

WIOP Site Checklist

A Access and security	Circle your Score	Comments
<p><i>During work in occupied premises, special issues of access and security arise. This applies to both the housing and commercial sectors.</i></p>		
<p>A1 A common complaint from occupants is that appointments for access are not made for exact times. How effective is your appointment scheduling system?</p> <p>Consider:</p> <ul style="list-style-type: none"> ● A high rating for always providing an exact time ● A medium rating for sometimes an exact time, sometimes an approximate time ● A low rating for giving approximate times only ● Give a higher rating for giving appropriate notice of when the work will be undertaken and providing the occupants with options. 	<p style="text-align: center;"><i>Rating</i></p> <p style="text-align: center;">5 4 3 2 1 0</p>	
<p>A2 How rigorously do you monitor the punctuality of keeping appointments?</p> <p>Consider:</p> <ul style="list-style-type: none"> ● Staff awareness training ● System for checking punctuality ● Feedback from clients ● Feedback from occupants. 	<p style="text-align: center;"><i>Rating</i></p> <p style="text-align: center;">5 4 3 2 1 0</p>	
<p>A3 Do you take a reliable and comprehensive property inventory?</p> <p>Consider:</p> <ul style="list-style-type: none"> ● Level of detail of the inventory ● Photographic recording of occupants' possessions ● Procedure for witnessing the inventory ● Secure filing and archiving of the inventory ● Procedure for redress. 	<p style="text-align: center;"><i>Rating</i></p> <p style="text-align: center;">5 4 3 2 1 0</p>	
<p><i>Total score for this section</i></p>		
<p><i>Average score for this section (divide total score by 3)</i></p>		

Key to the scoring system – circle a number in the score column			
	RATINGS		YES/NO
5	Excellent	5	Yes
4	Good	4	
3	Satisfactory	3	
2	Poor	2	
1	Unacceptable	1	
0	Not in place	0	No

B Health and safety		Circle your Score	Comments
<i>Construction in occupied premises places many people who will have little experience and training into a construction site environment. The Health and Safety plan must take this into account.</i>			
B1	Have risk assessments been made, implemented and communicated to the occupants?	Yes 5 4 3 2 1 0 No	
B2	How effective are safety signs? Consider: <ul style="list-style-type: none"> Workforce training in deploying signs Briefing the occupants about signs Signs in foreign languages, where appropriate. 	Rating 5 4 3 2 1 0	
B3	Are there regular briefings to the occupants about health and safety, the effects on them and their responsibilities?	Rating 5 4 3 2 1 0	
<i>Total score for this section</i>			
<i>Average score for this section (divide total score by 3)</i>			

C Customer care		Circle your Score	Comments
<i>How you perform construction work in occupied premises affects the public's perception of the construction industry. A sensitive customer care approach is essential, but this is not necessarily typical of the industry.</i>			
C1	Do you publish a code of practice on customer care? Rate its effectiveness by considering: <ul style="list-style-type: none"> Is it communicated to the workforce? Is it communicated to the occupants? Do occupants know the complaint procedure if there is a breach of the code? 	Rating 5 4 3 2 1 0	
C2	Do you give the workforce training in customer care? This training must include most of the following for a high score: <ul style="list-style-type: none"> Personal appearance Conduct with children Use of facilities (wc, water, gas, etc.) The taking of refreshment breaks Appropriate language Treatment and behaviour of animals (especially domestic pets) Where it is acceptable to smoke. 	Rating 5 4 3 2 1 0	
C3	Do you encourage your workforce to minimise the impact of work on neighbours? Common causes of complaint include: <ul style="list-style-type: none"> Noise Tidiness and appearance of the site Dust and debris. 	Rating 5 4 3 2 1 0	

Key to the scoring system – circle a number in the score column			
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5	Excellent	5	Yes
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3	Satisfactory	3	
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1	Unacceptable	1	
0	Not in place	0	No

C Customer care (cont.)		Circle your Score	Comments	
C4 Do you implement an effective policy to prevent littering?	<p style="text-align: center;"><i>Rating</i></p> <p style="text-align: center;">5 4 3 2 1 0</p>			
C5 Do you monitor the effectiveness of your customer care policy? Consider whether:	<p style="text-align: center;"><i>Rating</i></p> <p style="text-align: center;">5 4 3 2 1 0</p>			
<ul style="list-style-type: none"> ● Feedback from occupants is invited ● Management prioritises this issue ● The workforce reflects on these subjects. 				
<i>Total score for this section</i>				
<i>Average score for this section (divide total score by 5)</i>				

