

MONITOR'S REPORT

REGISTRATION DETAILS

| CONTRACTOR | VISIT CONTACT | COMPANY ID | TURNOVER BANDING |
|---|---|------------|----------------------|
| Donald Ward Ltd T/A Ward Special Projects | Joanne Upton (Environmental & Sustainability Manager) | 1959 | |
| MONITOR | VISIT TYPE | VISIT DATE | COMPANY RENEWAL DATE |
| Simon Oak | Office (On-Site) | 26/09/2023 | 31/07/2024 |

COMPANY DESCRIPTION, CONTEXT, LOCATION AND RELEVANT CONSTRAINTS

The visit was conducted at the main recycling depot in Ilkeston. In addition there are three other sites in Ilkeston, including an administration centre in Ilkeston town centre, along with eight other locations stretching from London to Redcar, and over into Wales. The nature of the company's work comprises of land remediation, removal of demolition waste and the general collection of waste from construction sites. 80% of the company's work involves scrap metal recycling. Since the last visit, the company has endured difficult trading conditions in its core business, resulting in some job losses, but other areas of the business are performing well.

Constraints

None evident at the time of the visit.

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.ccscheme.org.uk. |
| Care for the Environment | Excellent - 15 / 15 | |
| Value their Workforce | Excellent - 15 / 15 | |
| Total Report Score | Excellent - 44 / 45 | |

EXECUTIVE SUMMARY

The company continues to demonstrate an excellent level of commitment to the Scheme, and it would be good to see the CCS registration physically displayed in the entrance lobby of the office.

The operations remain considerate of the surrounding community, and the level of complaints received are very minimal, considering the wide spread and, potentially disruptive nature of the business. The charitable involvement is commendable, as are the efforts to engage with the hard to reach community, and those looking to rebuild their lives following release from prison.

The environmental performance of the company is very high, and the plans for the NetZero material Recycling Facility is a very exciting project. It is also good to see progress on the use of EV wagons since the last visit, and it is hoped that this continues.

The workforce is also very well considered, and the take up of the various different monthly activities is very encouraging.

Overall, the company retains an excellent level of compliance to the Scheme standards, and it is a pleasure to see how this is being achieved.

Thank you Jo for your time and insight during the time of my visit, and the very best of luck over what looks to be a very exciting 12 months to come.

RESPECT THE COMMUNITY

EXCELLENT 14 / 15

The company continues to integrate itself into the community to a commendable level. The employment initiatives and the support for the local community are excellent to see, and the respect for those impacted by the company business is very good. There is a high level of conformance to the CCS standards, and it would be good to see the company displaying its company registration in the entrance lobby of its office.

Good practice observed

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

-The company continues to hold regular community liaison meetings at each of its sites. These remain quarterly, but at the Chesterfield site these continue to be every six months, in agreement with the local community, due to the good working practices of the site.

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

- A dust and noise management plan are in place, in agreement with the EA.
- A data logger monitors dust and noise levels, and sends an alert directly to the site managers if set levels are breached.
- Trend analysis of dust levels is carried out monthly
- An external acoustic consultant makes regular neighbourhood checks at high risk sites

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

- The company has a defined plan of how it engages in promoting the industry within the local community
- The company is involved in the SWAP scheme with the local Job Centre, reaching out to the hard to reach unemployed, giving basic training, and guaranteeing an interview to each participant at the end of their training
- The company is involved in the ROTL scheme, reaching out to day release Cat D prisoners

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

- The company has a defined and targeted CSR Plan
- The company is involved with the Waste Aware Kids scheme, engaging with school children about the waste industry
- The company works with a variety of different charities in the local area

Improvement opportunities

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

- Whilst the CCS accreditation is displayed on the company website, there was no physical CCS branding visible at the time of the visit.

Not applicable

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?

CARE FOR THE ENVIRONMENT

EXCELLENT 15 / 15

The company continues to display a notable commitment to protecting and enhancing the environment. There are plans in place to develop one of the first NetZero Material Recycling Facility in the country, and it is hoped that this will be operational towards the end of 2024. This is an excellent initiative, and the company is encouraged to enter this for both innovation credits and the Leading Lights Awards once up and running.

Good practice observed

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

The company has renewed its ISO14001 accreditation again.

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

- Water run off is diverted to sewers, and water run-off is tested in line with the EA permits.
- Spill kits are readily available

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

- The company continues its commitment to achieve NetZero

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

- The company is now using electric compaction wagons for its local collections
- The company has had an energy consultant review the company energy consumption, in order to minimise its consumption

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

- The company remains in partnership with Derbyshire County Council in its Hedgerow Hero initiative, with a large number of saplings planted since the last visit

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

- Workforce environmental training remains part of the suite of courses that the company uses.
- Evaluation of the company performance is monitored and reviewed at a senior level.

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

- The Ward Extra newsletter contains environmental performance achievements, and is widely distributed electronically.
- Information is also available on the website.

VALUE THEIR WORKFORCE

EXCELLENT 15 / 15

The company remains committed to its workforce, and the introduction of the Let's Smash Some Goals initiative is good to see, and has been well received by the workforce. It is also good to hear that the Mental Health support is being well utilised.

Good practice observed

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

- Right to work checks are carried out, along with checking of training qualifications.
- A Modern Slavery Policy is in place, and training is given to the workforce.

- Drivers are actively encouraged to report any suspicions of modern slavery when making collections from other companies

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 retains a good training policy, with workers issued training online as well as face to face training.

- The company continues to be engaged with the British Metals Recycling Association to develop its apprenticeship scheme.

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

- The company has introduced the Let's Smash Some Goals initiative, offering monthly activities to promote a healthier lifestyle. This has included The Pedometer Challenge, and Inter-Company Football Competition and the Ward Athletes, who participate in a number of runs and walks.

- Occupational health checks are carried out at regular intervals

- Virtual mental health sessions are available online anonymously, with further support available on request, if required

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

The company is ISO45001 accredited

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

- SHEQ meetings with the Board are held monthly

- The SHEQ Manager meets with a Director weekly

3.2.4 How has the Registered Activity identified and assessed biological hazards, and are the hazards effectively managed?

- The company engages the services of a trusted pest control contractor, who has looked after the site for a number of years.

- Various biohazards are monitored and addressed by the H&S team.

- Regular legionella testing is carried out

3.3.3 How has the Registered Activity supported other workforce needs?

- Flexible working is accommodated where possible

Improvement opportunities

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

- Whilst sanitary products are made available on a piecemeal basis, it would be good to see an across the board policy introduced.

- The company may wish to engage with the Hey Girls and Pads For Dads campaigns

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