

MONITOR'S REPORT

REGISTRATION DETAILS

CONTRACTOR Hollington & Son (Builders) Ltd T/A Olli Group/Olli Construction	VISIT CONTACT Rachel Hollington (Office Manager)	COMPANY ID 3332	COMPANY RENEWAL DATE 21/06/2024 First registered: 03/06/2021
MONITOR Glen Roberts	VISIT TYPE Site (On-Site)	VISIT DATE 10/05/2024	TURNOVER BANDING £3.5m to £10m

COMPANY DESCRIPTION, CONTEXT, LOCATION AND RELEVANT CONSTRAINTS

Olli Construction Services (part of Olli Group) are a well-established general construction company providing a full range of building, refurbishment and maintenance services in the public and private sectors. The project visited for this CCS organisation site visit is located at 44 Marlow Road, London, E6 and consists of an extensive package of refurbishment works to medium rise blocks of social housing. The works are decoration and refurbishment of all internal communal areas, external painting where required, high-level gutter clean and repairs, and refurbishment of each balcony areas. All flats are occupied in each block, no access required into homes but some access to balconies required. Works commenced 4th March and are scheduled for completion 16th August.

Constraints

Not a traditional site setup and no natural environment so these conditions are taken into account.

SCORING

Respect the Community	Excellent - 15 / 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 - 45 / 45	

EXECUTIVE SUMMARY

It was clear from the site visit and discussion that Olli Construction Services are taking their registration with CCS very seriously; it is especially encouraging to note that the 'improvement opportunities' detailed in the last site report have been addressed, many policies and documents made available on this site as evidence. The site tour showed evidence of considerate practices in action within the natural constraints of such a project as this, and a good promotion of their bold identity and branding where possible. There are commendable steps to ensure disruption is kept to minimum and that the residents of the blocks are kept in close contact. It is good to see engagement with the local residents from a social value building perspective. Two of the company's main accreditations, ISO 14001 and ISO 45001 were used for credit in the environment and workforce safety and wellbeing sections respectively as all the criteria required were more than satisfied. It was excellent to see the carbon reduction policy on this site visit. The workforce was a fairly small team at the time and were managed well. The systems in place for the safety and wellbeing were seen to be robust with defined plans on how to effectively maintain standards.

Overall, I was extremely impressed with the company's professionalism and their extremely high standards of considerate practice. I am happy to award the highest score for this visit as I could see no clear improvement opportunities. I offer my congratulations to Rachel and the site team; and look forward to future visits with the company.

RESPECT THE COMMUNITY

EXCELLENT 15 / 15

Community respect is the most directly relevant area of the CCS checklist for this project as works are taking place across the occupied buildings and are having a direct impact on the residents. Excellent levels of communication have been established including aspects such as involvement in the choices regarding internal decoration of communal areas and to arrange access to balconies. Also, all concerns for privacy and security are addressed well. The company liaise well with the local authority (also client for this project). No complaints received but a robust system of reporting protocols to follow. The appearance has been established to an

excellent standard. The scaffold is netted and kept clean (tags also checked), daily checks ensure work areas and public spaces are kept clean at all times. Ongoing local issues with rubbish dumping, not under the company's control but they play a part in reporting. At the rear a store and office-welfare unit are located. Company signage and information displays are excellent, company branding comes over well. CCS poster was seen displayed at one of the black entrances, this will be expanded to each block. The company is registered as a CLOCS Champion, this site has limited deliveries, but strict safety protocols are in place to ensure safety of the public is paramount around vehicle movements. Community engagement beyond essential communication for the building of social value and generating positive relationships is excellent.

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?

- Prior to commencing operations, extensive consultations were conducted with the community potentially affected by the activities planned for the occupied buildings. The company has proactively reached out to all impacted individuals to discuss the upcoming site activities, including any that may be disruptive, and to gather and address community concerns.

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

- The company have a well-established, robust complaint procedure, guaranteeing satisfactory conclusions within 72 hours and a sign off at director level. A comprehensive 'Complaints and Compliments Procedures' guide is displayed in the site office / welfare. Also produced is an easy to follow 'Complaints Handling Procedure Flowchart' (also displayed) that assists all to follow the protocol at site level.

1.3.1 How is the Registered Activity ensuring that all those potentially impacted by construction activity are treated with consideration, courtesy, and respect?