D Diversity		Circle your Score	Comments
<i>The importance of diversity issues is addressed in the toolkit "Equality and Diversity in the Workplace". This section therefore considers the particular circumstances of working in occupied premises.</i>			
D1 Do you ensure that racist and sexist behaviour is prevented on the works site? Consider:	<p style="text-align: center;"><i>Rating</i></p> <p style="text-align: center;">5 4 3 2 1 0</p>		
<ul style="list-style-type: none"> ● Induction and follow-up training ● Setting standards of behaviour as part of performance review. 			
D2 How closely does the workforce match the community alongside which it works? Consider:	<p style="text-align: center;"><i>Rating</i></p> <p style="text-align: center;">5 4 3 2 1 0</p>		
<ul style="list-style-type: none"> ● Local employment initiatives ● Needs and composition of the community ● Your strategic planning. 			
D3 Do you give the workforce appropriate training in diversity and gender issues?	<p style="text-align: center;">Yes 5 4 3 2 1 0 No</p>		
<i>Total score for this section</i>			
<i>Average score for this section (divide total score by 3)</i>			

E Communication		Circle your Score	Comments
<i>This section covers effective communication both within your organisation and externally.</i>			
E1 Does your induction training or project briefing meet the needs of the risk assessment?	<p style="text-align: center;"><i>Rating</i></p> <p style="text-align: center;">5 4 3 2 1 0</p>		
E2 How effective are your diversion signs for vehicles and pedestrians? For example, are signs regularly updated?	<p style="text-align: center;"><i>Rating</i></p> <p style="text-align: center;">5 4 3 2 1 0</p>		
E3 How well do you use the opportunity of work in occupied premises to promote the construction industry? Consider involvement with:	<p style="text-align: center;"><i>Rating</i></p> <p style="text-align: center;">5 4 3 2 1 0</p>		
<ul style="list-style-type: none"> ● School projects ● Archaeology ● Viewing areas ● Informative signs. 			

E Communication (cont.)	Circle your Score	Comments
<p>E4 Do you operate a complaints procedure for people affected by your project? Rate its effectiveness by considering:</p> <ul style="list-style-type: none"> ● The existence of the complaints procedure is effectively communicated to the public ● The redress available to people making complaints ● Are lessons learned and incorporated into future activities? 	<p><i>Rating</i></p> <p>5 4 3 2 1 0</p>	
<i>Total score for this section</i>		
<i>Average score for this section (divide total score by 4)</i>		

