

# MONITOR'S REPORT

## SITE DETAILS

<b>SITE NAME</b> Pegasus House	<b>CONTRACTOR</b> McLaren Construction Ltd	<b>SITE CONTACT</b> Alex Talks (Assistant Site Manager / Community Liaison Officer)	<b>PROJECT DATES</b> 02/08/2023 - 30/06/2025
<b>MONITOR</b> David Tomlin	<b>SITE ID</b> 500707	<b>VISIT DATE</b> 15/11/2023	<b>VISIT TYPE</b> Site 0 (On-Site)

## PROJECT DESCRIPTION, CONTEXT, LOCATION AND RELEVANT CONSTRAINTS

The construction of a six storey mixed use building on Piccadilly in the West End of London. The building will include basements, ground floor retail, four office floors and two penthouse apartments. The existing building was demolished under an earlier contract which included the retention of the façade facing Piccadilly. There is a substantial temporary steel structure to support the façade which will be incorporated into the new building. At present there is only one subcontractor on site working on the substructures. The area is principally upmarket retail with Regent Street to the rear of the project. There are also hotels and the Royal Academy nearby. Piccadilly is always busy with pedestrians, local buses and passing traffic.

## SCORING

Respect the <b>Community</b>	Excellent - 15 / 15	<ul style="list-style-type: none"> <li>A score of 9 in a Section or 27 for the Total Report Score reflects a conforming score for the Code of Considerate Practice</li> <li>For more information on the Monitor Checklist, scoring descriptors, the Scheme's definition of innovation and report writing standards, visit <a href="http://www.ccscheme.org.uk">www.ccscheme.org.uk</a>.</li> </ul>
Care for the <b>Environment</b>	Excellent - 15 / 15	
Value their <b>Workforce</b>	Excellent - 15 / 15	
<b>Total Report Score</b>	Excellent - 45 / 45	

## EXECUTIVE SUMMARY

The company has a CSR policy and plan and is taking care to present a positive image of the industry through its high standards of appearance and consideration for the local neighbourhood. Care is taken to ensure vehicle movements and site operations are not causing a nuisance or risk to local people and passers-by. The site team are implementing the company's ISO 14001 accredited environmental procedures and are proactively seeking ways to achieve or exceed the company's NetZero commitments and other environmental targets. There are documented health and safety procedures which are accredited to OSHAS 18001 and the Site Management show professional leadership in H&S management through the "Work Safe, Home Safe" policy. Value for the workforce is shown through suitable welfare and a commitment to EDI, training, mental health and wellbeing. It was interesting to see the works in progress and to see the gantry-mounted welfare arrangements. Thanks to Alex for the time given, the evidence provided and the courtesy shown.

## RESPECT THE COMMUNITY

**EXCELLENT 15 / 15**

The CCS Code of Considerate Practice states that Constructors must manage their impact on their neighbours and the public to support a positive experience, so it was good to see that there was pre-start engagement with the council, the client and the neighbouring businesses and residents which is ongoing through community meetings, the project website, newsletters, feedback, conversations in the street and the community notice panel. The inductions and daily briefings provide guidance to the workforce on expected behaviours in relation to the local community and passers-by. There are procedures in place to minimise disturbance, nuisance and disruption to the neighbours. The company promotes construction locally and has a track record in community support.

### Good practice observed

#### 1.1.1 How has the Registered Activity engaged with the impacted community to understand and address concerns prior to the start of site activity?

- The site team identified the impacted community pre-start; there was a community meeting and letter drop to explain the project scope, timeline and potential disruptions, working hours and the mitigation measures in place.

- Also provided company and site 24/7 contact information. The site has a S61 agreement with the council.

#### 1.1.2 How does the Registered Activity ensure that impacts on the community from construction activity are minimised?

