



January 2007

Notes for Site Managers

- Your site has been registered with the Considerate Constructors Scheme.
- The Scheme information sheets set out details of how the Scheme works.
- As a member of the Scheme, and therefore a Considerate Constructor, you must give commitment to the Scheme and abide by the Code of Considerate Practice.
- You should refer regularly to the Scheme's Code of Considerate Practice.
- You will be supplied with a Scheme poster/s personalised to you and your site.
- Larger sites also receive a Scheme banner.
- All posters and banners should be displayed in a prominent position. (See '*Displaying Information*').
- You should set up and maintain a file for Considerate Constructors Scheme documents. This should include a Scheme Complaints/Comments/Compliments Log.
- Should the start or finish dates of the project change, you should inform the Scheme administration office.
- If you receive a complaint or comment, deal with it immediately by contacting the person who has complained and try to resolve the issue. The Scheme administration office may also be able to offer guidance.
- A Scheme Monitor will visit your project and provide an assessment of your performance against the 'Code of Considerate Practice'. A copy of the report will be given to you and, if agreed, one sent to your client. The Monitor will also offer assistance on issues relating to the Scheme.
- If you achieve a high enough standard, you could be considered by an independent panel for a National Award.
- If there are matters of non-compliance with the Code of Considerate Practice, you will be informed and asked to correct these matters.
- In the unlikely event that non-compliance matters are not corrected satisfactorily, the Scheme administration office will issue a warning letter. If matters are still not resolved, your head office will be informed and the Scheme Chairman will decide whether to remove your site from the Scheme, and your client will be informed.
- On practical completion of your site you should inform the Scheme administration office, so that records can be closed and you can be included in the Awards process.
- If you achieve compliance or above in each of the eight sections of the Code you will receive a Certificate of Compliance after completion of the site or the registered phase.

We hope that you will find benefit in participating in the Scheme, which is designed to improve the image of the industry.

So remember

- The aim of the Scheme is to improve the image of construction.
- The Scheme seeks to encourage good communications with site neighbours and the general public, improved welfare facilities and greater environmental awareness.
- Monitors of the Scheme are there to work positively with you.
- Encourage your sub-contractors and suppliers to recognise and participate in the Scheme.