**Background**

The Visiting Manager’s Report (VMR) aims to gather information to help Wates continually improve the health, wellbeing, safety, inclusivity, quality and environmental performance of our organisation. Below is further guidance explaining why this information is required and what to include, to help us collect the most extensive and useful data.

**General notes**

VMRs allow senior managers across the organisation to engage with the workforce on a regular basis and to demonstrate that health, wellbeing, safety, inclusivity, quality and environmental performance is important to everyone. While demonstrating commitment and visible leadership they also allow senior managers to keep abreast of what is happening in the field.

* For VMRs carried out on sites, senior managers should use the Visiting Managers Report (VMR) template found on EcoOnline. Record any conversation of engagement with workers within the Other Comments section of the form
* If Senior Managers are conducting tours together there is no need to complete multiple VMRs – a single record is sufficient. All comments can be incorporated on one form
* Consider completing STOP/GO observations using the App
* Expect high standards – any unsafe acts or conditions should be dealt with during your visit
* Take time to stop and talk to the workforce and employees to ask about standards or working conditions. You should also verify that they have been put to work safely, with the right information. Ask about their Start Right.
* If you notice someone not working safely, find out why and agree the best way forward. And if you see someone working safely, recognise this and offer praise
* Ask employees about their understanding of our We’re Safer Together campaign
* Try to leave the site more motivated and inspired than before the visit began – listen and take note of concerns, gathering all constructive feedback

**Things to look out for around sites**

**Hoarding**

* Should be professional, secure, high standards of both We’re Safer Together and Wates branding should be on show
* If Heras type and fitted with debris netting or signs check the design

**Entrances**

* Should be separate for vehicles and pedestrians
* Good clear routes to office or site accommodation
* In Wates offices consider how you were greeted, provided with visitor information and the signing in process

**Welfare facilities**

* These should be clean, fully operable with hot and cold running water and separate for male and female. Look at the condition of rest areas and drying rooms
* Does the female toilet have sanitary products (Hey Girls)?

**Housekeeping**

* Materials should be stored well and out of walkways
* There should be clear, well-surfaced and signed routes around the site
* Consider the state of floor boxes in offices

**Fire and Emergency Precautions**

* Are evacuation routes clearly marked?
* Ask about first aid facilities and emergency response
* Are there enough fire extinguishers and are they easily available?
* If significant risks are present does the site need advanced trauma first aiders?

**Lifting Activities**

* Are Exclusion Zones controlled and managed well?
* Consider anti climb controls around any tower cranes, could they be climbed?

**Plant and Equipment**

* Are there clear, defined segregated routes and crossing points for mobile plant and pedestrians?
* Are the exclusion zones in place around Mobile Elevated Work Platforms (MEWPs)?

**Occupational Health**

* Is dust elimination or good dust extraction in place?
* Are there material cutting booths in use or are well constructed, segregated cutting areas available?
* Think about material distribution (how do materials get moved from A to B safely?)
* How could we eliminate or better control occupational health issues on site such as manual handling or fatigue?

**Wellbeing**

* Are Wates staff aware of the Employee Assistance Programme (We Care) and the Everymind at Work App, and are sub-contractors aware of the Construction Industry Helpline?
* Are staff having regular discussions with their teams/line manager about wellbeing? Are they aware of MyWellnessPlan?
* Does the site reflect the Wellbeing on Site Visual Standard?

**Workplace Conditions**

* Is there adequate task lighting on site
* Is the workplace fee from trip of slip hazards?
* Are there risks from falling objects – what can be done to eliminate this risk?
* Stairways – how are materials being carried, are handrails in use?

**PPE**

* Are glasses and gloves being correctly used?
* Is work wear and high visibility clothing in good condition

**Quality/Workmanship**

* What is the method of fixing items that could fall and injure the building users or public after completion?
* Has the fixing manufacturer been consulted to specify the most appropriate fixing?
* Has the workforce been trained on how to install the fixing correctly?
* How is finished work protected from accidental damage?
* When was the Quality Plan last reviewed?
* Has the site had DtP meetings?
* What is the site doing to avoid defects?
* Are complete records of installation, including photographs, being maintained?

**Inclusion**

* Is the site prominently displaying the latest inclusion campaign posters in their meeting rooms and common areas?
* Is their parity in roles assigned at site, for example are refreshments served by both men and women?
* Are site teams aware of/and participating in inclusion learning opportunities, can they share any insights?
* How could the site improve on creating inclusion environment for all working on the site?
* How well is accessibility and associated signage managed on site and in offices? Is there wheelchair access/ramps and evacuation procedures in place for disabled/less able-bodied staff and visitors?
* Are common areas suitably designed to enable a variety of relaxing activities, for example do they balance the need for a quiet space to allow colleagues to take a break with providing indoor sport facilities?

**Environment**

**Zero Waste**:

* What modern methods of construction have been considered?
* What design considerations have been made to reduce waste?
* What take back schemes have been considered?
* Have targets been set with suppliers?
* Are materials stored safely to protect them from damage?
* What records for waste movements are being kept (transfer and consignment notes)?
* Is waste being correctly segregated and stored?
* Is hazardous waste being stored correctly?

**Zero Carbon**:

* What carbon data is being collected?
* Is the project using our approved energy supplier?
* What measures has the project taken to reduce carbon emissions?
* How has it engaged its suppliers to reduce carbon?
* What carbon standards is the project following?

**Making a positive impact on nature**:

* Has a budget been set aside for volunteering and ecological enhancements?
* Is the project in an ecological designated area?
* Have sensitive areas been demarcated?
* Are tree preservation orders in place?
* Is there any sign of damage to trees or hedgerows?
* Are trees roots being protected from compaction? (The root protection area is 12 times the trunk diameter at 1.5m height)
* What measures is the project taking to improve biodiversity?
* What are the ecological/biodiversity net gain contractual deliverables?
* Is biodiversity offsetting being considered?

**Pollution prevention**:

* Is an environmental emergency plan in place and have staff been briefed e.g. for spillages or other environmental incidents?
* What environmental training do supervisors have?
* What environmental toolbox talks have been provided?
* Who is responsible for environmental matters?
* Have environmental incidents/observations been logged on EcoOnline?
* Have there been any complaints?
* Is there a drainage plan?
* Have potential receptors been identified? (Soft ground, rivers, streams etc.)
* Are spill kits fully stocked and in place?
* Check oil and chemical storage?
* Are drip trays in place for static plant?
* Are chemicals correctly bunded and labelled?
* What weekly checks are being undertaken on plant?
* Have you checked that trade effluent discharges are in place?
* Have you checked for unauthorised discharges?
* Have you checked for signs of silt pollution/sediment run off?
* Have you checked protection methods? (Interceptors, drainage covers, silt busters and weekly checks)
* What controls measures are in place to capture concrete washout and vehicle washing discharges?
* What noise and dust monitoring is in place?
* What noise control measures are in place?
* Is all plant Stage IV or V compliant? (To reduce NOx and particulates)
* Have invasive species been identified – how have they been dealt with?

**Other:**

* Is the chain of custody certificates for timber in place?
* Is sustainability data being captured on a monthly basis?
* Is Wates responsible for maintaining F-Gas containing equipment? – if so, is an F-Gas register in place?

**Community**

* Have there been any recent CCS visits, what is the current score?
* How considerate are we being to our neighbours?
* Are there limitations on site hours, noise, deliveries?
* Is there a community or social board within the office?
* How informed are the staff in relation to business wide news?