



Considerate Constructors Scheme Monitor's Report

Registration details

Visit type Office	Contractor Donald Ward Ltd T/A Ward Special Projects	Visit contact Ashley Oates (Head of Sustainability)	Company ID C01959
Visit date 02/09/2021	Monitor Mark Homer	Turnover banding Supplier Re-Registration	

Company description, context, location and relevant constraints

The office is based at the main recycling depot in Ilkeston, additionally there are 4 other operational sites, including an administration centre in Ilkeston town centre in the old leisure centre. The nature of the company's work comprises of land remediation, removal of demolition waste and the general collection of waste materials from construction sites.

Scoring

Care about Appearance	9 / 9	<ul style="list-style-type: none"> Each section of the Checklist will be scored out of 9 points with 1 additional point available for each approved innovation, up to a maximum of 5. A score of 5 in one of the sections of the Checklist reflects compliance with the Scheme's core requirements while scores of 4 or lower indicate different levels of non-compliance. Higher scores indicate performance beyond compliance with 6 reflecting a 'good' level of performance, 7 'very good', 8 'excellent' and 9 'exceptional'. Approved innovations will need to be further developed and improved to receive an additional point at a subsequent visit. For more information on the Monitor Checklist, scoring descriptors, the Scheme's definition of innovation and report writing standards, visit www.ccscheme.org.uk. For an online library of best practice examples, case studies, e-learning modules and other resources, visit www.ccsbestpractice.org.uk.
Respect the Community	9 / 9	
Protect the Environment	9 / 9	
Care about Safety	9 / 9	
Value their Workforce	9 / 9	
Innovation points	0 / 5	
Total score	45 / 50	
Overall summary	Exceptional	

Executive summary

This assessment was carried out virtually and based on previous reports and onsite observations which naturally occurred when visiting sites regarding other assessments for construction projects. It is very pleasing to see last year exceptional compliance has been maintained with many developments across all the criteria, it is very refreshing to see a company so proactive in developing and maintaining their compliance. The company continues to ensure that the appearance and profile of the organisation is maintained at an exceptional level by effective use of corporate branding and effective communication via the website and social media outlets. Brilliant to hear there has now been the creation of word cloud graphics within the main entrance. Both vehicles and operatives enhance the professional image by the emphasis of cleanliness and tidiness at all times. There is a road sweeper and water damping constantly during operating hours at the main processing site. The company use social media outlets to promote achievements, the website provides focused information. All drivers are professionally presented by the issuing of branded clothing which is then maintained to an exceptional standard.

Comprehensive communication with all the sites and local community continues to maintain exceptional relationships with local residents and businesses. The promotion of the Considerate Constructors Scheme has been made high profile since the last visit and is promoted at every opportunity. Company newsletter is exceptional; and is available to the general public via the website. With respect to the community; the charity and community are recorded in the Ward Extra monthly newsletter with an yearly donation of £50k worth of time and services donated each year. Involvement has included weekly donations to foodbank and focused recycling of clothing for local use. Company feedback procedures are encouraged by the monthly newsletter. The company sources over 75% of staff within 20 miles of depots. Company sponsors various Business Awards.

Effective environmental management continues to be a cornerstone of the success of the business with recycling at the forefront, which is communicated via the web-site. Company vehicles are the environmentally compliant, the provision of trackers including the recording of actual style of driving to improve fuel use is exceptional. Additionally there is now 90% of company cars are EV's. The existing site accommodation is of an exceptional standard. Positive to see enviro information which can be used by other companies can be downloaded off website. Recycling rates of 97% continue to be impressive. As with the environmental agenda, health and safety continues to have a strategically high profile within the business. Safety-wise, due to the nature of the works, an exceptional standard is in operation. The company is Silver FORS and working towards Gold FORS. All operations now address Covid requirements with provision of additional cleaning and provisions for social distancing including home working.

The treatment of workforce is exceptional, with comprehensive facilities at hq for drivers and site staff. Exceptional provision of training. All standard policies in place for operative wellbeing. Positive to see operative of the month award. Promotion of career opportunities to schools and colleges via placements is area is exceptional and driven by Ashley who is a STEM ambassador. The company operates to various ISO standards. The HQ leisure centre creates opportunities for increasing staff wellbeing. Mental health first aid training has been rolled over the last year. My thanks to Ashley for her in-depth and comprehensive review of all the company processes, procedures, initiatives and plans for the present and for the future.