- Continuous communication with residents is a crucial aspect of operations at this site. Regular calls are conducted to gather feedback, and any concerns are addressed promptly. A procedure to contact each household was implemented just before the visit, and the live feedback records were seen. The resident demographics in these blocks are diverse, and the company actively takes into account the specific cultural and religious needs of each resident.

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

- The company's comprehensive CSR policy was prominently displayed on-site. The project offers numerous engagement opportunities with the local community, many of which directly benefit the area's residents. With the improving weather, there are excellent ideas for social events that include both the site team and local residents. The admirable community action plan encompasses acts of goodwill and support where needed. All these initiatives complement the organisation's exceptional and well-recorded charity work.

CARE FOR THE ENVIRONMENT

EXCELLENT 15 / 15

The company has achieved ISO 14001 accreditation and includes on site the environmental policy documentation and on-site management systems as detailed in the Construction Phase Plan. These systems meet all the required criteria for credit on the CCS checklist, making further details unnecessary for sections 2.1.1-3. The actual activity on site is having a minimal environmental impact on the local ecology. All utilised materials and paints are non-hazardous and stored securely. Waste management procedures involve conscientious recycling and segregation, with reports available and displayed in the office cabin. The engagement with the local supply chain is noteworthy, sourcing materials from stores within a few miles of the site. The carbon reduction policy, reviewed during this visit, thoroughly reflects the company's strong dedication to minimising their carbon footprint.

Good practice observed

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

- Company is ISO 14001 accredited, environmental policy with site-based information seen displayed in the site office cabin.

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

- The company has implemented a comprehensive Carbon Reduction Policy, which was displayed and thoroughly reviewed during this visit. It underscores the company's formal pledge to lessen their environmental footprint by evaluating their carbon footprint and tracking carbon emissions across all business sectors. Robust strategies are established to manage and oversee the reduction efforts, both at an organisational level and by the individual employees.

- According to the carbon reduction policy, the company has acquired land specifically for planting and cultivating a forest as part of their carbon strategy. This initiative will contribute to carbon offsetting and provide social benefits.

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

- Although the company is not responsible for any areas of the natural environment within their work scope, a ground floor resident has clearly invested significant time and money into the garden areas where the site team will be working. The identified effects of scaffold erection and railing painting are expected to have a direct impact. Considering this, the company has decided to hire a specialist arborist and landscape consultant at their own expense to supervise the work and ensure all areas are protected.

VALUE THEIR WORKFORCE

EXCELLENT 15 / 15

The workforce on site is supported by qualified management and organised efficiently with excellent facilities. Policies to govern fair treatment and respect are extremely strong and part of the company's central ethos; a number of their policies are seen displayed on site. ISO 45001 accreditation is held and the criteria in the CCS checklist prompts was considered. As the company exceed these requirements then full credit is given for the accreditation in section 3.2.1-3 with no further details necessary on this report. A Positive Safety Culture throughout the organisation, with the focus of everyone being able to carry out their work in a healthy, safe environment. It is commendable to see a high value placed on wellbeing, a positive personal approach is taken. Leadership and culture raise standards further for safety with regular visits from managers and directors. Welfare provided on site was a cabin positioned to the rear of the blocks, and a Portalo WC placed at the front near the bins area. The welfare unit is compact but adequate for the size of the workforce and maintained to an excellent

standard. The company have managed to effectively plumb this in direct for fresh water and drainage.

Good practice observed

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

- The company's equality and diversity policy was reviewed on-site, demonstrating their excellent commitment to fairness and respect. Site management actively fosters a positive work environment, supported by an excellent open-door policy. Local social events are organised to enhance team spirit, and feedback is actively sought, with any concerns addressed.

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

- Olli Construction holds an accreditation in ISO 45001 Health & Safety Management.

Improvement opportunities

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

- The site here has a chemical Portaloo so the following information does not apply to this specific site but provided for advice and should be reviewed for other sites and organisation procedures: The increased expectations around welfare introduced in the 2024 checklist require that sanitary bins must now be provided in all permanent and semi-permanent toilet facilities (including male facilities) and a supply of sanitary products (free or chargeable) in female facilities.

<https://ccsbestpractice.org.uk/entries/male-incontinence-resources-and-guidance/>

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