Considerate Constructors Scheme
An overview
Started in 1997, this important initiative operates voluntary Site and Company Codes of Considerate Practice, with which participating construction sites and companies register.

The Scheme is a non-profit-making, independent organisation founded by the industry to improve its image. The Scheme is neither grant maintained, nor funded by the Government, and is solely financed by its registrations.

There are two ways in which companies can sign up to the Scheme: Site Registration or Company Registration.
What is the Considerate Constructors Scheme?

Overview
The Considerate Constructors Scheme is the national initiative, set up by the construction industry to improve its image. Any work that could be construed by the general public as 'construction' can be registered with the Scheme.

Sites and companies that register with the Scheme are monitored against an eight point Code of Considerate Practice, designed to encourage performance beyond statutory requirements. The Code consists of the following eight sections:

Considerate, Environment, Appearance, Good Neighbour, Respectful, Safety, Responsible and Accountable.

When monitoring, the Scheme considers all those involved in the construction process, from the local authority and the client, to the operatives and delivery drivers.

The Scheme is concerned about any construction activity that may have a direct or indirect impact on the image of the industry as a whole. These areas of concern fall into three main categories:

The neighbourhood and general public
Registered sites and companies should do all they can to reduce any negative impact on anyone affected by their work and they should aim to leave a positive impression on their neighbours.

The workforce
Registered sites and companies should do all they can to be a considerate employer. They should provide clean and appropriate facilities for those who work for them. Facilities should be comparable to those provided in any other working environment.

The environment
Registered sites and companies should do all they can to reduce any negative effect they have on the environment. They should work in an environmentally-conscious and sustainable manner.
Our aim: Improving the image of construction

Why?
The construction industry has a huge impact on all our lives, with most construction work in sensitive locations. If all construction sites and companies presented an image of competent management, efficiency, awareness of environmental issues and above all neighbourliness, then they would become a positive advertisement, not just for themselves but for the industry as a whole.

What?
The Codes of Considerate Practice commit those sites and companies registered with the Scheme to be considerate and good neighbours, as well as respectful, environmentally conscious, responsible and accountable. Registered sites and companies must also consider their appearance and safety.

Where?
Construction sites and companies operating within the UK can register with the Scheme.

Who?
The Scheme is open to construction companies and sites of all types and size and for every type of construction activity, with many construction companies and clients automatically registering all their work as company policy.

How?
Through the monitoring of registered sites and companies and the displaying of posters around the construction site, setting out the Code to which the sites or companies are committed. If passers-by wish to comment, the name and telephone number of the site manager or company contact are clearly displayed, alongside the freephone telephone number of the Scheme's administration office. Registered companies also display a vehicle sticker or magnet, showing their unique registration number, on every company vehicle used on the public highway.

When?
- Sites should be registered before work commences.
- Companies, including main and trade contractors, can register at any time, with membership lasting one year from the date of registration.
Scoring

Registered sites and companies will be visited by one of the Scheme’s experienced Monitors who will assess how the site or company is performing against the Scheme’s Code. The site or company will be scored from 0 to 5 points against each of the eight categories of the Scheme’s Code of Considerate Practice, giving a maximum possible score of 40 points. A score of 3 in any category indicates compliance with the Scheme’s Code. To achieve a score of 5 in any category, sites or companies must demonstrate working practices or activities that can be considered exceptional and unique, as well as generally working to a very high standard.

Annual National Awards

The Considerate Constructors Scheme’s National Awards are presented annually at ceremonies in selected locations across the United Kingdom. The awards are designed to recognise and reward those who have demonstrated exceptional levels of consideration against the Scheme’s Codes of Considerate Practice.

An independent panel reviews all eligible sites for the National Site Awards, and companies for the National Company Awards, and decides whether they have reached the standard required to win an award and what level that should be.

The selection is based on the points given by the Scheme’s Monitor, as verified against the national marking averages. Other points taken into consideration include the manner in which any complaints have been handled.
Complaints

Registered sites and companies are expected to deal in a considerate manner with any complaints or concerns resulting from the site’s or company’s activities.

Complaints received by the Scheme will be dealt with by the Scheme’s Public Liaison Officer who will mediate between the complainant and the relevant site or company manager until the matter has been satisfactorily resolved.

