



# CHARTER CHAMPIONS BENCHMARKING & VERIFICATION FOR CHANGE

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Share our vision and help  
build a safer future



# CHANGING CULTURE – REDUCING RISK

## Our Vision: an industry committed to putting people's safety first.

In the built environment sector, the Grenfell Tower Disaster has put building safety at the top of everyone's agenda. From a moral, social and economic perspective it's now imperative that we embed enduring values, attitudes and ethical behaviours at the heart of all we do.

Dame Judith Hackitt's inquiry clearly identified failure of leadership and culture as key underlying causes of the disaster and it's our duty to right these wrongs. It's why the 'Building a Safer Future Charter' was originally developed by a group of early adopters including contractors, housing associations and local authorities with a vision of having an industry committed to putting people's safety first.

The Charter has been designed to drive the systemic culture change required to ensure buildings are safe for those living and working in them, the Charter has been constructed around five Commitments to building safety, underpinned by robust benchmarking and verification. For it to succeed, we need every single individual and organisation within the built environment sector to share our vision and work with us to build a safer future.

The BSF Charter has been highlighted by Dame Judith Hackitt and the Industry Safety Steering Group (ISSG) as leading the change required for industry.

## Are you with us?



# FIVE COMMITMENTS NO EXCUSES



The 'Building a Safer Future Charter' is an independent, not-for-profit organisation whose sole purpose is to challenge the status quo, raise standards and improve building safety culture and leadership by adhering to five key Charter Commitments. If you share our vision, you can follow our five Commitments and join us in putting safety first. Above all else.

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1 Collaborate to spearhead culture change and be the voice of building safety across our sector.
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2 Be transparent in the interests of safety, sharing key information with residents, clients, contractors and statutory bodies in a useful and accessible manner in the design, construction and occupation phases of the process.
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3 Make safety a key factor of choice in who we work with, ensuring that building safety is placed at the centre of selection decisions without compromising quality or value for money.
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4 Ensure that the voices and safety of residents, visitors and employees are central in our decision-making process.
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5 Set out and communicate clear responsibilities within our organisation and with our partners, ensuring everyone with a stake in the building during design, construction and occupation understands their role and has the time and resources they need to achieve and maintain building safety.



**Companies who share our vision, proactively support the five Charter Commitments and participate in a robust benchmarking and verification process can become a 'Building a Safer Future Charter Champion'.**

