

MONITOR'S REPORT

SITE DETAILS			
SITE NAME Church and Dwight New Commercial Unit	CONTRACTOR Kent Structures	SITE CONTACT Ollie Hopkins (Site Project Manager)	PROJECT DATES 07/04/2025 - 01/10/2025 First registered: 20/03/2025
MONITOR Chris Smith	SITE ID 516776	VISIT DETAIL 20/08/2025 Site 0 (On-site)	PROJECT CONTRACT VALUE £800,000

PROJECT DESCRIPTION, CONTEXT, LOCATION AND RELEVANT CONSTRAINTS
<p>The project is located within a well-established industrial estate on the outskirts of Folkestone Town Centre, Kent. It involves the redevelopment of a former warehouse site, with demolition works completed prior to commencement. The new build comprises localised mass-fill foundations supporting a lightweight steel frame structure, finished with insulated wall and roof cladding. Associated works include drainage installation, brickwork, Kingspan paneling, and minor groundworks. The existing slab was retained in part, with concrete pockets formed for steel placement and a new power-floated slab installed. The site is bordered by residential properties to the rear, industrial units owned by the client (Church & Dwight) to one side, and a mix of businesses and office premises on the remaining elevations. Construction commenced in April 2025 and is programmed for completion in November 2025. The site team remains on target to meet this schedule.</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 Practice• For 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>This site demonstrates an excellent standard of performance across all areas of the Considerate Constructors Scheme Code. Led by a proactive and engaged management team, the project has maintained strong relationships with neighbouring residents and businesses, minimising disruption and fostering trust through open communication and transparency.</p> <p>The site is well organised, with clean and secure boundaries, clearly defined access routes, and high-quality welfare provision. Daily checks and cleaning rotas ensure facilities remain hygienic and inclusive, with improvements underway to support diverse workforce needs.</p> <p>Environmental responsibility is embedded throughout the project. The site is registered for a BREEAM rating of Very Good, and biodiversity enhancements including Swift boxes, Bat boxes, and Bee hotels demonstrate a commitment to positive ecological impact. The company is actively progressing toward ISO 14001 certification and has implemented carbon reduction measures, including low-emission vehicle trials and the use of materials with reduced embodied carbon.</p> <p>Workforce wellbeing is prioritised through structured inductions, ongoing training. The team operates an open-door policy, encouraging feedback and fostering a respectful, inclusive culture. Health and safety leadership is visible and proactive.</p>

RESPECT THE COMMUNITY	EXCELLENT 14 / 15
<p>The site demonstrates an excellent commitment to respect the community and meaningful community engagement from the outset. Prior to commencement, stakeholders likely to be impacted by the works were identified, and pre-start information, including contact details, were distributed to nearby residents. A community noticeboard was installed at the site entrance, and a dedicated post-box allowing neighbours to submit feedback, suggestions, or concerns at any time.</p>	

Regular newsletters are issued to keep residents informed of progress and upcoming activities. The site manager's contact details are clearly displayed on the hoarding and gate, and face-to-face conversations with neighbours are welcomed and accommodated.

Construction activities have been carefully planned to minimise disruption. Deliveries are restricted to 8am–4pm, plant is not operated before 8am, and welfare facilities are positioned away from residential boundaries to reduce noise and lighting impact to avoid intrusion.

The company actively promotes construction as a career, with apprentices and young people gaining on-site experience. Information about career pathways is displayed on the community noticeboard, and the team maintains an open-door policy for those interested in joining the industry. Local subcontractors and suppliers are prioritised, and surplus materials are offered to neighbours and the client before disposal, supporting upcycling and community benefit.

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?

- Ahead of project commencement the site team proactively identified stakeholders likely to be impacted by construction activity and issued pre-start information, including contact details for ongoing communication.

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

- The site maintains consistent communication with neighbouring properties, providing regular updates on construction progress and advance notice of any potentially disruptive works.

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?

- Periodic inspection and clean-up of boundaries, roads, paths, and surrounding areas carried out by site supervisors and recorded as part of their daily checks.

1.2.3 How is the Registered Activity identifying and reducing the effects of nuisance, disturbance, and intrusion on potentially impacted communities?

- A comprehensive traffic management plan has been developed and is shared with all subcontractors and suppliers at the point of order placement.

Improvement opportunities

1.1.3 How are compliments, comments and complaints sought, recorded, and proactively managed?

- Impacted community surveys at the end of the project could be considered.

1.3.3 How is the Registered Activity supporting positive impact within the local community?

- Community engagement activities and site targets could be documented in greater detail and tailored to the specific site to fully conform with this aspect of the CCS Code of Practice. To support this, a Corporate Social Responsibility Policy template is available on the Best Practice Hub <https://ccsbestpractice.org.uk/entries/corporate-social-responsibility-policy-template/>

Not applicable

1.3.2 How is the Registered Activity promoting construction positively within the local community, including promoting local employment?

- Due to the short duration it is not practical to have a full site specific community action plan.