Client Partnership

Any company or organisation that acts as a construction industry client can be considered for Client Partnership with the Considerate Constructors Scheme.

Client Partners will:

• Ensure that all construction companies or projects for which they are responsible, or which fall within the remit of the Scheme, are registered with the Scheme.

• Ensure after one year of client partnership all sites registered, as a result of the Client Partner’s requirement, will achieve compliance and an overall average score of 30 or more points.

Any company or organisation wishing to be considered should apply to the Scheme in writing for consideration by the Scheme’s Board.

For full details of the terms of Client Partnership, please visit the Scheme’s website.
Site Registration

Any work that could be construed by the general public as ‘construction’ can be registered as a site, provided it has a duration of six weeks or more. The Site Code of Considerate Practice commits those sites registered with the Scheme to be considerate and good neighbours, as well as respectful, environmentally conscious, responsible and accountable. Sites must also consider their appearance and safety.
Overview

Site Registration allows for sites to sign up to the national Considerate Constructors Scheme.

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

The very highest performing registered sites are considered for National Site Awards.

Site Registration covers the following:

- Any work that could be construed by the general public as ‘construction’ can be registered as a site, provided it has a duration of six weeks or more.
- All sites with a duration longer than 18 months must be registered either annually or in natural phases.

Benefits

The benefits of registering your site with the Scheme include:

- Membership of the nationally recognised Scheme endorsed by local authorities, the Government, main contractors and major industry clients.
- Gaining a competitive edge with prospective clients by demonstrating a commitment to high standards.
- Considerate Constructors Scheme branding and recognition.
- Independent assessment of your site by experienced industry professionals.
- A means by which you can assess and benchmark your own performance and strive for development and improvement.
- The possibility of winning National Site Awards.
Site Code of Considerate Practice

The Site Code of Considerate Practice forms the basis of all the Scheme’s requirements.

**Considerate**

Everyone affected by the project should be advised before work starts. Nuisance caused by deliveries, traffic and parking should be minimised. Diversions should be clearly signed with special attention paid to the needs of traders and those with sight, hearing and mobility difficulties.

**Environment**

The potential environmental and ecological effects of site operations should be identified and evaluated, with appropriate action taken to minimise all forms of pollution. Every effort should be made to reduce, reuse and recycle waste. Materials should be obtained from sustainable sources, and local resources used where possible. The site should make a positive contribution to the natural environment.

**Appearance**

The site should be doing all it can to create an image of which the industry can be proud. The site perimeter, the offices and all welfare facilities should be clean, tidy and well presented, and all materials stored neatly. Waste, rubbish and litter should not be allowed to accumulate. Dusty operations should be managed to prevent any inconvenience. Damage caused by graffiti should be repaired quickly.

**Good Neighbour**

The site should have a positive influence on the local community. The site manager should interact proactively with residents, businesses, schools, etc throughout the project to inform them about site activity and to pre-empt and avoid complaints. Any complaint should be logged and handled positively to achieve a satisfactory outcome for all concerned.

**Respectful**

Everyone on site should help to create a positive image and maintain respectable and safe standards of dress and behaviour. Improper conduct and language should be subject to severe disciplinary action. Pride in the management and appearance of the site, its temporary facilities and the surrounding area should be shown at all times.

**Safety**

Systems should be in place so that construction work is carried out with care and consideration for the safety of the public as well as for those visiting and working on site. No site should be a security risk to others.

**Responsible**

Considerate Constructors should be aware of their obligations to personnel, act in a professional and conscientious manner, and play a part in the development of the industry’s future workforce.

**Accountable**

The site manager should promote the Scheme’s aim of ‘improving the image of construction’. Everyone associated with the site should understand and comply with the Site Code of Considerate Practice. The training and development needs for all on site should be identified and addressed.

Site managers should regularly refer to this Site Code of Considerate Practice and ensure they perform to the expectations it sets out.
Site monitoring

All sites registered with the Scheme will be visited by one of the Scheme’s Monitors, who will contact the site manager to arrange the visit. Sites receive one visit unless they are longer than 20 weeks in duration or have a value over £5 million, in which case they receive two.

