

# CODE OF CONSIDERATE PRACTICE CHECKLIST

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 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.

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

## DEFINITIONS

**CCS:** 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 organisation's 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 activity's 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/improve 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 activity's project, including any contracted/sub-contracted work or labour

## REGISTRATION DETAILS

SCHEME ID	VISIT NO.	DATE
Brief description of the work, sector, location and context of the visited activity, anything 'sensitive', type of contract and other relevant matters.		
Are there any constraints that restrict the ability to address certain areas of the Checklist?		

## RAISING STANDARDS, BUILDING TRUST

### RESPECT THE COMMUNITY

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

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?	<i>Pre-start information and community meetings</i>
		<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>
1.1.2	How does the Registered Activity ensure that impacts on the community from construction activity is managed?	<b>Displays CCS registration poster/certificate and banners</b>
		<i>Regular updates of progress, advance notice of disruptive works</i>
		<i>Visitor access and facilities, including disability/special needs</i>
		<b>Induction training and ongoing toolbox talks on impact to communities</b> , controls and expected behaviours for workforce (includes all contractors and sub-contractors)
1.1.3	How are compliments, comments and complaints sought, recorded, and proactively managed?	<b>Maintain a log/register/list of client and 3<sup>rd</sup> party feedback/comments/complaints</b>
		<i>Prompt and authentic responses to stakeholder/client comments (compliments and concerns)</i>
		<i>Reviews and lessons learned, use of CCS public voice reports, client feedback</i>
		<i>Impacted community surveys, social media posts/polls etc.</i>
1.1	<b>The Registered Activity has identified all those potentially impacted, developed communication plans, and maintained courteous and respectful communications.</b>	
1.2.1	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?	<b>Controlled access for workforce, deliveries, visitors, preventing unauthorised access</b> (including out of hours)
		<i>Periodic inspection and clean-up of boundaries, roads, paths, and surrounding areas</i>
		<i>Maintenance of hoardings and fences, including cleaning and weed control</i>
		<b>Falling object and trip hazard prevention</b> , adequate lighting
1.2.2	How is the Registered Activity ensuring that it maintains organised, clean, and tidy operations, including storage of materials and management of waste?	<b>Designated smoking and vaping areas</b>
		<i>Designated storage locations (by material type), placement of waste, organised waste management compound/area</i>
		<i>Signage, communication, and/or training of requirements</i>
		<i>Inspection and corrective action</i>
1.2.3	How is the Registered Activity identifying and reducing the effects of nuisance, disturbance, and intrusion on potentially impacted communities?	<i>Planning of traffic routes and timing for deliveries, cycle and pedestrian safety, CLOCS/FORS</i>
		<b>Parking facilities/arrangements, communication to the workforce</b>
		<b>Methods employed to reduce dust, pollution, noise and vibration</b> (including workforce training)
		<b>Positioning of equipment, lighting and CCTV, and other privacy issues</b> (height of construction and seeing into properties), <b>not to cause a nuisance</b> to communities
1.2	<b>The Registered Activity has developed and implemented an abatement plan preventing unnecessary disturbance from its activities.</b>	

## RAISING STANDARDS, BUILDING TRUST

1.3.1	How is the Registered Activity ensuring that all those potentially impacted by construction activity are treated with consideration, courtesy, and respect?	<b>Ongoing community dialogue to understand concerns and identify desired actions/benefits</b> (what the community wants)
		<i>Regular community communications (noticeboard, social media, newsletters, and community meetings)</i>
		<i>Key community concerns included in workforce induction and training</i>
		<i>Leadership observations of behaviours and corrective action where necessary (proactive culture)</i>
1.3.2	How is the Registered Activity promoting construction positively within the local community, including promoting local employment?	<b>A documented plan identifying how the site is promoting construction positively</b>
		<i>Promoting construction as a career choice, activities in schools/colleges/employability forums, ensuring that equality and diversity is addressed</i>
		<i>Local employment (including apprentices) prioritised and representative of the community, products sourced locally</i>
		<b>Tracking and recording of local contribution achieved</b>
1.3.3	How is the Registered Activity supporting positive impact within the local community?	<b>Documented activities and targets for community engagement</b> (in accordance with declared CSR policy/plans)
		<i>Engagement/support for local, goodwill, charities, and community facilities</i>
		<i>Community engagement in neighbourhood enrichment, landscaping, natural habitat improvement (net gain/social value)</i>
		<b>Progress and achievement against plan is recorded, reported and communicated</b>
1.3	<b>The Registered Activity has developed and implemented a plan for positive community impact, and it can demonstrate the plan is being delivered.</b>	