- The CCS posters are displayed on the hoarding and internally in the welfare.
  - 24/7 company and site contact numbers are posted on the hoarding.
  - There are monthly newsletters; potentially disruptive works will be notified in advance.
  - Expected workforce behaviours in relation to the CCS and respect for the community are covered in the induction and RAMS.
- 1.1.3 How are compliments, comments and complaints sought, recorded and proactively managed?**
- A complaints log is maintained in the site office; any matters raised will be responded to promptly and courteously and will be reviewed as a lesson learned.
  - The outcomes of any complaints will be communicated back to the community through the newsletters and community meetings.
  - A website with project details and a FAQ section has been launched; a QR code link is posted on the hoarding and in newsletters.
  - The site team have developed a positive and open working relationship with the neighbours.
- 1.2.1 How is the Registered Activity keeping the perimeter safe and secure, and surrounding areas clean, tidy and free of litter, mud and dust; to protect the community and passers-by?**
- The site is secure with a smart painted hoarding; access is controlled by the gateman and logistics manager.
  - The external perimeter is maintained in first class condition; there are regular hoarding inspections and maintenance as required; the street will be swept after waste away and deliveries.
  - A welfare gantry has been erected over the footway on Piccadilly and there are procedures in place to ensure falling objects are not a risk to the workforce or passing public.
  - There is a CCTV and alarm system in place.
- 1.2.2 How is the Registered Activity ensuring that it maintains organised, clean, and tidy operations, including storage of materials and management of waste?**
- All workers have suitable workwear and branded PPE; there are designated smoking and vaping areas away from public view.
  - The site working areas were seen to be organised and tidy with designated areas for the storage of materials and waste awaiting dispatch.
  - Housekeeping rules are covered in the induction and toolbox talks.
  - There is continuous overview of site operations by the Site Supervisors and corrective action will be taken when necessary.
- 1.2.3 How is the Registered Activity identifying and reducing the effects of nuisance, disturbance, and intrusion on potentially impacted communities?**
- The site has a TMP agreed with the council; deliveries are scheduled to avoid peak hours; trained personnel manage all vehicle movements.
  - No on-street parking is available; public transport options are researched and communicated to the workforce.
  - The site has web-based noise, vibration and air quality monitoring in place with alerts if limits are exceeded; output reports are shared with the neighbours.
  - Site lighting and CCTV are designed to avoid neighbour intrusion or nuisance.
- 1.3.1 How is the Registered Activity ensuring that all those potentially impacted by construction activity are treated with consideration, courtesy, and respect?**
- There are monthly community liaison meetings and newsletters.
  - There are Friday emails to the neighbours which provide a four week lookahead on site activity.
  - A community notice board is provided on the hoarding.
  - The induction includes expected workforce behaviours in relation to the local community and passers-by.
  - The site management exercise continuous oversight of operations and corrective action will be taken if required.
- 1.3.2 How is the Registered Activity promoting construction positively within the local community, including promoting local employment?**
- The company CSR policy includes the promotion of construction locally; there are planning conditions relating to local employment and apprentices which are tracked and reported.
  - The company has an apprentice scheme and attends local jobs fairs. Performance is recorded in the company CSR tracker and in monthly reports.
- 1.3.3 How is the Registered Activity supporting positive impact within the local community?**
- Community engagement is identified in the company CSR policy and plan.
  - There is support for local retailers and traders.
  - The site is open to goodwill jobs for the neighbours; subcontractor engagement is obligated.
  - Progress against the CSR plan is recorded and reported in the company's bespoke tracker and monthly reports.

## Improvement opportunities

- 1.1.2 How does the Registered Activity ensure that impacts on the community from construction activity are minimised?**
- The banner will be displayed on the welfare gantry when wind loading calculations are finalised.
- 1.2.1 How is the Registered Activity keeping the perimeter safe and secure, and surrounding areas clean, tidy and free of litter, mud and dust; to protect the community and passers-by?**
- A client designed hoarding facing is being produced; subject to planning permission.
- 1.3.2 How is the Registered Activity promoting construction positively within the local community, including promoting local employment?**
- The site is still in early stage; school and college visits are planned.
- 1.3.3 How is the Registered Activity supporting positive impact within the local community?**
- The site is in the early stages and intends to provide support for local social enterprises and community groups and provide support for employees in fundraisers for good causes, such as the upcoming Movember.

## CARE FOR THE ENVIRONMENT

EXCELLENT 15 / 15

The CCS Code of Considerate Practice states that Constructors must minimise their impact and enhance the natural environment, so it was good to see that the company and site are addressing environmental matters and are aiming to minimise and mitigate their negative impacts. This is through ISO 14001 accredited procedures, training, targets and reporting. NetZero carbon targets, monitoring and target reduction procedures are in place.

