

MONITOR'S REPORT

SITE DETAILS			
SITE NAME	CONTRACTOR	SITE CONTACT	PROJECT DATES
Brettenham House	McLaren Construction (London)	Danielle Smith (Community Liaison Officer)	23/09/2024 - 31/03/2026 First registered: 08/10/2024
MONITOR	SITE ID	VISIT DETAIL	PROJECT CONTRACT VALUE
Andrew Evans	515427	31/03/2025 Site 0 (On-site)	£84,000,000

PROJECT DESCRIPTION, CONTEXT, LOCATION AND RELEVANT CONSTRAINTS
<p>This project is located at Brettenham House off the Strand in Central London. It is a large commercial building with elevations to the Embankment, Waterloo Bridge Road and Savoy Street. The registered activity are carrying out a CAT A construction including new windows and roof coverings. The works currently being undertaken are external repairs and cleaning, new windows and rainwater system, new drainage, lift cores and internal works are in progress. The works started in September 2024 and are due to complete March 2026.</p>

SCORING		
Respect the Community	Excellent - 14 / 15	<ul style="list-style-type: none">A score of 9 in a Section or 27 for the Total Report Score reflects a conforming score for the Code of Considerate PracticeFor more information on the Monitor Checklist, scoring descriptors, the Scheme's definition of innovation and report writing standards, visit www.considerateconstructors.com.
Care for the Environment	Excellent - 14 / 15	
Value their Workforce	Excellent - 14 / 15	
Total Report Score	Excellent - 42 / 45	

EXECUTIVE SUMMARY
<p>An inspection of the site perimeters was undertaken prior to a meeting within the site meeting room, where the Scheme checklist was reviewed. A tour of the welfare arrangements and site followed. The perimeters are being maintained with community noticeboards to each elevation, project information will be developed. The site is well organised and is being kept clean and tidy, with new welfare facilities currently being constructed along with project offices. There is a social value action plan and careers within construction are being promoted and local good causes supported. The site registration with the Scheme is being well promoted to both the workforce and local community. The registered activity promotes its environmental policy and procedures to the workforce on induction. Environmental targets and achievements are being promoted to both the workforce and community. Carbon tracking is being carried out and the registered activity has a formal strategy in place for reduction. Noise and dust are being controlled on site, with fixed monitors in place. We discussed formally calculating and promoting any biodiversity gain to both the workforce and community. Robust safety and emergency arrangements are evident and the workforce are engaged with this regard. The welfare arrangements are currently being developed and will provide comprehensive facilities when complete. Healthy living and lifestyle campaigns are promoted along with mental health awareness. Mental health first aiders are within the site team and the workforce are being provided access to wellbeing checks. I would like to thank Danielle Smith and Ricci Gladwell for their time for this site visit.</p>

RESPECT THE COMMUNITY	EXCELLENT 14 / 15
<p>The registered activity has developed procedures to promote an offsite dress code appearance policy and the smoking procedure. Additional community noticeboards are also being displayed to each elevation of the hoarding. There remains plans to promote project information. The site perimeter was noted to be clean and tidy and is inspected daily. There is a logistics subcontractor to manage all site deliveries and vehicle movements. The site entrance, project offices and workforce welfare arrangements are in the process of being relocated. Monthly newsletters continue, along with weekly updates. We discussed carrying out community satisfaction surveys. The registered activity has a social value manager to assist the site team, with community initiatives to promote careers within construction and support local good causes. The site registration with the Scheme is being well promoted to both the workforce and local community.</p> <p>Good practice observed</p> <p>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?</p>	

- Prestart notifications were issued and are being followed up with formal monthly newsletters, which are displayed on community noticeboards to each elevation of the hoarding.
- Weekly project updates are issued by email to local stakeholders.
- 1.1.2 How does the Registered Activity ensure that impacts on the community from construction activity are minimised?**
 - The Scheme posters and banners are displayed to each elevation.
 - There is a QR code which links to the project specific website.
- 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 perimeters are being maintained to promote a professional image of the industry, with branded signage displayed.
 - An offsite dress code appearance policy is now being promoted.
- 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?**
 - The site is well organised and is being kept clean and tidy.
 - The new site entrances, project offices and workforce welfare arrangements are all in progress and will be complete shortly.
- 1.2.3 How is the Registered Activity identifying and reducing the effects of nuisance, disturbance, and intrusion on potentially impacted communities?**
 - The registered activity employs a logistic subcontractor who is managing all vehicle movements and deliveries.
- 1.3.1 How is the Registered Activity ensuring that all those potentially impacted by construction activity are treated with consideration, courtesy, and respect?**
 - The site management team have all undertaken the Scheme core e-learning modules.
- 1.3.2 How is the Registered Activity promoting construction positively within the local community, including promoting local employment?**
 - There is a section 61 agreement to employ local labour, apprentices and work experience placements, which will be tracked.
 - There has been 2 local work placements provided to date.
 - The National Apprentice Week has been supported.
 - There was an Investing In Your Future initiative carried out with Westminster Local Authority.
 - There has been career fairs supported, promoting careers within construction.
- 1.3.3 How is the Registered Activity supporting positive impact within the local community?**
 - The local Abbey Centre has been supported with donations and a Christmas appeal.
 - The site held the Christmas jumper day which raised donations for local charities.
 - The Dream Factory charity is being supported.
 - The registered activity is also supporting various local businesses.