# WHAT DO WE MEAN BY CHARTER CHAMPION COMPANY STATUS?



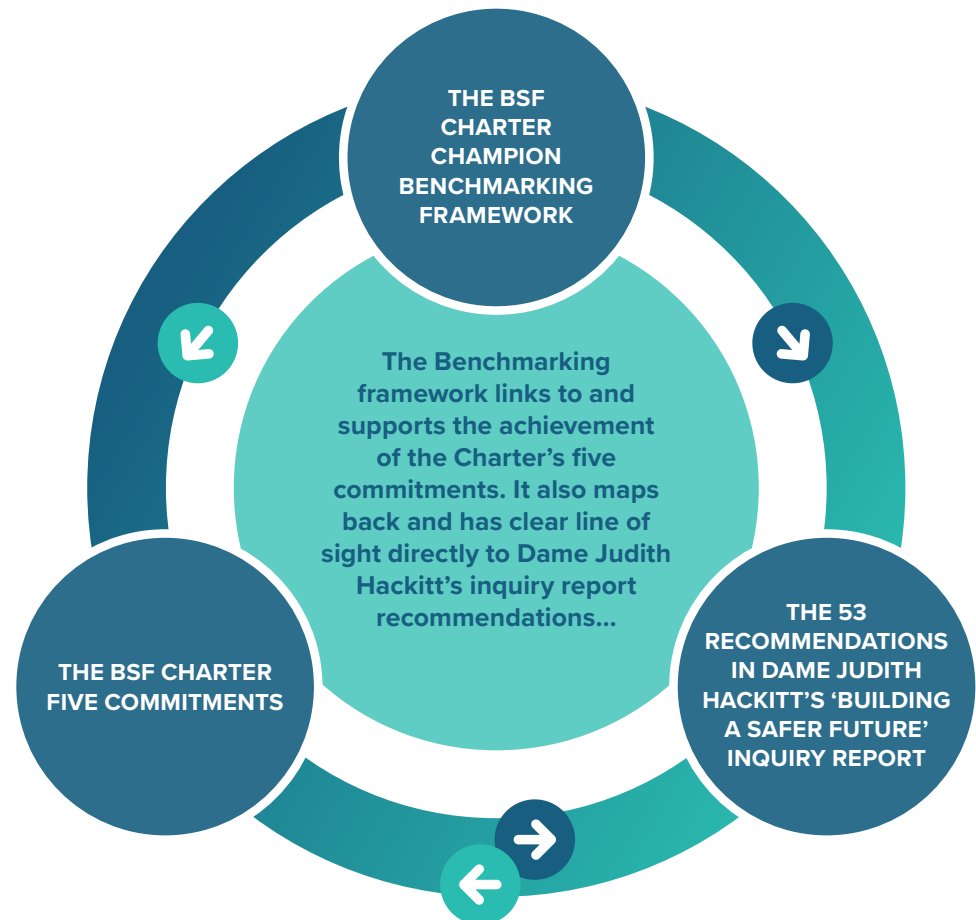
Never forgetting the Grenfell Tower Disaster, we have reviewed how other sectors – such as oil, gas, chemicals and rail – have acted in the wake of major disasters, where, like Grenfell, a failure of leadership and culture were identified as key underlying causes of those disasters. We have studied how they responded and have adapted their tried and tested approaches to be relevant to the safety critical UK built environment sector.

Through robust self-assessment, benchmarking and independent verification, we can help companies identify potential issues and, in turn, develop continuous improvement plans to advance their overall approach and performance on leadership and culture in relation to building safety.



## Why is benchmarking and verification important?

This cannot be a 'tick-box' exercise. In order to rebuild public trust, we must demonstrate that our sector is genuinely committed to learning the lessons of Grenfell. The 'Charter Champion' framework directly relates to our five key Commitments and the recommendations made by Dame Judith Hackitt's initial inquiry, with independent benchmarking to verify organisations are following through on their commitment.

First, we need to act, then we need industry to prove that it has raised the bar and upped its game.






# MAPPING OUR BENCHMARKING FRAMEWORK TO THE FIVE CHARTER COMMITMENTS

CHARTER COMMITMENT		WHAT COULD THAT MEAN?	CHARTER CHAMPION BENCHMARKING FRAMEWORK						
			LEADERSHIP	CULTURE	SUPPLY CHAIN	CONSTRUCTION PRODUCT SAFETY	MANAGING CHANGE	STAKEHOLDER ENGAGEMENT	COMPETENCE
 <p>Collaborate to spearhead culture change and be the voice of building safety across our sector</p>	<ul style="list-style-type: none"> <li>Transparent &amp; accountable culture in which concerns across value chain are raised</li> <li>Continuously improve through challenge and sharing best practice</li> <li>Take the lead to continually improve building safety in the future</li> </ul>		✓				✓	✓	
		✓	✓					✓	
		✓	✓						
 <p>Transparent sharing key information with residents, clients, contractors and statutory bodies</p>	<ul style="list-style-type: none"> <li>Create Building Safety Records for residents about key building safety information</li> <li>Use digital technologies to record &amp; retain key building information</li> <li>Use social media to keep residents informed</li> </ul>		✓				✓		
					✓		✓		
							✓		