Care about **Appearance**

9 / 9

The company with respect to the requirements of this section has achieved exceptional compliance via various methods as demonstrated in the best practice observations. The initial impressions of the main reprocessing complex are exceptional with various elements of maintenance and upgrading. As the nature of the company's work is the collection of waste via skips their appearance is also monitored and repaired when damaged. The special projects division of the organisation undertakes works as both a supplier and also as a subcontractor or, on occasions, as the main contractor. These works involve excavation works including remediation, hazardous waste removal, metal, mineral and waste processing and recycling. The facilities available to staff at the head office in Ilkeston are to a very high quality and incorporates a sports hall in the office complex. There are a number of other sites including Immingham, (from where scrap metal is exported to international destinations), Chesterfield and Swadlincote, in addition to the site at Ilkeston. There is a full maintenance and management of the area. There is a weekly logistics meeting which addresses the management vehicle and deport. There are drone videos taken of the site and the other company facilities. There is an exceptional monthly newsletter. Additional information on the website highlights community and environmental achievements. Marketing for the business is undertaken by an external consultant who attends review meetings every two weeks. The newsletters that are produced from these meetings are communicated to all the teams on an internal SharePoint facility.

Best practice observed

1.5 Dust prevention

A road sweeper with dust suppression is in constant operation on-site during operational hours.

1.6 Site waste

Due to the nature of the company's operations this to an exceptional standard.

1.7 Procedures

Positive to see company procedures in place.

1.8 Workforce awareness

Housekeeping is covered at induction and part of operating procedures.

1.9 Discreet areas

Smoking is managed within the main site compound with designated areas. Vaping shelters are available on site in addition to the smoking shelters.

1.10 Branding, corporate badging, signage

All vehicles are branded in the organisation's corporate colours as are all operatives and drivers within each regional set up. There is a comprehensive dress code with all office staff being supplied with branded clothing and drivers being supplied branded PPE which is maintained to an exceptional clean standard throughout the week.

1.10 Websites, social media

The company is proactive with respect to social media, to allow constant up dates with respect to photos.

Improvement opportunities

1.10 First Impressions Standards

Company could develop info graphic displays on all projects to help promote careers in the construction industry.

Respect the **Community**

9 / 9

The company with respect to the requirements of this section has achieved exceptional compliance via various methods as demonstrated in the best practice observations. Pre-delivery information is distributed. An effective induction is in place at the head office utilising iPad technology. Contact details detailed on company vehicles. There is a conduct and behavioural policy for operatives when out delivering. There is an induction procedure for visitors to the main site. There is procedure for the use of cameras and phones. Newsletters are incorporated onto the company website to ensure all the events and activities are shared with all the workforce. 75% of the workforce is within 20 miles of a deport. The company has sponsored the Family Business Awards after previously winning it. The organisation is to review the amount of social value that is provided as a result of all the good cause work undertaken. The company has provided a van and drive for Foodbank and night food wagon.

Comments

2.10 Legacy

A lasting legacy the company has become involved in the Donald Ward Academy at Derby University where the business is supporting apprentices into the scrap metal industry by the British Metals Recycling Association.

Best practice observed

2.5 Local and special needs

The company carries out regular checks to address any issues.

2.5 Visitor access and facilities

Full facilities are in place being easily accessed at the entrance of the site, with disabled access for all visitors to main site and provision of visitors parking spaces.

2.5 Communications, community notice board

There is an exceptional monthly newsletter. Additional information on the website highlights community achievements.

2.6 parking, parking controls and obstruction

Efforts are made to minimise nuisance and intrusion by parking on site.

2.6 Dust

A road sweeper with dust suppression is in constant operation on-site during operational hours.

2.7 Feedback

Public feedback comes from Facebook and website, allowing testimonials to be created.

2.8 Corporate Social Responsibility action plan

There is a comprehensive corporate social responsibility plan in place for the business that schedules all the events and activities for the full year.

2.8 Schools/colleges

There are various activities with school and college visits, with involvement with Derby College.