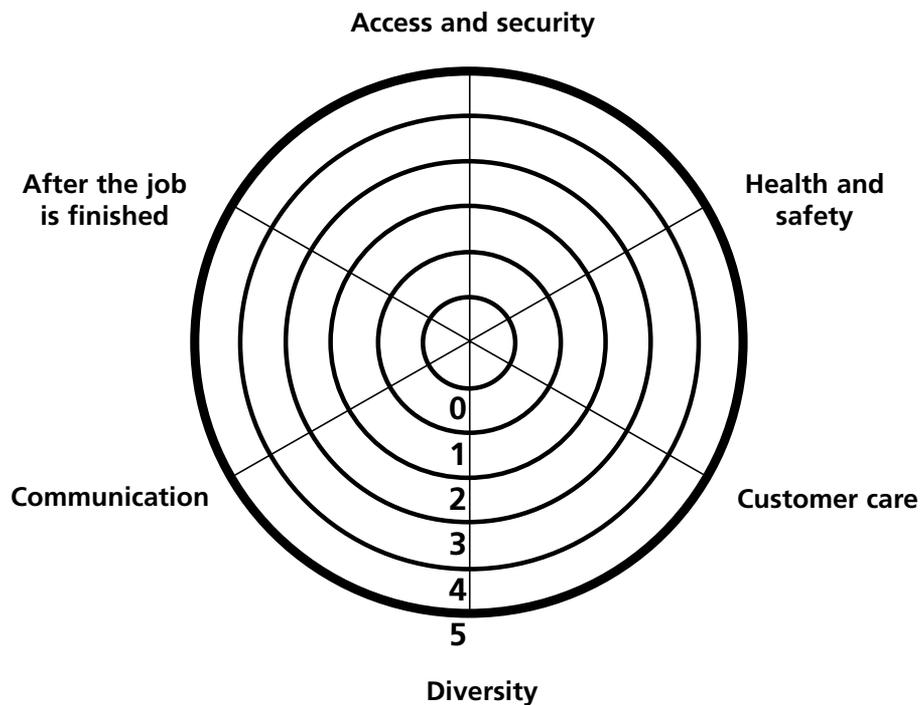
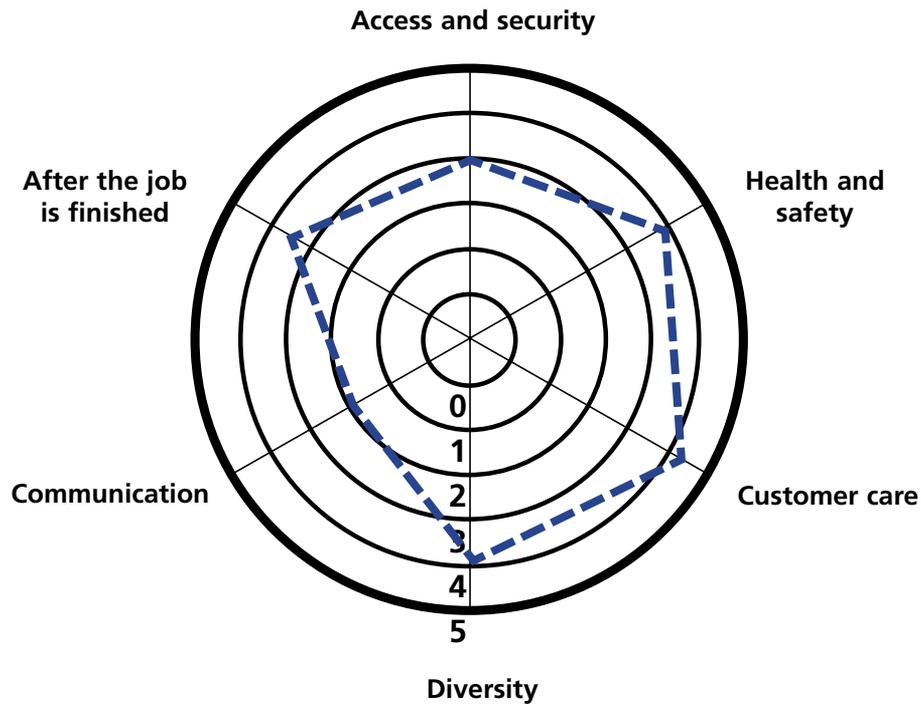
F After the job is finished	Circle your Score	Comments
<p><i>The way you leave the site is a lingering legacy that occupants will remember. There are lessons to be learned and fed into the company's knowledge base.</i></p>		
<p>F1 Do you make daily cleaning-up a priority activity?</p>	<p>Yes 5 4 3 2 1 0 No</p>	
<p>F2 Rate the effectiveness of the feedback from occupants on completion of the job. For example:</p> <ul style="list-style-type: none"> ● Do you use a customer satisfaction survey? ● Are the occupants instructed in how to use it? ● Does it inform them of the defects liability period? 	<p><i>Rating</i></p> <p>5 4 3 2 1 0</p>	
<p>F3 How well do managers debrief operatives and invite suggestions? Consider</p> <ul style="list-style-type: none"> ● Reward or recognition for suggestions ● Are lessons learned from the project review? 	<p><i>Rating</i></p> <p>5 4 3 2 1 0</p>	
<p>F4 Do you operate a sign-off checklist, and how well is it used? Consider:</p> <ul style="list-style-type: none"> ● Does it refer to complying with a code of practice on customer care? ● Is this communicated to the workforce and occupants? ● Does it make reference to achieving the contract specifications? 	<p><i>Rating</i></p> <p>5 4 3 2 1 0</p>	
<p>F5 Is the site in a better condition than when you started?</p>	<p>Yes 5 4 3 2 1 0 No</p>	
<i>Total score for this section</i>		
<i>Average score for this section (divide total score by 5)</i>		

WIOP Site Checklist – Radar Chart

This radar chart gives a clear picture of the firm's overall benchmark performance. To complete the radar chart, take the average benchmark score for each of the 6 performance indicators ('soft measures'), plot each result on the appropriate axis of the radar chart and join with a line.

Measurement: 0 = Not at all 5 = Fully

EXAMPLE



OUR RESULTS