

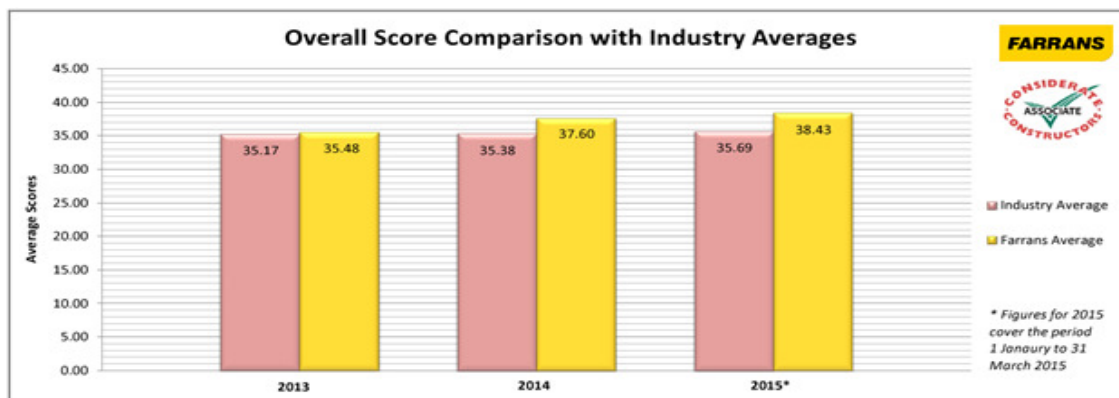
## Associate Membership of the Considerate Constructors Association

Farrans is an Associate member of the Considerate Constructors Association. This level of membership is only available to companies who have proved their commitment to improving the image of the industry through a high number of schemes that have consistently performed to a high level. Of the **1180** companies currently registered on the Considerate Constructors scheme, only **58 are Associate members** and this demonstrates our commitment to go beyond Best Practice site management principles – see graphs and tables below. We therefore take our responsibilities to the local residents and wider community very seriously. Satisfying the need of all the various project stakeholders, particularly local residents, is a key issue and Farrans are very experienced in managing this aspect of a the project. We will ensure the following measures are put into practice:

CONSIDERATE CONSTRUCTORS SCHEME 2016 - SITE SCORES											
	CONTRACT	Contract No.	Audit No.	Audit Date	Site Manager	Appearance	Community	Environment	Safety	Workforce	TOTAL
1	Connswater Community Greenway	31543	2	07/03/2016	Ciara Donnelly	8	9	9	9	9	44
2	Lot 7 - North West Cambridge Development	12000	2	05/05/2016	Gareth McKnight	8	9	8	9	8	42
3	Northwood secondary School	11094	1	15/01/2016	Noel Cosgrove	8	8	7	8	7	38
4	Harris Primary Academy - Shortlands	11084	2	17/02/2016	Stephen Beattie	8	8	7	8	7	38
5	Harris Primary Mayflower - Chafford Hundred	11086	2	06/04/2016	Mark Kendle	8	8	7	8	7	38
6	Macduff Sporting Facilities	46001	1	11/02/2016	David Inglis	8	8	7	7	7	37
7	Hillside Primary School - Portlethen	46003	1	03/03/2016	Chris Sloan	7	8	7	8	7	37
8	Thetford Riverside Development	11093	1	07/01/16	Jason Starling	7	8	6	8	7	36
9	Rushcliffe Arena Development	18000	1	13/01/16	Paul McClements	6	8	6	7	8	35
10	Harris Primary Academy - East Dulwich	11089	1	29/01/16	Chris Maguire	7	7	6	7	7	34
11											0

**Community Liaison** - we will employ an experienced liaison manager to work closely with the residents and wider community and we will be easily contactable to resolve any issues;

**Securing Residents' Safety** - we will operate systems that care for the safety of the public, visitors and the workforce and minimise security risks to neighbours and residents. We will provide good visual signage, lighting and other physical protection measures as part of our management strategy;



### Considerate Constructors Scores

**Respecting the Community** - we will inform, respect and show courtesy to those affected by the work. We will also minimise the impact of deliveries, parking and work on the public highway. We will endeavour to contribute and support the local community and economy;

**Protecting the Environment** - we will Identify, manage and promote environmental issues and seek to introduce sustainable solutions, minimise waste, carbon footprint and natural resources;

**Enhancing the Appearance** - we will ensure the site is professional, well managed, clean and tidy. This will also apply to stored materials, vehicles and plant, and the workforce;

**Complaints and Grievances** - we operate an open and engaging complaints procedure to log, address and learn from any complaints made. We ensure all sites have a record visible and available to all visitors which details compliments, complaints and comments. We take all measures to avoid negative impact to the surrounding community by ensuring we listen and fully engage with individuals on issues that may arise to avoid escalation. Our Project Manager will be the primary point of contact for any complaints made and if any issues arise they will be circulated within the organisation to ensure a rapid response/ resolution is achieved;

**Local Ecology** - we will protect the local ecology, the landscape, wildlife, vegetation and water courses and assess these issues in conjunction with any relevant Planning Conditions;

**Public Protection and Safety** - the protection of the public is paramount, so we will produce a comprehensive Public Protection Statement prior to commencing work. This will encompass public protection outside the site perimeter, and in particular, the site entrance that will be manned during peak times and major deliveries. We will provide all necessary signage, lighting, fencing and barriers to ensure the public are kept away and fully warned of construction activities.