2.9 Scheme training and champions

Ashley is CCS champion.

2.9 Management review

The business has made a concerted effort to promote the Considerate Constructors Scheme where possible to their staff, including the logo on all information and also toolbox talks now incorporate details of the scheme.

2.10 Support

The business has been a big supporter of the local food banks in the areas where they work, particularly at the Christmas period when meat was also supplied.

2.10 Charities/organisations

Charities supported are Treetops and Ashgate Hospices, local football team and various other both local and national charity causes. Other exceptional charity work includes donation of skips for event and provision of spare furniture for living accommodation for disadvantaged groups, total value for all involvement is over £50k last few years.

Protect the **Environment**

9 / 9

The company with respect to the requirements of this section has achieved exceptional compliance via various methods as demonstrated in the best practice observations. Environmental issues are addressed by detailed and comprehensive initial assessments where applicable. Comprehensive induction, with respect to environmental issues, has been provided to work-force. The company vehicle fleet is EURO 6 registered. Whole company recycling figure is 97.5%. There is a comprehensive policy, with respect to reducing waste. Site operations are monitored for noise and dust production. Road sweeper in constant operation cleaning external perimeter roads. Dust suppression is in full time operation. Site conditions restrict the use of hazardous substances. There a dedicated Environment Management Team within the company. There is pdf version of newsletter on the website. Dust suppression is carried out on all the sites as required. PIR lighting is available in all the offices. Energy audits are undertaken across all the sites and a review is currently underway to establish energy efficiency across all their respective sites. The company is an active member of the Institute of Environmental Management steering group. They also work with a number of other conservation groups in the area including the Sandyacre Canal Trust. Representatives from the company have recently undertaken presentations at Nottingham University on the subject of sustainability and the environment. The company still has the Smart Site Bronze accreditation. Positive to see a move to using the rail network to transport processed waste as each train is equivalent to 72 lorries. The company has sign up to 'Race to Zero' which means it can not use off setting to address carbon concerns. There has been specific enviro training in conjunction with Derby Uni. All ticket transfers are now electronic removing the requirement for paperwork. the company will be involved in a BBC program for the children's channel. the company has designed waste bins with faces to suit type of waste allowed. The company has a work program with a prison where components are removed to be recycled.

Best practice observed

3.5 Monitoring and reporting, actual vs target, certifications

Company is ISO 9001, 14001 and 18001 compliant.

3.6 Communication, newsletter, notice board

Environmental articles within monthly newsletter.

3.6 Local groups, consultation, involvement

Involvement with local enviro groups is via Derby Wildlife trust. There is a specific management plan on each site for noise monitoring and which is communicated to the local resident liaison groups when required.

3.6 Promoting achievements, environmental champion, education

The company now supply's to customer exceptional environmental and recycling information boards and literature which can be used by contractors to educated operatives on how to recycle, this information is also developed into school educational packs.

3.7 Water/energy saving measures

Fleet travel distances are recorded including tackers which monitor fuel use and actual driving standards. Refurbishment of office includes energy saving standards.

3.8 Carbon management, reporting and offsetting

All information is gathered for energy usage and journey distances and vehicle types, to enable the company carbon footprint to be produced.

The company with respect to the requirements of this section has achieved exceptional compliance via various methods as demonstrated in the best practice observations. All safety systems are comprehensive and well detailed. There is a trained first aider on all sites as well as in the office at Ilkeston. The company has now commenced with mental health first-aid training within the business and also offer independent counselling for members of staff and the workforce when required. There are First Aiders on-site. Comprehensive PPE requirements for all operatives. Lone worker procedures are in operation. All vehicles are fitted with a tracker. Company member of CHAS, CIWM, UVDB, BMRA, ARCA also has Rail track approval. Traffic management plan issued to drivers. Safety initiative and campaigns in place. All vehicles continue to be fitted with trackers. Communication regarding health and safety is very effective with good use of the hazard boards to support daily briefings and regular tool box talks. System for recording near misses is apps based. Sites still operate in accordance Covid 19 requirements. These include working from home, restrictions on numbers in meeting rooms, crane drivers allocated to the same crane at all times, hand wash and sanitizer provided on desks and on all sites and maximum numbers of people allowed in canteens and WC's. Company has recently won a ROSPA award.