The Monitors are experienced industry professionals, drawn from the senior ranks of the industry, who are trained in the expectations of the Scheme. The role of the Monitor is to give a subjective view of the site and to assess how it is performing against the Scheme’s Code.

The Monitor is acting as an ‘informed member of the public’ while carrying out the visit, and is looking at how the site represents the company and the industry as a whole. The Monitors will highlight areas where they feel improvements are necessary, as well as congratulating sites when their initiatives and working practices could be considered higher than satisfactory performance.

After each visit, the Monitor will produce a report that covers all of the issues discussed while on the site and will include a score that reflects the level of performance witnessed at the time of the visit.

Site certification

Certificate of Compliance
Completed registered sites or phases will receive a Certificate of Compliance if they score 3 or more points in each of the eight sections of the Monitor’s Site Report. If a site has been monitored more than once, the Certificate will be based on the results of the final visit. This Certificate indicates a level of consideration, beyond statutory requirements, to the workforce, the environment and the neighbour.

Certificate of Performance Beyond Compliance
Completed registered sites or phases will receive a Certificate of Performance Beyond Compliance if they score 4 or more points in each of the eight sections of the Monitor’s Site Report. If a site has been monitored more than once, the Certificate will be awarded based on the results of the final visit. This Certificate indicates a higher level of consideration, beyond statutory requirements, to the workforce, the environment and the neighbour.
How to register

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

Postal registration
To register a site, complete a ‘Site Registration Form’ and send it to the Scheme’s administration office, with the appropriate fee.

Long duration site registration
All sites with a duration longer than 18 months must be registered either annually or in natural phases.

Registration fees
The registration fees are determined by the project value of the site.

<table>
<thead>
<tr>
<th>Project value</th>
<th>Registration fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to £100,000</td>
<td>£100 + VAT</td>
</tr>
<tr>
<td>£100,000 - £500,000</td>
<td>£200 + VAT</td>
</tr>
<tr>
<td>£500,000 - £5 million</td>
<td>£400 + VAT</td>
</tr>
<tr>
<td>Over £5 million</td>
<td>£600 + VAT</td>
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</tbody>
</table>

Once a site is registered
The site will be sent a package containing documentation and signage which will explain what the requirements are for a registered site and the initial steps a site will need to take in order to comply with the Scheme.

Associate Membership

Associate Members are companies who are keen to help in improving the image of the construction industry.

**Associate Members will:**
- Register all their sites with the Scheme.
- Ensure at least compliance with the Scheme on all their sites.
- Promote the Scheme and its aims.

Companies wishing to become Associate Members are asked to apply in writing. A Scheme Director will meet the potential member company to discuss the requirements of membership and assess the company’s suitability. They may then be invited to become Associate Members by the Scheme’s Board.

Companies will normally be considered for Membership at group level rather than as an individual, subsidiary company of a group. For full details of the Terms of Membership, please visit the Scheme’s website.
Company Registration

Company Registration covers the following:

• For companies with an annual turnover up to £3.5m, the fee covers all sites that the company works on or manages.

• For companies with an annual turnover greater than £3.5m, the fee covers working on any site under a main contractor and all sites where the company is the main contractor and the duration is less than six weeks.
Overview

Company Registration allows for companies to sign up to the national Considerate Constructors Scheme. Any company of any size can register, including trade contractors and those who work within the supply chain. Signing up to the Scheme indicates a willingness to improve performance to the highest levels. The Scheme monitors all registered companies and produces reports showing the level of performance reached, enabling them to benchmark themselves across the entire industry.

The very highest performing registered companies are considered for National Company Awards.

Company Registration covers the following:

- For companies with an annual turnover up to £3.5m, the fee covers all sites that the company works on or manages.
- For companies with an annual turnover greater than £3.5m, the fee covers working on any site under a main contractor and all sites where the company is the main contractor and the duration is less than six weeks.

For contracts that are longer than six weeks, and where the company is the main contractor, the site must be registered with the Scheme as a Site Registration.

Benefits

The benefits of registering your company with the Scheme include:

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

Registration was simple and the office visit helped to explain to staff what was expected; our approach has since developed with every site and every visit, and the scores achieved are a matter of great pride. Participation in the Scheme has become a necessary accreditation in securing places on cost and quality tender lists.