## CARE FOR THE ENVIRONMENT

Constructors must minimise their impact and enhance the natural environment

2.1.1	How does the Registered Activity identify and manage environmental concerns?	<b>Documented environmental and/or sustainability policy, risk and impact identification and management plan</b>
		<i>Reporting actual vs target performance, and corrective actions</i>
		<i>Emergency preparedness, investigation for environmental events</i>
		<i>Specialist input, including local input</i>
2.1.2	How is the Registered Activity communicating environmental plans, controls, and performance to the workforce, community, and public?	<b>Induction and training for the workforce</b>
		<i>Communication, newsletter, notice board, social media</i>
		<i>Local groups, dialogue, involvement</i>
		<i>Promoting achievements, environmental champion, education</i>
2.1.3	How is the Registered Activity protecting flora, fauna, landscape, and watercourses?	<i>Identification of flora, fauna, and natural resources</i>
		<b>Plans to not disturb and protect natural environment</b>
		<b>Waste management and reduced use of single use plastic</b> (particularly packaging), <b>and windblown material</b>
		<b>Secondary containment/spill prevention for liquids and prevention of surface water run-off</b>
2.1	<b>The Registered Activity has identified and prioritised environmental concerns (flora, fauna, resource use/waste and emissions) and developed a suitable plan to manage identified concerns.</b>	

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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>
		<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>
2.2.2	How is the Registered Activity optimising the use of resources, energy, and waste?	<b>Plant and equipment with high energy efficiency proactively selected and used, switched off when not in use</b>
		<b>Water saving measures</b> and rainwater harvesting/use on site
		<i>Materials management, not over ordering of materials</i>
		<i>Inspection, monitoring and recording of resource usage, and corrective action addressing waste</i>
2.2.3	How is the Registered Activity ensuring supply chain involvement in the reduction of carbon?	<b>Assessment and approval of supply chain relating to carbon (positive selection of suppliers with carbon reduction plan)</b>
		<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>
2.2	<b>The Registered Activity has set targets to minimise and/or offset carbon (tCO<sub>2</sub>eq) and accomplishments are being recorded and reported publicly.</b>	
2.3.1	How is the Registered Activity identifying, assessing, and planning to maintain or improve the natural environment locally?	<i>Use of defined method/process/specialists to identify potential natural environment detriment (e.g. Defra Tool see Ecosystems Knowledge Network)</i>
		<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>
2.3.2	How is the Registered Activity delivering its plans relating to the natural environment?	<b>Workforce training to understand plans and protect the natural environment</b>
		<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>
2.3.3	How is the Registered Activity proactively promoting improvements realised for the natural environment?	<b>Monitoring and routine local leadership updates regarding plan delivery and benefits</b>
		<i>Community notice boards and communications</i>
		<i>Wider media engagement (local papers, radio, or TV)</i>
		<i>Post completion impact report</i>
2.3	<b>The Registered Activity has developed a plan, that is mindful of the community, to maintain or improve the natural environment, and the plan is being effectively implemented.</b>	

