <p>Additional mandatory Monitor guidance for occupied residential properties in remediation:</p> <ol style="list-style-type: none"> <li>1. Seek to accommodate requests from residents that minimise the impact of the remediation on their lives.</li> <li>2. Build in quality assurance mechanisms to ensure the required guidance (in this checklist) is delivered and communicate outcomes.</li> </ol> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li>• <b>Maintain a log/register/list of client and 3rd party feedback/comments/complaints *</b></li> <li>• <b>Review and implement lessons learned from CCS public support reports (complaints), client feedback *</b></li> <li>• Prompt and authentic responses to stakeholder/client comments (compliments and concerns)</li> <li>• Impacted community surveys, social media posts/polls etc.</li> </ul> <p><b>Relevant code section</b></p> <p>Ensuring courteous and respectful language and behaviour in and around the construction activity.</p>
<p>CCS1.1</p>	<p>The Registered Activity is ensuring courteous and respectful language and behaviour in and around the construction activity</p> <p><b>Guidance &amp; Prompts</b></p> <p>The Registered Activity must ensure that acceptable standards for dress and behaviours are communicated to the workforce at least at induction and refreshed as necessary (for example following a complaint). Stakeholder communications must be logged and log freely available, and all concerns must be promptly and proactively addressed.</p> <p>Additional mandatory Monitor guidance for occupied residential properties in remediation:</p> <ol style="list-style-type: none"> <li>1. Ensure that workforce training highlights the additional controls/requirements relating to language and behaviours associated with residents in occupation during remediation activity, and highlights how to behave appropriately around impacted residents.</li> <li>2. Ensure effective monitoring/assurance of conformance with the required standards for language and behaviours are observed (language includes swearing and shouting, and behaviours include where to take breaks, smoking, dress, gestures etc.).</li> </ol> <p><b>Relevant code section</b></p> <p>Ensuring courteous and respectful language and behaviour in and around the construction activity.</p>
<p>CCS1.2.1</p>	<p>How is the Registered Activity keeping the perimeter safe and secure, and surrounding areas clean, tidy, and free of litter, mud, and dust; to protect the community and passers-by?</p>



	<p><b>Guidance &amp; Prompts</b></p> <p>The Registered Activity perimeter must be safe and secure preventing unauthorised access both day and night and provide a positive initial impression of a well-run site. The perimeter and area surrounding the site must be clean and tidy and free from graffiti, bills and construction related rubbish, mud, dust, etc. as far as reasonably practicable. Footpaths and access must be in good safe condition, with access maintained for those with disabilities. The perimeter must be free from site related tripping hazards and dropped objects. If appropriate viewing windows will be installed in hoardings. Sub-contractors and suppliers to assist in keeping the perimeter safe and tidy.</p> <p>Additional mandatory Monitor guidance for occupied residential properties in remediation:</p> <ol style="list-style-type: none"> <li>1. Ensure planned fire drills are conducted and that residents receive copies of Fire Risk Assessments or summaries of outcomes, including failed assessments, next steps, details of any required temporary action (i.e. waking watch, revised evacuation procedures).</li> <li>2. Follow site security and safety requirements including closing doors/security barriers to reduce unauthorised access to buildings and scaffolding and check communal and public spaces for hazards. Remember the contractor is responsible for the health and safety of residents (in addition to their workforce) where their activities create a potential risk to residents. Consider use of alarms or additional security patrols to prevent unauthorised access, and mandatory visible ID Badges to easily identify authorised personnel.</li> <li>3. Communal and private resident areas to be cleaned and inspected regularly, and at least at the end of each shift, rubbish must be removed from these areas at the end of each shift.</li> <li>4. Establish and adhere to robust safeguarding procedures to maintain the safety of residents.</li> </ol> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li>• <b>Controlled access for workforce, deliveries, visitors, preventing unauthorised access (including out of hours)*</b></li> <li>• <b>Falling object and trip hazard prevention, adequate lighting*</b></li> <li>• Periodic inspection and clean-up of boundaries, roads, paths, and surrounding areas</li> <li>• Maintenance of hoardings and fences, including cleaning and weed control</li> </ul> <p><b>Relevant code section</b></p> <p>Providing a safe environment, preventing unnecessary disturbance, and reducing nuisance for the community from their activities.</p>