## CHARTER CHAMPION BENCHMARKING FRAMEWORK

### CHARTER COMMITMENT

### WHAT COULD THAT MEAN?

		LEADERSHIP	CULTURE	SUPPLY CHAIN	CONSTRUCTION PRODUCT SAFETY	MANAGING CHANGE	STAKEHOLDER ENGAGEMENT	COMPETENCE	AUDIT & REVIEW
 <p>Make safety a key factor of choice in who we work with, ensuring that building safety is placed at the centre of selection decisions without compromising quality or value for money</p>	<ul style="list-style-type: none"> <li>Supply chain partners are committed to improving building safety charter</li> </ul>			✓					
	<ul style="list-style-type: none"> <li>Clear competences for all organisations and people working on in-scope buildings</li> </ul>				✓			✓	
	<ul style="list-style-type: none"> <li>'Digital by default' for supply chain partners to create a digital record for new buildings</li> </ul>			✓					
 <p>Ensuring that the voices and safety of residents, visitors and employees are central in our decision making process</p>	<ul style="list-style-type: none"> <li>Establishing a single accountable person for each building who residents can contact</li> </ul>	✓					✓		
	<ul style="list-style-type: none"> <li>Meaningful consultation with residents before any material changes to buildings</li> </ul>				✓	✓	✓		
	<ul style="list-style-type: none"> <li>Having an open and no blame reporting and feedback process to drive improvements</li> </ul>	✓	✓						✓
 <p>Create &amp; communicate clear safety related responsibilities within our own and other organisations</p>	<ul style="list-style-type: none"> <li>A board level commitment to putting building safety first</li> </ul>	✓							✓
	<ul style="list-style-type: none"> <li>Clear roles and responsibilities within teams and supply chain and quality assurance</li> </ul>			✓	✓				
	<ul style="list-style-type: none"> <li>Investing in training and continuing professional development</li> </ul>			✓				✓	

# WHO IS THE CHARTER FOR AND WHAT ARE THE BENEFITS?

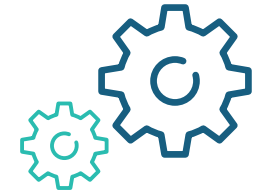


Essentially, everyone in the sector is encouraged and welcome to get involved. All UK-based and registered organisations and companies working in, supporting or involved with the UK built environment sector should support the Charter and companies can proactively participate and demonstrate their commitment by undertaking the 'Charter Champion' company framework process.

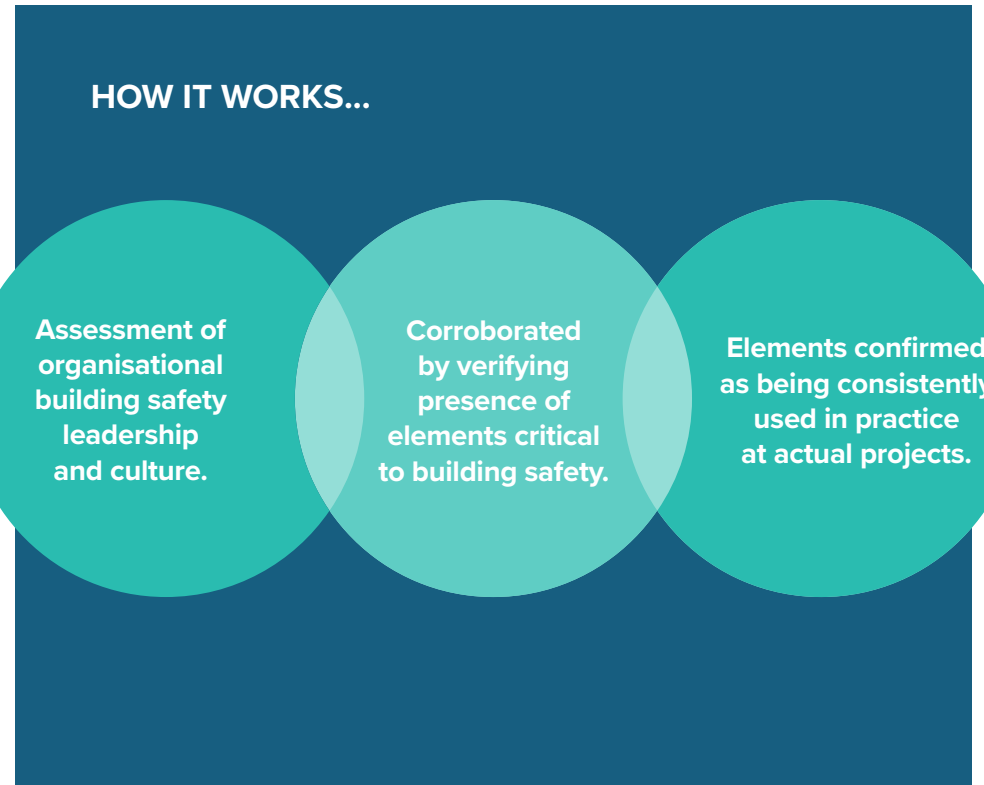
There are many benefits to participation:



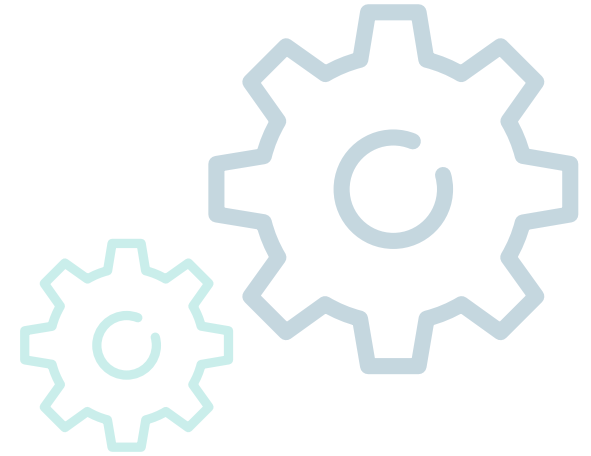
# THE CHARTER CHAMPION FRAMEWORK AT A GLANCE



In essence, the framework measures the maturity of building safety leadership and culture, and tests that each aligns with the presence and practice of activities critical to building safety.







## When can we start?

Once your organisation has registered to participate in the benchmarking and verification framework, you can begin the self-assessment process to gain 'Charter Champion' company status.

### Self-assessment

Typically, the self-assessment process for your company will take 2–4 weeks to complete.

A statistically significant sample of respondents from across your organisation will be required to undertake an online survey which explores their perceptions of leadership commitment and culture in relation to building safety. The size of the sample will be determined by the size of your organisation, and the sample will cover different levels of seniority, across all departments so that we, and you, can get an holistic overview. The leadership and culture surveys will take each individual responding about 30 minutes to complete.

The surveys for the six corroborating elements are then answered by technical or functional specialists best equipped to respond to these building safety critical elements. They can anticipate spending around 30–45 minutes completing their responses. Additional time required to upload evidence will, of course, depend on how readily available that evidence is to the individual.

### Verification

Independent assessors can take 2–4 weeks to review responses, conduct interviews, collate data, visit projects (online and in person) and where necessary put together reports.

**The entire process can take anywhere between 4–8 weeks to complete.**

# STAGE BY STAGE, HOW DOES IT WORK?



As you've just seen from 'The Framework at a glance', there are four stages to the 'Charter Champion' process.



# RESULTS, REWARDS AND CONTINUOUS IMPROVEMENT



Following the independent assessor's review, you will be provided with actionable data and a summary narrative report identifying possible areas of weakness, blind spots and where you can make critical building safety improvements, be they to leadership, culture or processes.

These evidence-based outputs could prove invaluable. Saving you time and money by determining where your efforts need to be focused. More importantly – above all else – the 'Charter Champion' process will create an organisational ethos of continuous improvement in relation to building safety.

You will be able to benchmark your organisation and its performance against the rest of the sector, and the Charter will publish industry-wide data on progress on leadership and culture change in relation to building safety. All such data will be anonymised and aggregated.