## RAISING STANDARDS, BUILDING TRUST

### VALUE THEIR WORKFORCE

Constructors must create a supportive, inclusive, and healthy workplace

3.1.1	How is the Registered Activity ensuring the competency and legitimacy of the workforce?	<b>Defined qualifications/skill levels for contractor/subcontractor SSIP Certification, including pre-start confirmation</b>
		<b>Workforce vetting and right to work checks (including a process for contracted workforce)</b>
		<b>Modern slavery training and observation for indicators &amp; investigation</b>
		<i>Support for disadvantaged and minority groups, hidden disabilities, English not their first language, literacy, and numeracy</i>
3.1.2	How is the Registered Activity planning and delivering learning and development to encourage construction as a career choice, improving representation from poorly represented groups?	<b>Training needs analysis, training plans, workforce development plans and periodic review of training completion and effectiveness of training</b>
		<i>Learning plans and training available (e-Learning for both competency and personal development)</i>
		<i>Support for careers advice and career planning at local schools, colleges, and support groups</i>
		<i>Workforce recognition programmes</i>
3.1.3	How is the Registered Activity ensuring the workforce is treated fairly and with respect?	<b>EDI/FIR training, engagement, and commitment from the workforce, supported by management, and proactive communications/posters/social media</b>
		<i>Facilities designed to accommodate equality and diversity needs</i>
		<b>Support for confidential reporting of concerns, investigation, zero tolerance approach to harassment of any kind</b>
		<i>Recognition of good practices, support for interest groups, consultation and feedback, performance reporting (incl. pay gap and living wage)</i>
3.1		<b>The Registered Activity has documented its equality, diversity, and inclusion (EDI/FIR) commitments, proactively supports and checks effectiveness, and is there an accessible and effective concern reporting process.</b>
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>Healthy living advice</b> (diet, sleep, exercise, substance dependence cessation), and support e.g. gym fees/discounts
		<i>Access to health practitioners and counselling services (including mental health, financial/debt management, gambling etc.)</i>
		<i>Wellbeing events</i>
3.2.2	How is the Registered Activity proactively addressing safety requirements for the workforce and visitors?	<b>Risk assessments and controls available to workforce</b>
		<i>Induction and training, toolbox talks/daily briefings, hazard boards, safety signage</i>
		<i>Emergency preparedness (first aid AED's)</i>
		<i>Monitoring, inspection and assurance, incident investigation</i>
3.2.3	How is the Registered Activity embedding a culture of continuous improvement in	<b>Positive leadership and risk ownership from leaders, consultation on health and safety</b>
		<b>Sharing of safety alerts, lessons learned, best practices ("learning from events")</b>

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	health and safety performance?	<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>
3.2	<b>The Registered Activity has defined and documented its wellbeing plan considering both physical (diet, sleep/rest/exercise), occupational safety and mental health, and the effectiveness of the plan is recorded and reviewed</b>	
3.3.1	How is the Registered Activity ensuring suitable, hygienic and well-maintained welfare facilities are provided?	<i>Supply of drinking water</i>
		<b>Toilets/showers, number of, suitable/accessible separate facilities, sanitary bins</b>
		<i>Cleaning and maintenance regime</i>
		<i>Canteen and rest area (size and location), prevent loitering outside sites</i>
3.3.2	How has the Registered Activity identified and assessed biological and chemical hazards, and are the hazards effectively managed?	<b>Identification and communication of biological and substance hazards (viruses, bloodborne pathogens, biological/chemical hazards)</b>
		<i>Controls and training to prevent exposure - PPE, social distancing, technology</i>
		<i>Cleaning/decontamination regime</i>
		<i>Pest control</i>
3.3.3	How has the Registered Activity supported other workforce needs?	<i>Travelling to work, cycling, walking, bike stores, parking</i>
		<b>Return to work planning, flexible working</b>
		<i>Specialist laundry/cleaning requirements</i>
		<i>Rest and recreational facilities (including WiFi)</i>
3.3	<b>The Registered Activity has provided welfare facilities (changing rooms/lockers, washing, toilets, drying, rest areas and canteens), they are hygienically maintained and secure from biological threats.</b>	