Steve Tucker, Morganstone Ltd

I cannot endorse the importance of Company Registration highly enough and would not hesitate in recommending it to any companies who wish to improve standards, appearance and processes.

Tony Turner, Collins Construction Plc
Company Code of Considerate Practice

The Company Code of Considerate Practice forms the basis of all the Scheme’s requirements.

Considerate
Everyone affected by the works should be advised before it starts. Nuisance caused by deliveries, traffic and parking should be minimised. Diversions should be clearly signed with special attention paid to the needs of pedestrians and those with sight, hearing and mobility difficulties.

Environment
The potential environmental and ecological effects of all operations should be identified and evaluated, with appropriate action taken to minimise all forms of pollution. Every effort should be made to reduce, reuse and recycle waste. Materials should be obtained from sustainable sources, and local resources used where possible. All operations should make a positive contribution to the natural environment.

Appearance
The company should be doing all it can to create an image of which the industry can be proud. All site areas, including the perimeters and any facilities, should be clean, tidy and well presented, and all materials stored neatly. This also applies to all company vehicles. Waste, rubbish and litter should not be allowed to accumulate. Dusty operations should be managed to prevent any inconvenience.

Good Neighbour
Supervisors should interact proactively with the client and all neighbours throughout the project to inform them about site activities and to pre-empt and avoid complaints. Any complaint should be logged and handled positively to achieve a satisfactory outcome for all concerned.

Respectful
Everyone within the company should help to create a positive image and maintain respectable and safe standards of dress and behaviour. Improper conduct and language should be subject to severe disciplinary action. Pride in the supervision and appearance of all sites, temporary facilities and the surrounding area should be shown at all times.

Safety
Systems should be in place so that construction work is carried out with care and consideration for the safety of the public as well as for those visiting and working on the sites. No site should be a security risk to others.

Responsible
The company should be aware of its obligations to personnel, act in a professional and conscientious manner, and play a part in the development of the industry’s future workforce.

Accountable
The company will be expected to promote the Scheme’s aim of ‘improving the image of construction’. Everyone associated with the company should understand and comply with the Company Code of Considerate Practice. Training and development needs for all within the company should be identified and addressed.

Company managers should regularly refer to this Company Code of Considerate Practice and ensure they perform to the expectations it sets out.
Company monitoring

Once a company has registered and the appropriate fee has been paid, the company’s details are issued to one of the Scheme’s experienced Monitors, who will call the contact named on the registration to arrange a suitable time to visit the registered company at their office.

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

Following on from the initial office visit, a number of site visits will be carried out to assess the company’s work. Companies with a turnover less than or equal to £10m will receive two visits to sites or projects that the company is working on or managing. Companies with a turnover in excess of £10m will have the option of having up to four site visits if required.

For those companies working on construction sites, whether as the main contractor or an individual trade contractor, the Monitor can visit the company on that site and complete the report accordingly. A typical site visit will last around one hour.

For those companies who undertake smaller individual projects or jobs, a site visit may not be appropriate. If this is the case, there is the option of having a ‘multi-visit’ where the Monitor will spend a couple of hours shadowing the company on one or more projects or jobs to ascertain their overall level of performance.

The Monitor is acting as an ‘informed member of the public’ while carrying out the visit, and is looking at how the company represents itself and the industry as a whole. The Monitors will highlight areas where they feel improvements are necessary, as well as congratulating companies when their initiatives and working practices could be considered higher than satisfactory performance.

After each visit, the Monitor will produce a report that covers all of the issues discussed while with the company and will include a score that reflects the level of performance witnessed at the time of the visit.

Company certification

Certificate of Compliance

Companies will receive a Certificate of Compliance if they score 3 or more points in each of the eight sections of the Monitor’s Company Report once the 12 month registration period has completed. The certificate will be awarded based on the results of the final visit covered under the yearly registration.

This Certificate indicates a level of consideration, beyond statutory requirements, to the workforce, the environment and the neighbour.

Certificate of Performance Beyond Compliance

Companies will receive a Certificate of Performance Beyond Compliance if they score 4 or more points in each of the eight sections of the Monitor’s Company Report once the 12 month registration period has completed. The certificate will be awarded based on the results of the final visit covered under the yearly registration.