<p>CCS1.2.2</p>	<p>How is the Registered Activity ensuring that it maintains organised, clean, and tidy operations, including storage of materials and management of waste?</p> <p><b>Guidance &amp; Prompts</b></p> <p>The Registered Activity must ensure the compound is well organised and tidy to promote efficient operations and present a positive image of the works. There will be secure and appropriately controlled storage for construction materials, plant, and waste. Where possible smoking areas should be provided inside the perimeter. The workforce and visitors shall be appropriately trained in site rules and operation and signage will be placed appropriately to maintain a tidy site. Periodic inspection of the site shall be undertaken, and corrective actions identified and implemented. Sub-contractors and suppliers to assist with maintaining a tidy site by following requirements/instructions.</p> <p>Additional mandatory Monitor guidance for occupied residential properties in remediation</p> <ol style="list-style-type: none"> <li>1. Plan placement of offices, materials, and waste areas to ensure that residents continue to have the maximum possible access to recreational space. Consider use of offsite staging to minimise storage on site.</li> </ol> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li>• <b>Signage, communication, and/or training of requirements (including completion of CCS Code e-Learning modules for appropriate site leadership [those with responsibility for delivering Code conformance])*</b></li> <li>• <b>Inspection of work areas and corrective action to address findings/concerns*</b></li> <li>• Appropriate workforce appearance and dress code so as not to cause offence to the public, designated smoking, and vaping areas</li> <li>• Designated storage locations (by material type), placement of waste, organised waste management compound/area</li> </ul> <p><b>Relevant code section</b></p> <p>Providing a safe environment, preventing unnecessary disturbance, and reducing nuisance for the community from their activities.</p>



<p>CCS1.2.3</p>	<p>How is the Registered Activity identifying and reducing the effects of nuisance, disturbance, and intrusion on potentially impacted communities?</p> <p><b>Guidance &amp; Prompts</b></p> <p>The Registered Activity must identify all potentially disturbing, nuisance and/or intrusive activities and reduce the effects of these through effective controls (these controls must be communicated to the community as per items 1.1.1 &amp; 1.1.2). All complaints relating to disturbing, nuisance and/or intrusive activities must be promptly dealt with in accordance with 1.1.3. CLOCS is considered a good practice, though Registered Activities may choose to develop and deploy their own processes; these must be at least equivalent with CLOCS in appropriate areas. As a good practice the Registered Activity should verify suppliers' transport is FORS registered.</p> <p>Additional mandatory Monitor guidance for occupied residential properties in remediation:</p> <ol style="list-style-type: none"> <li>Promoting a liveable environment and minimising disruption should be a core part of decision making; ensuring activities that negatively impact liveability are undertaken for the shortest reasonably possible time.</li> <li>Where homes are occupied, be mindful that it's a home as well as a building site and to maintain privacy, for example workforce should avoid looking into people's homes.</li> </ol> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li><b>Parking facilities/arrangements, communication to the workforce *</b></li> <li><b>Methods employed to reduce dust, pollution, noise, and vibration (including workforce training) *</b></li> <li><b>Positioning of equipment, lighting and CCTV, and other privacy issues (height of construction and seeing into properties), not to cause a nuisance to communities *</b></li> <li>Planning of traffic routes and timing for deliveries, cycle and pedestrian safety, (for example CLOCS implementation for the Registered Activity and use of suppliers with FORS registration)</li> </ul> <p><b>Relevant code section</b></p> <p>Providing a safe environment, preventing unnecessary disturbance, and reducing nuisance for the community from their activities.</p>
<p>CCS1.2</p>	<p>The Registered Activity providing a safe environment, preventing unnecessary disturbance, and reducing nuisance for the community from their activities</p> <p><b>Guidance &amp; Prompts</b></p> <p>The Registered Activity must have implemented processes to ensure that the site and surrounding area is maintained in a safe and tidy manner minimising disturbance and inconvenience to the community, while keeping them safe.</p> <p>Additional mandatory Monitor guidance for occupied residential properties in remediation:</p> <ol style="list-style-type: none"> <li>Communicate the responsibilities for the provision of respite, equipment and cleaning and replacement for residents during disruptive work and upon its completion. Examples include places to work, play, rest, dehumidifiers, heaters, one way privacy film for windows, mould, decoration, unrepairable property damage. Ensure transparency around decisions on moving people from their homes and sources of support for residents, including mental health support.</li> <li>Provide and ensure use of lunch and rest areas away from homes and never smoke outside a designated area.</li> <li>Minimise noise and vibration and consider timing of works to minimise impact, for example night workers, early morning, mealtimes.</li> <li>Keep conversations appropriate, particularly where conversations may be overheard.</li> <li>Continually clear away rubbish to maintain a tidy site.</li> </ol> <p><b>Relevant code section</b></p> <p>Providing a safe environment, preventing unnecessary disturbance, and reducing nuisance for the community from their activities.</p>
<p>CCS1.3.1</p>	<p>How is the Registered Activity ensuring that all those potentially impacted by construction activity are treated with consideration, courtesy, and respect?</p>