CARE FOR THE ENVIRONMENT

EXCELLENT 14 / 15

The site is conforming to care for the environment to an excellent standard. The site is registered for a BREEAM rating of Very Good, reflecting a strong commitment to sustainable construction and environmental best practice. Prior to commencement, an environmental assessment and ecology report were completed to identify local sensitivities and guide mitigation measures.

Biodiversity enhancement is a key focus, with Swift boxes, Bat boxes, and Bee hotels being installed to support declining species in the Kent area.

Environmental controls are embedded throughout site operations. Waste is carefully segregated and reused where possible, with surplus materials offered to neighbours and the client before disposal. Water-saving measures are installed in welfare facilities, and usage is monitored to detect anomalies. Spill kits, plant nappies, and drainage protection systems are in place to safeguard local watercourses and landscapes.

Carbon reduction is also a priority. The company is actively working toward ISO 14001 certification. Environmental awareness is reinforced through RAMS, inductions, toolbox talks, and regular briefings. Materials with reduced embodied carbon have been incorporated into the build, and local, approved subcontractors are used wherever possible to minimise transport emissions.

Environmental performance is communicated via newsletters, the site noticeboard, and public-facing channels. Looking ahead, the team is exploring opportunities for community-led environmental activities and further formalising its NetZero strategy to support continuous improvement.

Good practice observed

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

- The company is currently working towards its ISO 14001 certification.

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

- The site had ecological surveys produced prior to commencement, ensuring that environmental sensitivities are identified and appropriately managed.

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

- Materials with reduced embodied carbon have been incorporated throughout the scheme where possible, helping minimise environmental footprint and reinforcing the project's sustainability goals.

Improvement opportunities

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

- Training for the operative workforce on the company's carbon commitment could be enhanced. This could be in the form of a company presentation from the environmental team as opposed to in-depth online learning that might not be suitable for all staff and operatives.

Not applicable

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

- Due to the location and short duration of the works carried out on this project, the opportunity to maintain or improve the natural environment locally beyond the contract works is limited.

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

- Due to the location and short duration of works being carried out, the opportunity to engage with the community to improve the natural environment locally beyond the contract works is limited.

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

- Due to the location and short duration of works being carried out, the opportunity to promote improvements for the natural environment beyond the contract works is limited.

VALUE THEIR WORKFORCE

EXCELLENT 14 / 15

The site demonstrates an excellent commitment to value their workforce creating a supportive, inclusive, and healthy working environment. All operatives undergo thorough inductions, including verification of right-to-work documentation and competency checks. CSCS and other relevant qualifications are recorded, and only approved subcontractors are engaged. A modern slavery statement is in place, with helpline posters displayed prominently across welfare areas.

Training and development are actively supported. The company maintains a central training matrix with refresher alerts, and operatives are regularly enrolled in courses such as First Aid, PASMA, and Working at Height. An open-door policy encourages individuals to request additional training.

Toolbox talks and posters address topics such as bullying, harassment, and mental health awareness, with dedicated campaigns during key months like Men's Mental Health Month. While mental health support is currently provided via head office and trained managers, the team is exploring the appointment of an on-site mental health first aider to offer peer-led support.

Health and safety leadership is visible and proactive. Regular visits from H&K Safety and Senior Directors reinforces a culture of continuous improvement, with near-miss reporting actively encouraged and reviewed.

Welfare facilities are maintained to a high standard, with cleaning rotas, stock checks, and designated smoking areas.

The company is actively working toward ISO 45001 certification, which will further strengthen its health and safety framework.

Future improvements will need to include a structured workforce recognition programme aligned with CCS values, using local business vouchers to celebrate good practice and reinforce positive behaviours.

Improvement opportunities

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?

- A structured workforce recognition for good practice with regards to CCS expectations will need to be implemented in order to fully conform with this element of the CCS code of practice. Any reward for such a program could be in the form of local business vouchers as opposed to global high street stores. This will need to be implemented in order to retain this point on any future site visits.

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

- It would be beneficial to appoint an onsite mental health first aider; this could be from within the operative workforce. This peer-led approach could offer a more approachable and less formal support option for individuals who may feel more comfortable speaking with colleagues rather than management.

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

- As an alternative to the suggestion box on site the use of a QR code for reporting on site near misses and operative feedback could be considered.

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

Sanitary bins will need to be provided in both male and female toilet facilities, along with female products (free or chargeable) to fully align with the welfare standards set out in the CCS Code of Considerate Practice. These bins should be installed ahead of future visits in order to retain this conforming point.

This measure supports workers who may have medical conditions such as colitis, Crohn's disease, diabetes, or stoma-related needs that require discreet disposal of

sanitary or medical waste. Providing appropriate disposal options helps maintain hygiene, prevents contamination, and ensures that all site personnel have access to facilities that support their health and dignity.

REPORT CONFIDENTIALITY

This report and its contents are to remain confidential to the Considerate Constructors Scheme (CCS) and Registered Activity and must not be reproduced or made public by either party, except as in accordance with Clause 13 of the CCS [Terms of Business](#). For clarity you may share your scores publicly, however **please contact the Scheme before sharing any content publicly by emailing marketing@considerateconstructors.com**.

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.