This Certificate indicates a higher level of consideration, beyond statutory requirements, to the workforce, the environment and the neighbour.
How to register

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

Once the registration is complete, and the appropriate fee paid, the details of the registered company will be issued to a Scheme Monitor who will contact them to arrange an office visit.

Additional registration advice
Are you a trade contractor working in the supply chain? Company Registration is designed with you in mind. You will be monitored on a tailored Checklist so that you are only assessed on what is within your control.

Who can register

The Scheme is open to construction companies of all types and size and for every type of construction activity, from large main contractors to smaller specialist trade contractors and any company who works within the supply chain.

Company Registration does not count towards BREEAM, the Code for Sustainable Homes or Ska. If you want the score from a Monitor’s Report to count towards any of these, please register under the Site Registration option.

Registration fees

The registration fees are determined by the company’s annual turnover.

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<thead>
<tr>
<th>Annual turnover</th>
<th>Registration fee</th>
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<tbody>
<tr>
<td>Less than or equal to £250k</td>
<td>£250 + VAT</td>
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<tr>
<td>Between £250k and £3.5m</td>
<td>£500 + VAT</td>
</tr>
<tr>
<td>Between £3.5m and £10m</td>
<td>£1,000 + VAT</td>
</tr>
<tr>
<td>Over £10m</td>
<td>£1,500 + VAT</td>
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Ivor Goodsite

Industry mascot, Ivor Goodsite, is a costumed character developed by the Considerate Constructors Scheme and used by construction companies to engage with a younger audience to encourage safety on and around construction sites and to promote all that is positive about the UK construction industry.
Ivor Goodsite

Ivor Goodsite regularly attends events nationwide to promote the message of construction site safety to a young audience. Previous events include: safety talks at schools; construction site tours; festivals; carnivals; and charity events. The Ivor Goodsite costume can be hired from the Scheme, along with additional Ivor products which can be purchased for use at the event.

Hirers of the costume are required to provide a volunteer who is a minimum of 5'8” tall to wear the costume and play the role of Ivor, a non-speaking character.

If you would like to hire Ivor for any of your events, or for more information, please email enquiries@ivorghgoodsite.org.uk, call 0800 783 1423 or visit his website at www.ivorghgoodsite.org.uk
Scheme endorsements

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The Considerate Constructors Scheme has achieved extraordinary success in transforming UK construction into an ever more considerate industry. As such, the industry now leads the world for standards of neighbourliness, cleanliness, environmental care and staff welfare.

It is an initiative of which Britain can be very proud, and for which many local communities are undoubtedly grateful. I commend the Considerate Constructors Scheme’s on-going efforts to raise standards ever higher, and encourage all publicly and privately funded construction activity to register.

Mark Prisk MP
Minister of State for Business and Enterprise

“”

The Considerate Constructors Scheme has been described as the ‘icing on the cake’ of a project. I disagree - in many cases, Considerate Construction has been their key to success.

The Company Registration Scheme allows those firms currently excluded for registering their sites to be registered for all they do, which has to be a good thing.

The Company Registration Scheme is a logical development of the Considerate Constructors Scheme and will allow for every type and size of construction activity to be registered. It will demonstrate overall commitment to the Considerate Constructors Scheme.

Chris Blythe
Chief Executive, Chartered Institute of Building
Structure of the Considerate Constructors Scheme

The Scheme is independently run as Considerate Constructors Scheme Ltd.

Construction Umbrella Bodies (Holdings) Ltd (CUB(H) Ltd) is responsible for the strategy of the Scheme; the Board of Considerate Constructors Scheme Ltd is responsible for development and implementation.

The Board of Considerate Constructors Scheme Ltd is made up of representatives of the administration company, experienced Scheme Monitors and appointed experts.

Scheme Ownership

The Considerate Constructors Scheme is a self-financing, independent organisation.

The Scheme is owned by CUB(H) Ltd (made up of the Construction Products Association and the Construction Industry Council).

Construction Products Association

Acting as a single influential voice for the manufacturers and suppliers of construction products, its aim is to build a growing profitable and sustainable future for the construction products industry.

Construction Industry Council

A representative forum for the industry's professional bodies, research organisations and specialist trade associations.