	<p><b>Guidance &amp; Prompts</b></p> <p>The Registered Activity must hold periodic meetings and use appropriate communication channels to effectively communicate with the impacted community, ensuring that open relationships are maintained. Construction sites Leaders should plan and make routine observations on behaviours to ensure a proactive culture is maintained regarding respect. Sub-contractors and suppliers need to ensure that they are briefed on respect and Registered Activity's specific requirements.</p> <p>Additional mandatory Monitor guidance for occupied residential properties in remediation:</p> <ol style="list-style-type: none"> <li>1. Clearly communicate the key elements of the project plan, project phases and timelines, be transparent about dependencies, uncertainties and reasoning and provide advance and timely updates if schedules change.</li> <li>2. Hold open meetings with those involved in the remediation and give residents meaningful choices in the conduct of remediation works and provide information on the advantages and disadvantages of different choices and transparently explain decisions.</li> <li>3. Inform residents in advance of works that are likely to significantly impact them to support alternative arrangements</li> </ol> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li>• <b>Ongoing community consultation to understand concerns and identify desired actions/benefits (what the community wants) *</b></li> <li>• <b>Changes to, or new community concerns must be communicated to the workforce</b> (induction and training, toolbox talks)*</li> <li>• Regular community communications (for example: noticeboard, social media, newsletters, and community meetings)</li> <li>• Leadership observations of workforce behaviours, and corrective action where necessary (proactive culture)</li> </ul> <p><b>Relevant code section</b></p> <p>Proactively maintaining effective engagement with the community to deliver meaningful positive impacts.</p>
<p>CCS1.3.2</p>	<p>How is the Registered Activity promoting construction positively within the local community, including promoting local employment?</p> <p><b>Guidance &amp; Prompts</b></p> <p>The Registered Activity must document a plan to promote construction positively. This includes promoting construction careers (including attracting diverse talent), employing local people (including apprentices) representative of the communities in which they operate. Registered Activity must track and maintain records of performance against their plan. This section applies equally to all Registered Activity types. Plans and activities need to be appropriate to the size of the organisation/project.</p> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li>• <b>A documented plan identifying how the site is promoting construction positively *</b></li> <li>• <b>Tracking of activities promoting construction positively and local employment *</b></li> <li>• Promoting construction as a career choice including activities in schools/colleges/employability forums, ensuring that equality and diversity is addressed</li> <li>• Local employment (including apprentices) prioritised and representative of the community, products sourced locally</li> </ul> <p><b>Relevant code section</b></p> <p>Proactively maintaining effective engagement with the community to deliver meaningful positive impacts.</p>
<p>CCS1.3.3</p>	<p>How is the Registered Activity supporting positive impact within the local community?</p> <p><b>Guidance &amp; Prompts</b></p> <p>The Registered Activity must document its plans for community engagement (these may/should include items from 1.3.1 and 1.3.2 above and/or Section 106 requirements) and may be aligned and/or included as part of their CSR Policy Plan (either organisation wide or local). In their planning, the Registered Activity should consider and include support for local charities, with particular focus on community enrichment. Delivery of plans and achievements is to be recorded and communicated (see 1.3.2 above). Suppliers should consider activities local to their depots. Plans/activities need to be appropriate to the size of the organisation/project.</p>



	<p>Additional mandatory Monitor guidance for occupied residential properties in remediation:</p> <ol style="list-style-type: none"> <li>Client and/or constructor must have agreed a communications strategy to ensure ALL residents are engaged and informed prior, during and on completion of construction and can access support equitably, these arrangements and responsibilities for delivery must be documented.</li> <li>Communicate the responsibilities for the provision of respite, equipment and cleaning and replacement for residents during disruptive work and upon its completion. Examples include places to work, play, rest, dehumidifiers, heaters, one way privacy film for windows, mould, decoration, unrepairable property damage. Ensure transparency around decisions on moving people from their homes and sources of support for residents, including mental health support.</li> </ol> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li><b>Documented activities and site targets (organisation targets for organisation registrations) for community engagement</b> (in accordance with declared CSR policy/plans) *</li> <li><b>Progress and achievement against plan is recorded, reported and communicated *</b></li> <li>Engagement/support for local charities and community facilities</li> <li>Community engagement in neighbourhood enrichment, landscaping, natural habitat improvement (net gain)</li> </ul> <p><b>Relevant code section</b></p> <p>Proactively maintaining effective engagement with the community to deliver meaningful positive impacts.</p>
