

Considerate Constructors Scheme

Monitor's Company Initial Office Report



Company	Celtic Contractors Ltd				
Company contact	Florin Constantin Cristat and Alisdair Gray				
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Company description, context and location

This is a multidisciplinary interior fit out company who also specialise in dry lining, partitioning and all types of ceiling installations. Contract value ranges from £10,000-£5 million. Work is undertaken within the South East of England. The company normally works for as a subcontractor to a major company such as Mace and ISG. The meeting was held at the company's head office, Celtic House, 167 Garth Road, Morden. The company was represented by Mr Florin Constantin Cristat and Alasdair Gray.

Executive summary

Very impressed with the range of statements and policies that this company has available. There appears also to be significant procedures to ensure that these policies are implemented on site. The company solely works as a sub contractor to major firms whose sites will generally be registered with the CCScheme; this company could easily develop a CCScheme Company Registration reporting format to those main contractors which would assist them when they have CCScheme Monitors visits. The main contractors that this company works for are, and their clients, all very interested in recording environmental information such as the embodied carbon of the materials, this is needed for credits towards environmental audits such as BREEAM. Because of the specialist nature of works undertaken there is an opportunity here for the company to provide this information, accurately, in a format that will be welcomed. Further there is potential for the company to become experienced in phase change materials and their benefits e.g. <http://www.knauf.co.uk/product-range-overview/plasterboard/knauf-comfortboard>. Many thanks to Florin and Alisdair for the time courtesy and interest in the CCScheme. I have been presented with office evidence of a company with policies of a very high calibre, and I look forward with enthusiasm to see how this is implemented on site.

1. Care about Appearance

It is common practice for the main contractor to be responsible for the appearance of the site; this company always works as a subcontractor and never as the main contractor. Site-specific inductions by the company and main contractor include details regarding the importance of maintaining a good image. The company has to tidy away its own rubbish. The company has one sign written van which will in due course display the CCScheme company registration logo. Operatives wear hi vis vests which may include the main contractors' logo and the company's logo. Cut five gloves are mandatory on site together with Kevlar sleeves which provides protection to the lower arms. The site manager has to provide a weekly report and there is a section regarding cleanliness and housekeeping. The company have a Toolbox talk on cleanliness and housekeeping. All sites are no smoking and will have a designated smoking area. The company has an impressive website which was viewed during the meeting. The company has corporate branding "On Time, On Budget, and to the Highest Possible Standards".

2. Respect the Community

The company carries out significant community work which includes the sponsorship of a local football side. **It may be worthwhile to consider the benefits of developing a Community Liaison Plan** as discussed at the meeting. On all sites it is common practice for the main contractor to have a logistics plan and all deliveries have to be booked in. The company has an extensive training programme and all site managers are qualified to SMSTS standard and have the required first aid qualification. The company has recently joined and invested in the Mace Business School. Induction includes issues regarding operative conduct and behaviour; the company have a Toolbox talk regarding antisocial behaviour. **Consider development of a Respect Poster.** No radios allowed on sites. Mobile phones may be used in safe areas. In order to minimise inconvenience most sites now operate drilling times which allows neighbours quiet times. The company is accredited to ISO 9001 and has in house procedures for complaints. **Consider development of CCScheme pro forma for compliments and complaints.** The company has an arrangement with Lewisham College regarding site management team NVQ training. **Consider appointment initially of a CCScheme company champion** which could evolve into appointing CCScheme site champion.

3. Protect the Environment

Company is ISO 14,001 accredited and has detailed environmental policies. Every project has an environmental plan which has to be updated monthly. At induction operatives are introduced to environmental issues including waste. The company has a site waste management plan and operates an accurate ordering system. All construction tasks are analysed regarding their environmental impact. Recently shot fired fixing has been deemed to generate less noise than drilling and its use is increasing. Following the mixing of plaster and the cleaning of tools the contaminated water is left in a water tub for a significant time allowing settlement to occur, clean water is then drained off and the sediment is appropriately disposed of. All types of plaster/plasterboard waste is collected separately and isolated. The company keep records of monthly water and electricity use, **but nothing is displayed. Consider cascading information regarding what is the Carbon issue in construction. Consider assessing the embodied carbon in construction materials and calculating the carbon footprint of work carried out.** This would be of significant interest to main contractors particularly to those who are subject to an environmental audit such as BREEAM. Consider **carbon footprint display of electricity used within the head office.**

4. Secure everyone's Safety

Company is accredited ISO 18,001. It is a policy to train all operatives on first-aid. The nearest A&E facility will be within the appropriate Rams document. The company carries out its own construction phase health and safety site-specific plans. Because of the nature of the work particular reference is made with working at height. Toolbox talks are carried out on a weekly basis. Sites have monthly and weekly meetings where the safety message is enforced. **Consider using social media, texts, email to enforce the safety message and distributing safety behavioural videos such as that by Jason Anker <http://tinyurl.com/png39fr>. Consider development of Operatives Handbook which can include induction, site rules, toolbox talks etc.** To reduce expenditure this could be electronically circulated and consequently easily updated. Supply chain vehicles are registered with CLOCs and FORS. The company have their own banksman on site. Online accident book system, near miss reporting is encouraged and every Sunday Alasdair sends out emails regarding safety reporting. Daily action briefing carried out. Safety alerts are cascaded to the workforce as appropriate. Any operatives not having the ability to understand English must work with a buddy system.

5. Value their **Workforce**

All operatives have to undergo an induction within the office before starting on site; this induction includes issues of bullying harassment and appropriate behaviour. Management and operatives are assessed on a yearly basis and training is reviewed on a matrix. Occupational health risks are checked within RAMS and dust extractor systems are used when cutting and sanding. Face fit mask training is carried out by Alasdair. Welfare facilities are generally of a high standard and maintained by the main contractor. All those on site are instructed regarding the importance of keeping these facilities clean and tidy. The company provide secure or tool storage on sites. All operatives have to have CSCS cards. Each year five schoolchildren are taken on at the head office for work experience. **The Company at present does not have any apprentices.** On one site recently the main contractor had an occupational health nurse on site. The company has an open door policy, **consider a suggestion box** for use on site together with email contact.

Site visit arrangements

To be confirmed.

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.*