**Logistics** – we will ensure our deliveries do not coincide with the local “rush hour” times. We will develop a comprehensive logistics plan which will include a detailed schedule of deliveries and this will be updated each week. One of our managers will be appointed as liaison manager and will communicate with the neighbours and wider community to keep them apprised of all forthcoming deliveries, plant movement and programme matters.

**Communication is Key** - one of the main techniques for forming and maintaining a harmonious working relationship will be good communications. We will ensure that our neighbours are kept fully informed of our programme of work and of any key construction activities that may affect the area. We will do this in a variety of ways, including: **Meetings, Workshops, Newsletters, Text/Social Media, Safety Presentations.**

**Awards** - Associate Members agree to register all their sites with the Scheme, for a period of three years, and to comply with all aspects of the Scheme's Code of Considerate Practice. We have only recently been presented with a **CCS Silver Award** for our successful execution of the basement enabling work project for The Ulster University in Belfast – see photo below.



No.	CCS Ref.	SITE	AUDIT No.	SCORE (New System)	DATE OF AUDIT
1	81313	University of Ulster Basement Construction	2	44	14/10/2014
2	81313	University of Ulster Basement Construction	1	41	13/08/2014
3	81369	Gogar Gateway Sewer	1	41	16/10/2014
4	79863	Ellon Academy Community Complex	1	40	28/11/2014
5	77260	Coal Clough Wind Farm	2	40	08/10/2014
6	69407	Craigavon Area hospital Framework	2	40	22/01/14
7	73934	Ellon Academy Community Complex	2	40	05/02/14
8	78328	Victoria Park Primary School	1	40	12/05/14
9	77455	Shieldhall 2	2	40	06/10/14
10	79557	Lady Wallace Square	2	40	03/12/14
11	56028	Lady Wallace Square	2	39	17/01/14
12	77260	Coal Clough Wind Farm	1	39	15/04/14

As part of the CCS process we ask the following questions on every new site:

Ref	CCS Question	Check	Farrans Phase 2 Actions
2.1	Are all those affected by the work identified, notified and kept informed and shown courtesy and respect?	Pre-start information, company contact information, complaints procedures, updates, sensitivity to neighbours' special needs	Disruption Management Plan (DMP). Signage providing contact. Door to door introductions
2.2	Are all reasonable efforts being made to minimise the impact of deliveries, parking and work on the public highway/ footpaths?	Routes, timings, unloading, public diversions, utility works	Traffic Management (part of DMP) Avoiding peak times of High Street and side roads.
2.3	Is the site contributing to and supporting the local community and businesses?	Community liaison, local shops, trade contractors	We will review the local businesses and find opportunities throughout the project's life cycle to maximise community contribution and ensure that we provide indirect benefits locally.
2.4	Is the site actively working to create a positive impression by promoting the site's registration with the Scheme and displaying Scheme banners and posters?	Workforce and public, inductions, toolbox talks, newsletters	Associate Member signage will be visible together with contact numbers displayed clearly when approaching the site. The scheme information will be included in all site inductions to maximise knowledge of all staff. We will proudly use the logo on all relevant documents
2.5	How does the site ensure that all those affected, including visitors, are treated with consideration, courtesy and respect?	Loca/special needs, operative conduct and behaviour, induction and training	Site layout ensures visitors can call without the need for PPE, making us more accessible.
2.6	How is nuisance and intrusion minimised?	Noise, privacy, outlook, radios, phones, cameras, parking and obstruction	Radios and phones are not allowed within the construction area which is further emphasised to during site inductions.
2.7	How are compliments, comments and	24/7 contact information, regular	We will operate an open door policy. We will also provide on our signage

	complaints sought, recorded and managed?	reviews	contact names and numbers. We will also use Facebook and Twitter (@farrans99) for access. The complaints log will be readily available to visitors and it will ensure each comment is recorded.
2.8	What is being done to support and contribute to the local community including promoting local employment?	Corporate Social Responsibility policy, creating opportunities, schools, businesses, residents	Employment and Skills Plan including KPI and Reporting to provide confidence that we will provide a lasting legacy.
2.9	How do company directors, senior managers, clients and consultants assist the site in meeting the requirements of the Code?	Scheme champions, CCS briefing and action plan, meeting agendas, management review	CCS Strategy in place with support from the Managing Director. Our commitment to Associate status is a testament to the Company's commitment.
2.10	What is being done to leave a positive and lasting impression of the industry on completion of the project?	Co-operation, support, goodwill, legacy	Our support of the #loveconstruction campaign will be part of our strategy ensuring that we provide a positive impression on construction.  Employment and Skills Plan agreed for local opportunities and training.