

“Demonstrable sustained accident reductions leading to significant six figure reduction in insurance premiums”

The Client:

Enterprise Managed Services Ltd (now part of Amey), a leading service provider within the Utility, Local Authority, Central Government and MOD sectors throughout the UK.

Their Challenge:

Enterprise developed and launched their own behavioural safety programme (Target Zero) in June 2003 which delivered significant accident and incident reductions across the whole business. In 2008 the Board recognised that their accident / incident reductions had started to plateau and wanted to reinvigorate the Target Zero programme to gain further demonstrable improvements.

How they succeeded:

Enterprise engaged the services of *RyderMarsh OCAID* (RMO) staff with a view to the business delivering the **Behavioural Safety Programme** under licence via **internal trainers** who were selected and trained by RMO staff.

Having selected the trainers and developed the training material all managers and supervisors (including contractor’s employees) were provided with a three day **Behavioural Safety Training** course to provide them with the skills to **positively engage** with employees and take action to **address unsafe acts** and unsafe conditions within the workplace and **drive improvements**. Front line employees were subsequently provided with a one day **Behavioural Safety Training** course to raise their awareness of the support that the business required from them and to reinforce the safety compliance message.

Elements	Where are we?	Where do we want to be?	Tools
ARTEFACTS The physical environment that people are working in. Including the tools, the process, PPE, guarding, etc.			IS Process IS Safety Checks Analysis ABC Analysis Etc.
RITUALS All activities that have become 'ritual' over time, including any 'at risk' behaviour			IS Process Self-Party Questions What-If-Questions Observations Safety Checks Analysis SCN Questions Etc.
BELIEFS What do people believe about safety in a production, culture and quality, which order would they act (from left)			Self-Party Questions SCN Questions Observations ABC Analysis Etc.
LANGUAGE How do we talk about safety?			IS Process IS Safety Checks Analysis Communication Boards Etc.

The benefits:

The Enterprise **Behavioural Safety Programme** designed by RMO Staff enabled the business to **gain further significant accident / incident reductions (including a reduction in vehicle accidents), reduce insurance claims, improve moral and helped to deliver significant reductions in insurance premiums** in recognition of our improved safety performance.

The training programme was also **recognised by several key clients** who instructed their senior managers / managers / employees attended the training sessions with a view to ensuring that a collective consistent safety message was delivered within the workplace.

David Foster - (Former) Group Health Safety Environmental and Quality Director - Enterprise