<p>CCS1.3</p>	<p>The Registered Activity is proactively maintaining effective engagement with the community to deliver meaningful positive impacts</p> <p><b>Guidance &amp; Prompts</b></p> <p>The Registered Activity must have a plan to drive positive community impact that must engage the community. Progress and achievements must be recorded and communicated (credit maybe given at first visits for 1.3.3 if it's too early to demonstrate progress).</p> <p><b>Relevant code section</b></p> <p>Proactively maintaining effective engagement with the community to deliver meaningful positive impacts.</p>
<p><b>Care for the Environment</b>          Constructors must minimise their impact and enhance the natural environment</p>	
<p>CCS2.1.1</p>	<p>How does the Registered Activity identify and manage environmental concerns?</p> <p><b>Guidance &amp; Prompts</b></p> <p><b>Credit given for ISO 14001 (UKAS Accredited Certification) or CAS Site Assessed certification.</b> Where credit is sought, the Registered Activity must have a documented environmental management plan or management system, including KPIs related to environmental performance for the site (or organisation for organisation registrations). The environmental plan/management system will be proportionate to the size of the Registered Activity and related environmental risks.</p> <p><b>Prompts (required prompts marked with a *)</b></p> <ul style="list-style-type: none"> <li><b>Documented, risk and impact identification and management plan relevant to the Registered Activity *</b></li> <li><b>Reporting actual vs target performance, and corrective actions</b> (as documented in the management plan) *</li> <li>Emergency preparedness, investigation for environmental events</li> <li>Specialist input, including local consultation</li> </ul> <p><b>Relevant code section</b></p> <p>Prioritising environmental issues to protect the natural environment and minimise negative impacts.</p>
<p>CCS2.1.2</p>	<p>How is the Registered Activity communicating environmental plans, controls and performance to the workforce, community, and public?</p>





	<p><b>Guidance &amp; Prompts</b></p> <p><b>Credit given for ISO 14001 (UKAS Accredited Certification) or CAS Site Assessed certification.</b> To obtain credit in this question the Registered Activity must be able to demonstrate community communication and consultation with local communities on environmental matters.</p> <p>Where credit is not sought the Registered Activity must train the workforce with regards to their environmental impacts/concerns and associated controls. They must also ensure that plans to minimise and/or mitigate environmental concerns, and its performance against these plans, are periodically communicated to the community and public. Local action groups should also be consulted with and encouraged to engage with action plans. The scale of plans and commitments must be consistent with the environmental concerns identified (and not necessarily the project value).</p> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li>• <b>Induction and training for the workforce includes identified environmental issues specific to Registered Activity *</b></li> <li>• <b>Communication on environmental matters to the community</b> (newsletter, notice board, social media) *</li> <li>• Local groups, consultation, involvement</li> <li>• Promoting achievements, environmental champion, education</li> </ul> <p><b>Relevant code section</b></p> <p>Prioritising environmental issues to protect the natural environment and minimise negative impacts.</p>
<p>CCS2.1.3</p>	<p>How is the Registered Activity protecting the landscape and watercourses?</p> <p><b>Guidance &amp; Prompts</b></p> <p><b>Credit given for ISO 14001 (UKAS Accredited Certification) or CAS Site Assessed certification.</b> To obtain the credit for this question the Registered Activity must be able to demonstrate waste management and spill containment plans for their activity (bold prompts).</p> <p>Where credit is not sought, the Registered Activity will, where appropriate, identify the potentially impacted flora, fauna, and natural resources, and create appropriate plans for their protection and not to unnecessarily and/or illegally disturb them. The site must pay particular attention to waste minimisation and management (including reduction of single use plastic, and management of windblown materials), and ensure prevention of surface water runoff and spills (including secondary containment for liquids). The scale of plans and commitments must be consistent with the environmental concerns identified (and not necessarily the project value).</p> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li>• <b>Waste management and reduced use of single use plastic (particularly packaging), and windblown material *</b></li> <li>• <b>Secondary containment/spill prevention for liquids and prevention of surface water run-off</b> (for example silt and contaminants) *</li> <li>• Identification of flora, fauna, and natural resources</li> <li>• Plans to prevent pollution and/or protect the local environment</li> </ul> <p><b>Relevant code section</b></p> <p>Prioritising environmental issues to protect the natural environment and minimise negative impacts.</p>
<p>CCS2.1</p>	<p>The Registered Activity is prioritising environmental issues to protect the natural environment and minimise negative impacts.</p> <p><b>Guidance &amp; Prompts</b></p> <p>An effective ISO 14001 (UKAS Accredited Certification) or CAS Site Assured certification will demonstrate conformance. However, Monitor must establish conformance locally for the questions 2.1.2 and 2.1.3 as per the notes above.</p> <p><b>Relevant code section</b></p> <p>Prioritising environmental issues to protect the natural environment and minimise negative impacts.</p>