Best practice observed

4.5 Barriers

Processing site has full designated protected walk ways.

4.5 Public concerns

All issues are addressed on an ongoing process.

4.6 Visible first aiders, defibrillators

Defibrillator provision onsite.

4.7 Initiatives, CLOCS, cycle safety

The company is a CLOCs champion as FORS silver accredited business.

4.7 Vehicle enhancements, FORS

The company is FORS silver accredited business and working towards Gold.

4.8 Recording, analysing

Regular management review meetings are held for both health and safety and environmental management and in which statistics and trends are reviewed, analysed and action plans produced.

4.8 Identification of near misses

There is a full accident and a near miss communication and recording system.

4.9 Daily briefing, Hazard board

Site information is displayed on hazard board with daily briefings.

4.9 Visual/hearing impaired, language differences

Health and safety information is provided in a number of different languages predominantly English, Polish and Romanian.

4.10 Attitudes, behaviour, incentives, controls, supply chain engagement

There is a culture of continuous safety improvement via monthly newsletter. Recognition/incentives of positive attitudes/behaviours and improvements.

4.10 Drugs and alcohol testing

Positive attitudes include drugs and alcohol policy, including random testing

4.10 Occupational health screening, fit to work certification

Occupational health and life style advice available via monthly newsletter.

The company with respect to the requirements of this section has achieved exceptional compliance via various methods as demonstrated in the best practice observations. Comprehensive commitment with respect to all operative policies, allowing equality and fair treatment. Open door policy allowing recognition and feedback. Comprehensive training facilities and access to appropriate courses for all operatives. There is a provision of high quality of the accommodation and welfare facilities including constant cleaning. Welfare facilities are comprehensive, including separate showers and toilets for both male and female. Canteen facilities available within main site. Religious considerations can be accommodated at HQ on-site. Access to Wi-fi and laundry facilities on-site. Lockers are available on-site at hq. Access to counselling services and financial advice. Occupational health and life style advice available via monthly newsletter. Ashley is STEM ambassador and fully active on promoting females into the industry, including public career conference talks. The company is active in the trail blazer scheme. On a number of sites, regular food van visits are made to provide meals for the teams. One of the key courses undertaken by staff is the IOSH managing safely five-day course and within which the company is encouraging operatives to become involved with and subsequently in health and safety inspections and meetings. The environmental officer is currently producing a package of e-learning modules for the use of the site managers.

Best practice observed

5.5 Skills cards, CSCS

CSCS/Plant cards are checked at induction online.

5.5 Illegal worker vetting, spot checks

The company carries out checks to ensure the legitimacy of the workforce

5.6 Campaigns, careers advice

The company continues to work very closely with a number of education establishments including Derby College, Universities at Derby and

Nottingham and a number of local schools

5.6 Apprenticeships, placements, mentoring

Careers advice and promotion of apprentices in conjunction with Derby College, previously with bespoke L2 NVQ.

5.6 Disadvantaged groups, minority groups

Positive to see there is a buddy system in place where members from disadvantaged groups to partner up with a full time member of staff to gain experience of work.

5.7 Stress, mental health first aiders

Each individual site has its own ambassador who have had full MH training, plus quarterly meetings.

5.7 Access to health practitioners, counselling services

There is access health-screening for drivers, and an option for all staff.

5.8 Language differences

Information is provided in a number of different languages predominantly English, Polish and Romanian.

5.9 Rest, recreation, multi-use room

Recreation opportunities are available at the main office, where the sports hall has been utilised for a number of healthy initiatives such as walking at lunchtime, badminton tournaments, keep fit and also used as a breakout area if required.

5.10 Rewards, benefits

The operatives of the month award continue to be promoted and communicated within the regular newsletter.

Disclaimer

The opinions and scores presented in this report are the result of observations made by the Considerate Constructors Scheme's (the Scheme's) appointed Monitor during a visit to assess compliance with the Code of Considerate Practice (the Code). The findings detailed in this report do not represent compliance with any standard or regulatory requirement, nor can any reliance be placed on the findings contained within the report in legal proceedings, except in relation to compliance with the Code.