Good practice observed

#### **2.1.1 How does the Registered Activity identify and manage environmental concerns?**

- The company environmental management procedures are accredited to ISO 14001.
- An initial environmental assessment and ecology report were carried out; there is a site-specific aspects and impacts register and SWMP.
- The company's environmental policy is displayed on the notice board. Performance is recorded using SmartWaste.

#### **2.1.2 How is the Registered Activity communicating environmental plans, controls and performance to the workforce, community and general public?**

- Environmental and waste management procedures are covered in RAMS, in the induction, in monthly toolbox talks and reminder briefings.
- Alex provides topical toolbox talks on sustainability and NetZero targets.
- Site waste and other targets and performance are posted on the company website.
- Reuse / recycling performance is posted on site notice board, in newsletters, on the community panel and at community meetings.
- The company sustainability manager provides support and ensures all procedures are followed up and initiatives are implemented.

#### **2.1.3 How is the Registered Activity protecting the landscape and watercourses?**

- There is little ecology to concern the site in this inner city urban location.
- Measures are in place to ensure local drains are protected from site run off. Spill kits and environmental response procedures are in place.
- Waste is segregated for recycling or reuse prior to dispatch.
- The site discourages the use of single use plastics by encouraging reusable bottles and providing a water dispenser.
- There are procedures to minimise the risk of windblown material (checking weather forecasts, etc).

#### **2.2.1 How is the Registered Activity planning to reduce its carbon footprint, including measurement, recording and publication of performance**

- The company is committed to measuring, reducing and reporting its carbon footprint and has declared and documented 2025 as its NetZero target for Scope 1 & 2 emissions and 2045 for Scope 3 emissions. Full details are posted on the company website.
- The company sets carbon reduction targets and identifies the means of achievement.
- Training on climate change and carbon reduction is covered in staff training, toolbox talks and occasional briefings.
- The company is in the process of replacing its ICE vehicles with EV's and adopting HVO fuel as a substitute for diesel for site plant.

#### **2.2.2 How is the Registered Activity optimising the use of resources, energy and waste?**

- Plant is NRMM compliant, HVO fuels used; no idling policy for plant and transport.
- Divert waste from landfill target is 98%; site is currently achieving 100%.
- The welfare facilities have water reducing measures and reminder notices. Meters are monitored and recorded; abnormal usage will be investigated; end of shift switch off procedures.

#### **2.2.3 How is the Registered Activity ensuring supply chain involvement in the reduction of carbon?**

- Environmental procedures are obligated on subcontractors; the company pre-qual procedure includes the requirement for subcontractors to have their own carbon reduction procedures.
- The company is working with its supply chain to reduce embodied carbon in primary materials such as concrete and steel (Scope 3 emissions).

#### **2.3.1 How is the Registered Activity identifying, assessing and planning to maintain or improve the natural environment locally?**

- The project specification includes features which will benefit the natural environment in the longer term such as NABERS & BREEAM assessments, selecting materials with low VOC content, concrete mix with GGBS as cement replacement, external landscaping, internal planting, selection of materials with lower embodied carbon and provision of a blue roof (a SuDS technique).
- The use of HVO fuels is posted on site notice boards.
- The site perimeter includes sections of living green wall which improves the environment and provides visual amenity.

#### **2.3.2 How is the Registered Activity delivering its plans relating to the natural environment?**

- The workforce is provided with monthly environmental toolbox talks; the environmental plan is reviewed periodically by site management and the company sustainability manager.
- Performance against plan is reported in the site progress reports. There are procedures in place to assess products and chain of custody.

#### **2.3.3 How is the Registered Activity proactively promoting improvements realised for the natural environment?**

- Project is in early stages; Environmental performance is recorded and reported on SmartWaste.

### **Improvement opportunities**

#### **2.3.3 How is the Registered Activity proactively promoting improvements realised for the natural environment?**

- The site team should be engaged in monitoring, reviewing and communicating the plan and delivery of benefits. Later in the project, any plans for improvements in the natural environment should be subject to a post completion review that clearly identifies the benefits realised against the initial plan. Where appropriate these may be publicised through wider media engagement.