Improvement opportunities

- 1.1.3 How are compliments, comments and complaints sought, recorded, and proactively managed?**
 - Development of formal community satisfaction surveys.

CARE FOR THE ENVIRONMENT

EXCELLENT 14 / 15

The registered activity promotes its environmental policy to the workforce and community. Project specific environmental targets and achievements against targets set are being promoted to both workforce and community. The registered activity has a carbon strategy in place and procedures with this regard. The carbon policy is being promoted on site to the workforce and supply chain for their engagement. Waste segregation is taking place and there are procedures to protect the existing ecology with noise, vibration and air monitors. We discussed calculating and promoting any biodiversity gain to both the workforce and community.

Good practice observed

- 2.1.1 How does the Registered Activity identify and manage environmental concerns?**
 - The registered activity has an environmental policy in place and promotes this along with the procedures and ISO 14001 accreditation to the workforce on induction.
- 2.1.2 How is the Registered Activity communicating environmental plans, controls and performance to the workforce, community, and public?**
 - The registered activity is now promoting the project facts to both the workforce and community, with notices displayed on each elevation of the hoarding.
- 2.2.1 How is the Registered Activity planning to reduce its carbon footprint, including measurement, recording and publication of performance**
 - Carbon tracking is being carried out and the registered activity has a formal carbon strategy in place, with a net zero carbon target by 2045.
- 2.2.2 How is the Registered Activity optimising the use of resources?**
 - There are procedures evident to reduce waste and energy use on site where possible.
- 2.2.3 How is the Registered Activity ensuring supply chain involvement in the reduction of carbon?**
 - The registered activity is fully promoting its carbon strategy at site level and to the supply chain for their engagement.
- 2.3.1 How is the Registered Activity identifying, assessing, and planning to maintain or improve the natural environment locally?**
 - Noise and dust are being controlled on site with formal monitoring in place.
 - All of the mobile machinery on site is fully electric.

Improvement opportunities

- 2.3.2 How is the Registered Activity delivering its plans relating to the natural environment?**
 - Promoting any biodiversity gain to both the workforce and community.

Not applicable

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

- There is no existing landscape or watercourse that is applicable to this project.

VALUE THEIR WORKFORCE

EXCELLENT 14 / 15

Site access is controlled with Bio-Site turnstiles and security, with robust safety procedures evident. The workforce are engaged with regards to site safety and inspirational safety talks are provided. The welfare facilities are to be relocated and we discussed the requirements of the Scheme checklist. The site management have all undertaken EDI training with cultural and diverse workforce arrangements considered. Healthy living and lifestyle campaigns are being promoted, along with mental health awareness and there are mental health first aiders and wellbeing checks available. There are plans to provide the workforce access to laundry arrangements when the new welfare facilities are complete.

Good practice observed

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

- There is an online pre-induction procedure through the Bio-Site system that checks workforce competency and legitimacy.

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?

- Workforce training is being provided and fully supported.

3.1.3 How is the Registered Activity ensuring the workforce is treated fairly and with respect?

- The management have all had EDI training.

- The cultural and diverse welfare arrangements are currently being developed.

3.2.1 How is the Registered Activity assessing the needs of the workforce to drive an improvement in wellbeing?

- Healthy living and lifestyle campaigns are being promoted along with mental health awareness, with a mental health champion within the management team and access to wellbeing checks provided.

3.2.2 How is the Registered Activity proactively addressing safety requirements for the workforce and visitors?

- Robust safety and emergency arrangements are evident and the workforce are engaged with this regard.

3.2.3 How is the Registered Activity embedding a culture of continuous improvement in health and safety performance?

- Regular safety inspections are being undertaken.

- Inspirational safety talks are provided.

3.3.1 How is the Registered Activity ensuring suitable, hygienic and well-maintained welfare facilities are provided?

- Comprehensive welfare arrangements are provided and will be further developed when the new welfare arrangements are completed.

- There is a serviced canteen on site, providing healthy meal options.

Improvement opportunities

3.3.3 How has the Registered Activity supported other workforce needs?

- Further promotion of the employee assistance programme and providing the workforce access to laundry arrangements.

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