

Considerate Constructors Scheme

Monitor's Company Initial Office Report



Company	Guilford Management Ltd				
Company contact	Aaron Kazab				
Company ID number	1817	Visit ID	19301	Visit date	07/02/2017

Company description, context and location

The Company is associated with another, which rents residential properties. Works mainly concern refurbishment and alterations to properties in the Central London area with turnover just under £3million and projects ranging from £100k to £3.5million. The meeting took place in the basement office of the Company located at 1 Princes Square London W2 4NP with Aaron and Attila Horvath.

Executive summary

The Company has the required systems in place to be recommended for the registration process to be completed. There are several items highlighted which require to be considered to enable sites to achieve compliant and acceptable scores. Namely having Company values in place under appearance plus a designated smoking is defined. There should be a written induction.

As well as initial letters neighbours should be warned of any operations which might cause them inconvenience or disturbance. Procedures to ensure any complaints are actioned and recorded plus consideration of a neighbour survey. If applicable consider support of a local charity.

Essential to have a Company Environmental Policy which should be displayed and the reporting of the waste percentage diverted from landfill and to monitor the resources used on the project. Consider also the simple quantifying of the impact of the works on the environment by reviewing the site carbon footprint.

Safety procedures could include a simple recognition of an operative's input into safety. Also consider the implication of FORS/CLOCS on the site. Review of the nearest defibrillator would be useful. There should be a formal induction and toolbox talks.

Essential a policy on Equality & Diversity is in place and necessary topics relating to this are included in the induction. Consider promoting healthy life style advice. Details of operatives medical and next of kin details should be available in case of an emergency. Full details on all topics can be found on the CCS Best Practice Hub and the e-learning available.

Best wishes on a full engagement with the Scheme and the improvements that can be made by involving all those that work on the Company sites. Thanks to Aaron and Attila for their time and positive input into the meeting.

1. Care about Appearance

Sites sometimes have white painted hoardings protecting the property under refurbishment. These are maintained in a clean condition. Facilities are always located within the building. Operatives **wear plain** Hi-Vis plus hats, safety boots and task specific PPE. A site operative is directed to clean the facilities and this organised by the site foreman– **maybe consider more frequently and us a checklist**. Waste is generally removed by a skip located in a suspended parking bay in the road. Currently do not have a written induction, which covers site cleanliness and good housekeeping. If possible smoking is advised as being in the rear garden. **Good to clearly define, sign and provide a butt bucket, also consider a separate area for e-smokers. Good to consider promoting Company values to the workforce and visitors. Workwear is not yet branded, Company signage has not yet been organised to display. There is no Company website. No social media is in use** and the Company has no branded vehicles.

2. Respect the Community

A pre-commencement letter with information on the Company with site contact numbers and details of the programme **plus will be mentioning CCS**. Also make verbal contact. The Site Manager's number is displayed plus signage to indicate there is a 24/7 contact number. The sites usually operate from 8am to 5pm Monday to Friday and 8am to 1pm Saturday. Would do some neighbour community work. Delivery instructions follow the site traffic management plan and also take local conditions into account. Operatives would use the local shops and most live in the London area. The Company CCS poster will be displayed on all sites. The verbal induction currently covers good behaviour – **good to also include full details of the CCS Code and issue CCS operatives card**. Radios are not permitted on low volume; **consider issuing instructions of the location to use mobile phones**. Most operatives travel to sites using public transport. **Consider maintaining a schedule to record compliments and complaints, showing when any issue is closed off. Good to maintain a record centrally of all site comments. Good to issue a neighbour questionnaire prior to completing the project. Aaron will be the CCS Champion. Consider a legacy or support of a local charity to ensure a positive impression is left of the works.**

3. Protect the Environment

Good to promote and display the Company Environmental Policy – there is not one at present. Pre-commencement surveys are carried out. **Consider a site waste management plan and site specific environmental plan**. Take away mixed skips. **Good to consider receiving back reports on the percentage of waste diverted from landfill**. Procedures are in place to deal with noise, dust, etc. Hazardous substances are contained in a COSHH store. Maintain a spill kit on site. **No advice is given to neighbours on environmental achievements**. Water and electricity readings are taken to check the bills monthly. **No recording of operatives travel details or that for deliveries or the site carbon footprint considered**. Local suppliers are used.

4. Secure everyone's Safety

A health and safety plan is produced by an external safety consultant for the project and also audits on a monthly basis. Details of the nearest A&E hospital are displayed – good to have map and directions. A first aid kit is available and a First Aider with a notice displayed. The hoarding is door is usually secured with a digilock, or access phone number. Have 24/7 CCTV. A signing in and out register is kept. The site security is maintained with appropriate safety notices. **No initiatives are used to promote positive safety from the workforce. There should be a written induction and formalised toolbox talks. There is no policy on drugs and alcohol use**. An emergency procedure is defined and a muster point identified. **The first aider is not visually identified. Consider the location of the nearest defibrillator**. Movement of vehicles outside the site is controlled by a banksman. **Consider formalising the use of FORS/CLOCS for the safety of cyclists, pedestrian and vulnerable road users**. There is an accident book kept and near misses recorded, reported back via the external safety consultant and information fed back as required. A general hazard board is in use and briefings occur as required. **There is no testing for drugs or alcohol**.

5. Value their **Workforce**

The Company does not have an Equal Opportunity & Diversity Policy – consider also bullying and harassment linked to the policy and included in a written induction. No training is carried out. COSHH and RAMS are used in an effort to reduce occupational health incidents. *Consider also promoting topics on healthy life style advice.* The facilities are usually organised within the building consisting of a welfare/office room, use of existing toilet, consider providing more than the bare minimum and to an above standard of cleanliness. Record only CSCS details at induction, *not medical or next of kin details – these should be included.* Usually a shower available *but not lockers.* Free tea and coffee are provided. *Consider provision of other facilities where appropriate.* Further details can be viewed on the CCS Best Practice Hub along with e-learning.

Site visit arrangements

A site will be available in the Earls Court area and contact Aaron to confirm.

This report does not count towards BREEAM or Code for Sustainable Homes

*The contents of this report are a reflection of the meeting held between the Scheme's Monitor and the company representative, and the activities and initiatives witnessed at the time of the visit. When appropriate **bold italic** statements will indicate where improvements can be made.*