All information and data collected as part of the 'Charter Champion' process will remain confidential to the organisation participating and will be subject to GDPR regulations. Data will be encrypted for additional security.

## CHARTER CHAMPION

STATUS  
CONFIRMED

Organisations and companies that achieve the minimum expected level will receive the 'Charter Champion' certificate acknowledging their status. To ensure standards are maintained moving forward, this certificate is valid for two years from the date of issue and is subject to a 'lighter touch' annual review process at the start of year two and full-scale re-assessment at the start of year three.

To promote their achievement, companies will be allowed to use a special date limited 'Charter Champion' logo on their own website, and their company name and logo will also be displayed on the 'Building a Safer Future Charter' site. (This will be subject to rules of logo and BSF brand usage conditions).

**Join us. It's time to build better and build safer.**

# INDICATIVE PRICING STRUCTURE



One of the questions that you will inevitably want to know is – how much is this going to cost me?

## Our pricing structure is predicated on the following:

- We are a not-for-profit organisation
- Costs need to be scaled appropriately in terms of size of company and/or number of projects as this will affect the amount of time required for verification
- Where appropriate, we will be using specially developed digital tools for efficiency
- The human assessor/verification aspect is crucial for credibility and robustness.

We have also been mindful to ensure that our pricing structure is broadly in line with other established verification and audit systems that the industry are used to and which are similarly detailed, robust and complex.

Please Note: all fees are based on a single legal entity. Companies which operate under a group and which are separate legal entities will be required to participate individually.

## A pricing range

As no two companies are the same, and because there are so many variables at play such as the size of your organisation and number of projects, for example, it isn't possible to set one fixed fee.

Instead, your fee will be modelled on the needs of your overall assessment as these issues will affect the number of assessor days required.

The robust assessment process makes up the bulk of the costs, so the bigger your organisation and the greater the number and complexity of your business activities, the higher the overall price as this will require a higher number of assessor days. Conversely, if you are a small company specialising one principle activity or type of project then you can expect to pay less.

## The criteria affecting price are:

- Your principle activities and the complexity of your business model
- The number of projects that are typically and currently 'live'
- The number of employees you have across your organisation.

## Typical indicative fees

The typical range of fees that you can expect to pay are as follows:

Charter Champion Applicant Company Size	A turnover of £0–£5m	A turnover of £5–£50m	A turnover of £50–£100m	A turnover of over £100m
Annual Fee Range	£700–£1,350 pa	£1,350–£2,250 pa	£2,250–£3,250 pa	£3,250–£4,500 pa
Company Assessment and project review fee range (one off fee covers 2 years of status)	£2,500–£4,000	£6,000–£7,500	£7,500–£12,500	£12,500–£20,000
Total Cost over two years (range)	£3,900–£6,700	£8,700–£12,000	£12,000–£19,000	£19,000–£29,000
Equivalent to an annual cost of (range)...	£1,950–£3,350	£4,350–£6,000	£6,000–£9,500	£9,500–£14,500

Please Note: the above fees DO NOT include VAT which will be charged at the prevailing rate.

Please Note: the fees stated here are subject to review and change at the discretion of Building a Safer Future Ltd.

In order to apply to participate in the Charter Champion status process companies must be a Registered Signatory of the Charter. If they are not, additional annual fees will apply.

## Term of Status and Renewals

Charter Champion status is awarded for two years, with a lighter touch assessment/spot-check at the start of year two and full re-assessment required at the start of year three.



# HOW TO REGISTER



The 'Building a Safer Future Charter' Champion benchmarking and verification process will be launched during April 2021. Organisations can apply now to become among the first to participate and benefit from the 'Charter Champion' benchmarking and verification process and if they qualify, achieve Charter Champion status.

**To request an application pack, or if you require any further information, simply email:**

**[coordinator@buildingasaferfuture.org.uk](mailto:coordinator@buildingasaferfuture.org.uk)**



[buildingasaferfuture.org.uk](https://buildingasaferfuture.org.uk)