<p>CCS2.2.1</p>	<p>How is the Registered Activity planning to reduce its carbon footprint, including measurement, recording and publication of performance</p> <p><b>Guidance &amp; Prompts</b></p> <p>The Registered Activity must have a commitment to reducing its carbon footprint (and for larger main contractors, they should ensure appointed sub-contractors and suppliers have an organisational goal to Net Zero). To accompany and support their commitment there must be appropriate workplace training regarding the construction industry's (and preferably personal) impact on climate change. The Registered Activity must be able to demonstrate proactive measures to reduce, and reuse, to prevent unnecessary carbon, and as a last resort offsetting. 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> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li>• <b>Registered Activity (or organisation-wide) commitment to carbon reduction and Net Zero *</b></li> <li>• <b>Training for workforce on climate change, carbon reduction needs in construction and conserving of energy and resources *</b></li> <li>• <b>Measurement and publication of site targets and performance</b> (note organisational targets for registered organisations) *</li> <li>• Positive and proactive choices regarding energy use, biofuels, green/renewable energy, electric vehicles, reuse/refurbishment in preference to replace (circular economy), offsetting as a last resort (operational carbon)</li> </ul> <p><b>Relevant code section</b></p> <p>Optimising the use of resources, including minimising carbon throughout the value chain.</p>
<p>CCS2.2.2</p>	<p>How is the Registered Activity optimising the use of resources?</p> <p><b>Guidance &amp; Prompts</b></p> <p>The Registered Activity must at least have considered the use of lower energy equipment:</p> <ol style="list-style-type: none"> <li>1. Smaller Registered Activities must be able to demonstrate an awareness of their energy/resource usage and have observable plans and processes in place to manage/minimise use, including using low energy light fittings, motion sensors, and switching off equipment when not in use.</li> <li>2. Larger Registered Activities will be expected to have introduced alternative fuels/plant to reduce energy use.</li> </ol> <p>Other programmes to reduce resource usage must also be demonstrable, for example water saving/harvesting, materials management etc. Inspection and monitoring of usage must be in place, along with corrective action to address concerns and minimise wastage.</p> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li>• <b>Plant and equipment with high energy efficiency proactively selected and used, switched off when not in use *</b></li> <li>• <b>Inspection, monitoring and recording of resource usage, and corrective action addressing resource wastage *</b></li> <li>• Water saving measures and rainwater harvesting/use on site</li> <li>• Materials management, not over ordering of materials</li> </ul> <p><b>Relevant code section</b></p> <p>Optimising the use of resources, including minimising carbon throughout the value chain.</p>
<p>CCS2.2.3</p>	<p>How is the Registered Activity ensuring supply chain involvement in the reduction of carbon?</p> <p><b>Guidance &amp; Prompts</b></p> <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, energy efficient cabins (A-rated), low energy lighting/heating etc. Where possible Registered Activity should procure lower embodied carbon materials, and/or seek to influence the client's/developer's choices for lower embodied carbon materials. Larger Registered Activities are expected to be</p>



	<p>actively involved in influencing the client's choices relating to carbon reduction and be investing in, and utilising, off site prefabrication where and to the extent this reduces operating carbon.</p> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li>● <b>Assessment and approval of supply chain including consideration for achieving Net Zero plans *</b></li> <li>● Positive selection of suppliers with deployment and use of low emissions delivery methods</li> <li>● Selection and use of construction materials with lower embodied carbon content</li> <li>● Off-site construction, prefabrication, modern methods of construction</li> </ul> <p><b>Relevant code section</b></p> <p>Optimising the use of resources, including minimising carbon throughout the value chain.</p>
CCS2.2	<p>The Registered Activity is optimising the use of resources, including minimising carbon throughout the value chain.</p> <p><b>Guidance &amp; Prompts</b></p> <p>The Registered Activity must have a policy in place to reduce carbon and be training the workforce about its policy, climate change and effective resource use/carbon reduction. Larger Registered Activities must be working actively with suppliers and clients to reduce carbon content, smaller Registered Activities must understand and seek to reduce carbon within their control.</p> <p><b>Relevant code section</b></p> <p>Optimising the use of resources, including minimising carbon throughout the value chain.</p>
