

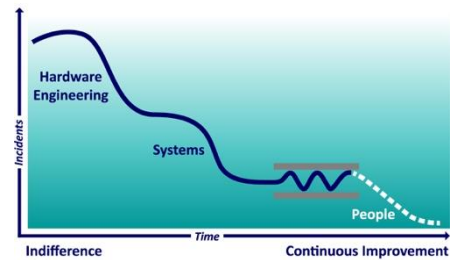
***“Our performance in health, safety and wellbeing has significantly improved”***

**The client:**

Openreach is BT’s external Engineering organisation, and our network covers 30 million customer and eight million broadband lines from approximately 5,500 local telephone exchanges. If laid end to end, these lines would stretch an incredible 120 million kilometres – almost 3,000 times around the planet. 300 million telephone calls and 350 million internet connections are made across our network every day. Our Engineers collectively climb the equivalent of Mount Everest every single day while carrying out maintenance on our 3.5 million telegraph poles. They also work down 200,000 manholes and maintain the 88,000 green cabinets which bring our telecommunications services right into our customer’s homes and businesses.

**Their challenges:**

Even though our Safety Management System was robust (based on the Health and Safety Executive’s HSG65), and the systemic approach at its core had left the figure much lower than it had ever been before, unfortunately, we also had over 300 accidents every year where our people needed time off work.



**How they are succeeding: Engagement with *RyderMarsh OCAID Limited***

We decided to ask the Operations Director of *RyderMarsh OCAID* to undertake a **Behavioural Safety Assessment** survey with the aim of identifying areas for improvement to **take our safety performance to the next level**. The survey has been **significant to us** in that it provided the **baseline for our health, safety and wellbeing strategy** and gave insight into what we needed to do to make that next **leap of improvement**

**The outcomes:**

Three years on and Openreach continue to **align their strategic plans** to the survey findings and **performance has significantly improved**. *RyderMarsh OCAID* are being re-engaged to carry out a further survey in 2015, across the business, including a focus on wellbeing as part of the strategy.

*Neil Barnes - Head of HSE - BT Openreach*