## **VALUE THEIR WORKFORCE**

**EXCELLENT 15 / 15**

The CCS Code of Considerate Practice states that Constructors must create a supportive, inclusive, and healthy workplace, so its good to see that inclusivity, diversity, teamwork and common purpose are promoted. Training is provided and up-skilling is encouraged and supported. There are OSHAS 18001 accredited safe working procedures in place and occupational health is addressed; the site team show professional leadership in health and safety management and the development of a safe working culture. There is support for mental health and wellbeing. Suitable, well maintained and regularly cleaned welfare facilities are provided.

### **Good practice observed**

#### **3.1.1 How is the Registered Activity ensuring the competency and legitimacy of the workforce?**

- Evidence of subcontractor skills, experience and competence are required and will be addressed in inductions and RAMS. CSCS, CCDO or other skills cards are required for all site personnel and are checked online using BioSite.
  - All new starts are subject to right to work checks; the company has a modern slavery statement and helpline posters are displayed.
- 3.1.2 How is the Registered Activity planning and delivering learning and development to encourage construction as a career choice, improving representation from poorly represented groups?**
- The company maintains a staff training matrix with refresher alerts; each employee has a career development plan with regular appraisals.
  - Workforce training and toolbox talks are reviewed regularly including First Aid, Working at Height, PASMA and Abrasive Wheels. There is a "Green Card" operative reward scheme.
- 3.1.3 How is the Registered Activity ensuring the workforce is treated fairly and with respect?**
- EDI/FIR are covered in inductions including expected behaviours and the zero tolerance approach to harassment of any kind.
  - The company provides a range of training including EDI and FIR.
  - The Site Management have an open door on any issue and confidential reporting is encouraged.
- 3.2.1 How is the Registered Activity assessing the needs of the workforce to drive an improvement in wellbeing?**
- Occupational Health (OH) is addressed in RAMS; there are regular OH topical toolbox talks such as manual handling, HAVs, asbestos awareness and the risks from silica dust.
  - There are posters in the welfare for healthy living, wellbeing and stress; Lighthouse and CCS Spotlight posters are displayed in the welfare.
  - Alex is a mental health first aider (MHFA) and ensures the site team are aware he is available for consultation.
- 3.2.2 How is the Registered Activity proactively addressing safety requirements for the workforce and visitors?**
- Safety management procedures are accredited to OSHAS 18001; RAMS are explained to the workforce and a signature of understanding is required.
  - There are regular safety inspections and reports by the company H&S Advisor; there are safety walks by directors; there will be occasional stand downs and reviews if a safety concern or trend is identified.
  - The site has an AED in the gateman's cabin; posters on the hoarding advise the passing public of its availability.
  - The company has a "Work Safe, Home Safe" policy which identifies safety objectives and values.
- 3.2.3 How is the Registered Activity embedding a culture of continuous improvement in health and safety performance?**
- The senior site management show positive safety leadership and encourage a culture of safe working; continuous supervision and monitoring of the works will identify where safety improvements can be made.
  - Positive reinforcement for safe working will be provided; workforce safety suggestions will be considered; near miss reporting is encouraged with follow ups and outcomes.
- 3.3.1 How is the Registered Activity ensuring suitable, hygienic and well maintained welfare facilities are provided?**
- Suitable, regularly cleaned welfare is provided in modular units; equal standard female facilities are provided including sanitary bins and provision of female sanitary products. Additional female facilities such as showers are provided in the project office located a few streets away.
  - Drinking water is provided as are appliances, consumables and a seating area; there is a regular cleaning regime with checklist posted.
  - Congregating and smoking in the street outside the site is not permitted.
- 3.3.2 How has the Registered Activity identified and assessed biological hazards, and are the hazards effectively managed?**
- The site will comply with covid-19 or any other bio-hazard regulations if reintroduced.
  - PPE and hand sanitiser are provided; bio risks and procedures will be identified in RAMS.
  - There is a rodent control contractor who carries out regular visits.
- 3.3.3 How has the Registered Activity supported other workforce needs?**
- Travel to work guidance is provided, public transport or cycling being preferred as there is limited (expensive) parking in the area.
  - The company has a procedure for staff returning to work after long term absence.
  - The company is open to flexible working including working from home where practical. WiFi is available.

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