CCS2.3.1	<p>How is the Registered Activity identifying, assessing, and planning to maintain or improve the natural environment locally?</p> <p><b>Guidance &amp; Prompts</b></p> <p>The Registered Activity must understand the potential impacts on the natural environment and document a plan that protects and 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. Bio-diversity net gain requirements will apply from January 2024 for developments in the Town and Country Planning Act 1990, unless exempt. It will apply to small sites from April 2024 (<a href="https://www.gov.uk/government/collections/biodiversity-net-gain">https://www.gov.uk/government/collections/biodiversity-net-gain</a>), and to nationally significant infrastructure projects from late November 2025.</p> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li>● <b>Documented plan to protect and/or enhance the natural environment *</b></li> <li>● Use of defined method/process/specialists to identify potential natural environment detriment (<a href="#">e.g. The Biodiversity Metric 4.0 - JP039 (nepubprod.appspot.com)</a> or <a href="#">The Small Sites Metric (Biodiversity Metric 4.0) - JP040 (nepubprod.appspot.com)</a>)</li> <li>● Protection of existing natural habitat and removal of invasive species</li> <li>● Encouragement for the natural environment through planned planting and hard engineering (bug homes, wildlife highways, bird/bat boxes)</li> </ul> <p><b>Relevant code section</b></p> <p>Engaging with the community to improve the local environment in a meaningful way.</p>
CCS2.3.2	<p>How is the Registered Activity delivering its plans relating to the natural environment?</p> <p><b>Guidance &amp; Prompts</b></p> <p>The Registered Activity must communicate its plans and processes to its workforce to ensure that impacts are understood, recognised, and addressed. Delivery of plans must be recorded; larger Registered Activities should also be recording and</p>



	<p>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.</p> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li>• <b>Workforce training to understand plans and protection of the natural environment *</b></li> <li>• <b>On-going recording and evaluation of performance against plan *</b></li> <li>• Engagement from the community (such as community action days) in delivery of the plan</li> <li>• Regular communications on activity driving engagement from both the workforce and community</li> </ul> <p><b>Relevant code section</b></p> <p>Engaging with the community to improve the local environment in a meaningful way.</p>
CCS2.3.3	<p>How is the Registered Activity proactively promoting improvements realised for the natural environment?</p> <p><b>Guidance &amp; Prompts</b></p> <p>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 be 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.</p> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li>• <b>Monitoring and routine local leadership updates regarding plan delivery and benefits *</b></li> <li>• Community communications</li> <li>• Wider media engagement (local papers, radio, or TV)</li> <li>• Planning/preparation for post completion impact report</li> </ul> <p><b>Relevant code section</b></p> <p>Engaging with the community to improve the local environment in a meaningful way.</p>
CCS2.3	<p>The Registered Activity is engaging with the community to improve the local environment in a meaningful way</p> <p><b>Guidance &amp; Prompts</b></p> <p>All Registered Activities must have a plan to maintain and/or improve the natural environment that, as appropriate involves the community. The scale should be appropriate to the potential impacts and the Registered Activities resources. Plans must be subject to routine monitoring of delivery and benefits achieved by leadership and plans must be in place to report on the impact post completion.</p> <p><b>Relevant code section</b></p> <p>Engaging with the community to improve the local environment in a meaningful way.</p>
<p><b>Value their Workforce</b> Constructors must create a supportive, inclusive, and healthy workplace</p>	
CCS3.1.1	<p>How is the Registered Activity ensuring the competency and legitimacy of the workforce?</p> <p><b>Guidance &amp; Prompts</b></p> <p>Registered Activity must have a documented competency matrix for the workforce, including the verification of workforce conformance prior to starting work. Larger Registered Activities must include a programme to support disadvantaged and</p>



	<p>minority groups in the workplace. Right to work vetting must be in place for employed workforce and for all sub-contractors there must be a verification and assurance process in place. Modern Slavery training must be provided to the workforce and a 'whistle blower/speak-up' process available to report concerns.</p> <p>Additional mandatory Monitor guidance for occupied residential properties in remediation:</p> <ol style="list-style-type: none"> <li>Briefed the workforce about the context of the building safety crisis and provide worker training on the personal impact on residents of this crisis and remedial works.</li> </ol> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li><b>Defined qualifications/skill levels for the workforce, including pre-start confirmation that training is complete *</b></li> <li><b>Workforce vetting and right to work checks (including a process for contracted workforce) *</b></li> <li><b>Workforce Modern Slavery training, and observation for indicators of concern and investigation as appropriate *</b></li> <li>Support for disadvantaged and minority groups, hidden disabilities, English not first language, literacy, and numeracy</li> </ul> <p><b>Relevant code section</b></p> <p>Actively encouraging and supporting an inclusive and diverse workplace.</p>
