

Case Study



The client

Cofely UK specialises in providing energy solutions for the built environment and employs around 15,200 people at more than 14,000 customer sites. Most of their employees work on high risk tasks, some involving pressure systems and electrical systems, so it is important that any risks are effectively managed and controlled.

The company works to BS OHSAS 18001:2007 standards and in 2013 was awarded a RoSPA Order of Distinction in recognition of their commitment to health and safety.

The Issue

Cofely UK acquired the SCT to re-invigorate health and safety within their organisation. They had identified that most of their serious accidents resulted from slips, trips and falls rather than from the high risk systems already addressed by their health and safety procedures.

The company had its own view of the reasons for this, but sought independent confirmation of how well they were actually doing and how their health and safety performance compared to others.

Why Cofely UK chose the SCT

Cofely UK's use of the SCT was influenced by several factors. Firstly, they were seeking a tool that was not only reliable in measuring safety climate, but credible too, and the fact that both HSL and HSE also use it on their own people meant that the SCT was the obvious choice.

Cofely were keen to understand how their safety climate compared to other organisations also seeking to improve and against other organisations operating within their industry sector; HSL were able to provide benchmarks for these.

The online functionality meant that Cofely could easily roll out the survey across all their UK sites and by adding in some of their own questions, they were able to explore specific areas of concern at the same time as running the general survey.

The strong visual appeal and accessibility of the tool's auto-reports helped Cofely to convey the key findings easily and understand where they needed to focus their subsequent effort to improve their safety performance.

How the Safety Climate Tool has made a difference to Cofely UK

Brandon Williams, Safety, Health, Environmental & Quality Manager explains:

"The objectivity and independence of the SCT survey, and the subsequent feedback received from employees about the results have enabled us to implement a number of changes to our approach to health and safety.

As a result we are now encouraging our operatives to revise their method statements and risk assessments to make them clearer, more concise and more user-friendly. We have illustrated our method statements and risk assessments with digital photos so that operatives can easily see which specific equipment a particular document refers to. We've also opened discussions with the workforce about improving accident and near miss reporting.

Using the Safety Climate Tool has been a really effective starting point for our behavioural safety programme".

The SCT has helped Cofely to:

- empower workers to improve method statements and risk assessments
- convey health & safety communications more effectively
- have open discussions with the workforce about improving accident and near miss reporting
- introduce a behaviour change programme using the SCT as their starting point



Scottish Water

The client

Scottish Water is a publicly owned utility company and multiple RoSPA Occupational Health and Safety Award winner.

The Issue

Scottish Water conducts an annual safety audit. Their employee survey also asks staff to rate the company’s approach to health and safety, regularly receiving a positive response in excess of 90%. Despite this good safety record, Scottish Water wanted to do more and to see whether they could improve their safety culture even further.

Why Scottish Water chose to use HSL’s Safety Climate Tool

Scottish Water were looking for a product that had been developed and validated rigorously and contained the latest research and best practice in safety culture.

Following a demonstration of the SCT’s capabilities, provision of practical advice and guidance on building and tailoring their survey, and having secured commitment from their Directors, Scottish Water

was ready to use the tool with their workforce.

How the Safety Climate Tool has made a difference to Scottish Water

Scottish Water obtained a response rate of 72% to the survey, which found that employee perception of health and safety management was above average across many of the factors. This result provided objective confirmation that both the organisation and the corporate health and safety team were doing the right things. Moreover, the results also highlighted areas for improvement, and the autoreport suggested how these areas could be tackled.

As Paul Coyle, Senior Safety Advisor explains: “Getting validation of our performance was very valuable. We now know where to focus our energy and can begin to do something about the things we discover.”

The fact that Scottish Water’s safety climate scores were above average in many of the factors didn’t mean the team could afford any complacency. The survey did highlight concerns

about resources in two areas of operations, however upon further analysis it was discovered that the issue could be resolved with better management of existing resources rather than deploying more.

The survey also found that key responses differed between employees in different parts of the country, even though the type of work carried out was the same. Again, this knowledge allowed Scottish Water to focus resources upon specific areas of its business rather than across the piece.

Using the SCT they were also able to establish that the workforce wanted more clarification between the terms ‘accident’ and ‘hazard’, when it came to near miss reporting. After sending out communications explaining the definitions in the context of the working environment, the corporate health and safety team saw a 15% increase in near miss reporting and a 56% increase in hazard reporting. The detailed data provided by the SCT has also encouraged each business unit to develop their own health and safety improvement plans, and take ownership of the action planning.

Using the SCT, Scottish Water was able to:

- confirm independently that they had a good health and safety culture
- deploy existing resources more effectively
- increase the reporting of health and safety hazards and near misses
- encourage individual business units to create their own health and safety improvement plans and take ownership of them

Safety Climate Tool Successes

Hear what one of our customers has to say about the Safety Climate Tool

SAICA is a global business that produces sustainable solutions for paper and board packaging. Johan Sundblad (Country Manager, UK) and Andrew Newman (HSE Director, UK) describe how they used the Safety Climate Tool to measure their safety culture, and acted upon the results to improve their safety performance further.

Johan and Andrew discuss why they chose and used the SCT to help them improve their safety performance in our new video on the HSL You Tube channel

<https://www.youtube.com/user/hslbuxton1>

Where do I find more information?

For an initial conversation about how the Safety Climate Tool could help your business, please call **Maddie** on **01298 218356** or email productsupport@hsl.gsi.gov.uk