CCS3.1.2	<p>How is the Registered Activity planning and delivering learning and development to encourage construction as a career choice, improving representation from poorly represented groups?</p> <p><b>Guidance &amp; Prompts</b></p> <p>Registered Activity must have completed a training needs analysis and have training plans in place for their employed workforce and verify that sub-contractors have appropriate plans in place for their employees. Recognise the workforce who demonstrate good practice with regards to the Scheme's Code expectations, encouraging broader workforce participation (this may be an existing programme that encompasses the Scheme's expectations). The Registered Activity must have an outreach programme in place to support careers in construction, this will be appropriate to the scale and resources available.</p> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li><b>Identification of site skills gaps and training needs, and associated training plans for poorly represented and/or minority workforce and community groups to help address the skills gap *</b></li> <li><b>Workforce recognition for good practice with regards to CCS expectations</b> (note this may be part of a broader recognition programme)*</li> <li>Learning plans and training available for the workforce (e-Learning for both competency and personal development, and CCS Code expectations)</li> <li>Support for careers advice and career planning at local schools, colleges, and support groups</li> </ul> <p><b>Relevant code section</b></p> <p>Actively encouraging and supporting an inclusive and diverse workplace.</p>
CCS3.1.3	<p>How is the Registered Activity ensuring the workforce is treated fairly and with respect?</p> <p><b>Guidance &amp; Prompts</b></p> <p>The Registered Activity must have a documented EDI/FIR policy (organisational wide), with training and a clear commitment from the workforce for the policy, supported by effective periodic leadership communications and actions. The Registered Activity must have in place, and communicate to the workforce, a confidential reporting process with appropriate investigation and follow-up of reported concerns. Good practices and support for interest groups must be recognised.</p> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li><b>EDI/FIR training, engagement, and commitment from the workforce, supported by management, and proactive communications/posters/social media *</b></li> <li><b>Support for confidential reporting of concerns, investigation, zero tolerance approach to harassment of any kind *</b></li> <li>Facilities designed to accommodate equality and diversity needs</li> </ul>



	<ul style="list-style-type: none"> <li>• Recognition of good practices, support for interest groups, consultation and feedback, performance reporting (incl. pay gap and living wage)</li> </ul> <p><b>Relevant code section</b>                  Actively encouraging and supporting an inclusive and diverse workplace.</p>
CCS3.1	<p>The Registered Activity is actively encouraging and supporting an inclusive and diverse workplace.</p> <p><b>Guidance &amp; Prompts</b>                  The Registered Activity must be able to demonstrate a clear policy and active involvement from leaders and the workforce, including a 'whistle blower/speak-up' process and recognition for good practices and support groups.</p> <p><b>Relevant code section</b>                  Actively encouraging and supporting an inclusive and diverse workplace.</p>
CCS3.2.1	<p>How is the Registered Activity assessing the needs of the workforce to drive an improvement in wellbeing?</p> <p><b>Guidance &amp; Prompts</b>  <b>Credit given for ISO 45001 (UKAS Accredited Certification) or CAS Site Assessed certification.</b> For credit ensure that the Registered Activity actively supports healthy living advice (beyond posters), this may be access to gyms, dependence cessation support and counselling services.</p> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li>• <b>Health risk assessments and monitoring</b> (including fatigue, stress), <b>workplace monitoring</b> (noise, dust, vibration etc) *</li> <li>• <b>Healthy living advice to improve wellbeing</b> (diet, sleep, exercise, substance dependence cessation), <b>and support for rest and recreational activities</b> e.g. gym fees/discounts *</li> <li>• Access to health practitioners and counselling services (including mental health, financial/debt management, gambling etc.)</li> <li>• Wellbeing events/training</li> </ul> <p><b>Relevant code section</b>                  Proactively supporting safe working, mental and physical wellbeing at work.</p>
CCS3.2.2	<p>How is the Registered Activity proactively addressing safety requirements for the workforce and visitors?</p> <p><b>Guidance &amp; Prompts</b>  <b>Credit given for ISO 45001 (UKAS Accredited Certification) or CAS Site Assessed certification.</b> For credit ensure that there is appropriate performance monitoring, inspection and assurance in place and appropriate and timely incident investigation controls.</p> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li>• <b>Induction training, toolbox talks/daily briefings, hazard boards</b> *</li> <li>• <b>Appropriate, well maintained administrative controls - machine guarding, PPE (suitable PPE available in a variety of styles/sizes [including female sizes])</b> *</li> <li>• <b>Emergency plans (work at height, confined spaces, medical, exposures) drilled routinely and shortcomings addressed (for example accessibility of emergency equipment - AEDs/first aid, rescue equipment)</b> *</li> <li>• Monitoring, inspection, and assurance of the effectiveness of work controls, and incident investigation</li> </ul> <p><b>Relevant code section</b></p>



	Proactively supporting safe working, mental and physical wellbeing at work.
CCS3.2.3	<p>How is the Registered Activity embedding a culture of continuous improvement in health and safety performance?</p> <p><b>Guidance &amp; Prompts</b></p> <p><b>Credit given for ISO 45001(UKAS Accredited Certification) or CAS Site Assessed certification.</b> For credit leaders must be 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 Activities will have processes to reward good practice and coach unsafe actions (rather than immediate dismissal).</p> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li>• <b>Sharing of safety alerts, lessons learned, best practices ('learning from events') *</b></li> <li>• <b>Near miss, unsafe condition reporting, with timely corrective action *</b></li> <li>• Positive leadership and risk ownership from leaders, consultation on health and safety</li> <li>• A culture of positive reinforcement for good safety practices and coaching for unsafe actions</li> </ul> <p><b>Relevant code section</b></p> <p>Proactively supporting safe working, mental and physical wellbeing at work.</p>
CCS3.2	<p>The Registered Activity is proactively supporting safe working, mental and physical wellbeing at work</p> <p><b>Guidance &amp; Prompts</b></p> <p><b>Credit given for ISO 45001(UKAS Accredited Certification) or CAS Site Assessed certification.</b> Credit is awarded for basic compliance with HSE requirements. Sustainable sites will have a culture of proactive leadership engagement rewarding good practices and learning from events both internal and external.</p> <p><b>Relevant code section</b></p> <p>Proactively supporting safe working, mental and physical wellbeing at work.</p>
CCS3.3.1	<p>How is the Registered Activity ensuring suitable, hygienic and well-maintained welfare facilities are provided?</p> <p><b>Guidance &amp; Prompts</b></p> <p>Registered Activity must have suitable hygiene facilities available for the workforce, these must be available at the premises, except for very short-term activities (where these would normally be customer supplied). As appropriate there should be provision for separate and accessible facilities. Cleaning and maintenance requirements for all facilities and equipment must be defined and monitored to ensure good hygiene is maintained.</p> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li>• <b>Well maintained toilets (separate male and female) and changing facilities (including accessible facilities for those with disabilities and other requirements as appropriate) with effective cleaning and maintenance regime *</b></li> <li>• <b>Sanitary bins in all permanent and semi-permanent toilet facilities (excluding porta-loos and facilities installed for less than 3 days) and a supply of sanitary products (free or chargeable) in female facilities *</b></li> <li>• Showers where required (due to nature of work)</li> <li>• Canteen and rest area (appropriate to size and location), prevent congregating outside sites</li> </ul> <p><b>Relevant code section</b></p> <p>Providing workplaces that are well maintained, clean and secure from physical and biological hazards.</p>



<p>CCS3.3.2</p>	<p>How has the Registered Activity identified and assessed biological hazards, and are the hazards effectively managed?</p> <p><b>Guidance &amp; Prompts</b></p> <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.</p> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li>● <b>Identification and communication of biological hazards</b> (viruses, bloodborne pathogens, biological hazards) *</li> <li>● Controls and training to prevent exposure to biological hazards</li> <li>● Cleaning/decontamination regime</li> <li>● Pest control</li> </ul> <p><b>Relevant code section</b></p> <p>Providing workplaces that are well maintained, clean and secure from physical and biological hazards.</p>
<p>CCS3.3.3</p>	<p>How has the Registered Activity supported other workforce needs?</p> <p><b>Guidance &amp; Prompts</b></p> <p>The Registered Activity should define its flexible working and return to work policies to ensure that construction is an attractive working environment encouraging diversity in the workplace. Other programmes to attract a diverse workforce may include additional facilities including recreation, laundry provision etc.</p> <p><b>Prompts</b> (required prompts marked with a *)</p> <ul style="list-style-type: none"> <li>● <b>Return to work planning, flexible working *</b></li> <li>● Travelling to work and parking</li> <li>● Specialist laundry/cleaning requirements</li> <li>● Rest and recreational facilities</li> </ul> <p><b>Relevant code section</b></p> <p>Providing workplaces that are well maintained, clean and secure from physical and biological hazards.</p>
<p>CCS3.3</p>	<p>The Registered Activity is providing workplaces that are well maintained, clean and secure from physical and biological hazards</p> <p><b>Guidance &amp; Prompts</b></p> <p>Registered Activity must ensure that welfare requirements are local, accessible, well maintained, and hygienic. A risk assessment and controls for all biological hazards must be in place. Registered Activities will achieve greater productivity and loyalty and a more diverse workforce where their facilities go beyond minimum requirements.</p> <p><b>Relevant code section</b></p> <p>Providing workplaces that are well maintained, clean and secure from physical and biological hazards.</p>