



# HEALTH, SAFETY & WELLBEING BULLETIN

SPRING 2019



# WELCOME

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# INTRODUCTION

Welcome to the Spring Edition of our Health, Safety and Wellbeing Bulletin.

Our main focus this time is on the two areas of major concern we have within the business – behavioural safety and road safety.

I make no apology for continuing to highlight behavioural safety as a cause for concern and would urge you all to take notice of the article within. While some of our stats are still sobering, I am pleased to report that they show the current Behavioural Safety Programme is starting to reap rewards. However, you will also see there is still much to be done before we can say we have delivered the programme comprehensively.

Our attention must also be on road safety where we are experiencing an upturn in the number of road traffic accidents involving Wilson James vehicles. This trend must be reversed and we will be investigating in some depth the best ways to try and reduce the number of accidents we are having.

I hope you will enjoy the Sector Focus reports. They all have something interesting to say so please read them all – not just the one relevant to your workspace!

Finally, if there are any topics you would like to see covered in the next issue, please email [healthandsafety@wilsonjames.co.uk](mailto:healthandsafety@wilsonjames.co.uk) and let us know. We will do our best to accommodate all requests.

Regards,

**Darren Ward**  
Business Performance Director



**Darren Ward**  
Business Performance  
Director



# TEAM PROFILES



**Darren Ward**  
Business Performance  
Director



**Chas Bray**  
Head of Health, Safety &  
Wellbeing



**Sean McKeeman**  
Health, Safety & Wellbeing  
Manager



**Kathryn Sparrow**  
Health, Safety & Wellbeing  
Manager



**Shawn Kissane**  
Health, Safety & Wellbeing  
Manager



**Jake McPherson**  
Health, Safety & Wellbeing  
Advisor



**Paul Trinder**  
Health, Safety & Wellbeing  
Advisor



**Paul Compton**  
Health, Safety & Wellbeing  
Advisor

# FLEET OVERVIEW

**Wilson James has a diverse fleet of vehicles to help us deliver our services. These include small cars used for patrolling and escorting right up to 26 tonne heavy goods vehicles used to deliver goods at Heathrow and in Central London. The fleet, in total, is over 140 – quite a size!**

Our drivers all have to be on-boarded correctly before they are allowed to drive any Wilson James vehicle. This process includes signing a mandate allowing us to check the validity of their driving licence, completing a driver's risk assessment to enable us to decide whether any additional online or 1:1 training is required and understanding the fleet policies – the Drivers Handbook (G04) and, where relevant, the Company Car Policy (G03). It is imperative that all drivers familiarise themselves with the contents of these documents to ensure they are aware of their responsibilities and also ensure that there are no surprises if things go wrong, either because of a breakdown or accident, or in managing any fines or penalties collected.

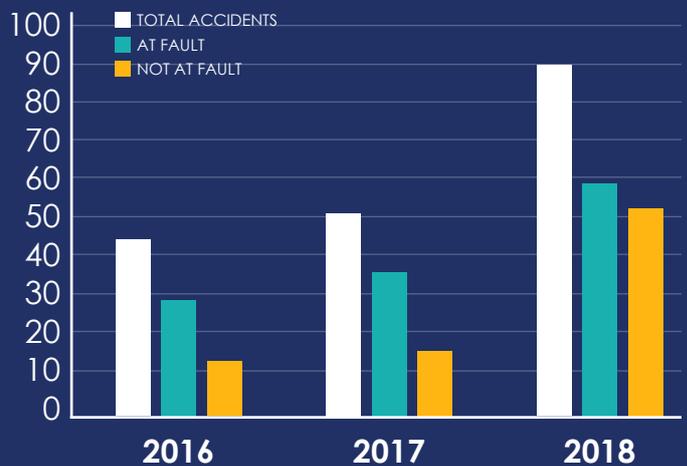
It is worth noting that without completing this process, a driver does not have permission to drive any Wilson James vehicle and, also, may not be insured if they do. This is a serious breach of Wilson James policies and, also, breaks the laws of the land.



**Darren Ward**  
Business Performance  
Director

Like any business, we have a comprehensive insurance policy in place for all our vehicles and the number of accidents we have affects our premium. Details in the table below show our recent accident history and clearly demonstrate we are not improving in this area – in fact, our record is declining at an alarming rate.

## NUMBER OF ACCIDENTS



# FLEET OVERVIEW

There are many reasons why this trend should concern all of us:

## ONE

Cost of repairs. All damaged vehicles require some repair whether that is a direct cost, paid for by Wilson James, or whether it goes through the insurance claim process.

## TWO

Cost of insurance excess. All claims incur a minimum excess charge and all claims settled by our insurer will be taken into account at renewal time – almost certainly leading to increased premiums.

## THREE

Reputational damage. A scratched or damaged vehicle displaying our livery creates the perception we are careless in our treatment of these valuable assets, and this perception could transfer to our provision of service too, thus damaging our reputation.



## FOUR

Personal injury. Thus far, we have been very lucky that none of our drivers have been involved in an injury-causing accident. However, with an increasing rate of accidents it becomes more statistically likely that someone may be injured, which we never wish to see.

## FIVE

Cost of hiring replacement vehicles. These can prove to be very expensive – especially if a specialist vehicle is required rather than an ordinary car.

## SIX

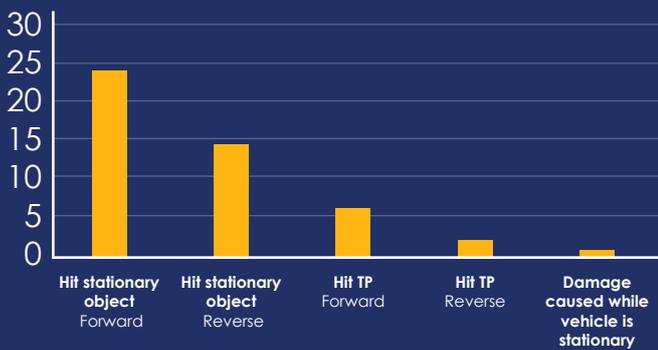
Inability to meet contractual requirements. The inability to complete our duties due to a lack of correct vehicles can lead to a drop in service and an increase in client dissatisfaction.

# FLEET OVERVIEW



During 2018, we had 48 accidents which were deemed to be ‘at fault;’ that is, our driver was to blame. In 2017, there were 36 ‘at fault’ accidents recorded out of a total of 51. In 2016, there were 29 out of 43. The table below shows the spread of the 2018 accident types:

ACCIDENT TYPES - AT FAULT



There has been a small decline in reversing incidents, probably due to the fact that many of our vehicles now have reverse sensors or cameras fitted. All of the reversing accidents happened whilst manoeuvring at low speeds, typically when parking.

It is alarming that the vast majority of accidents, 30 in total, are a result of our driver hitting something whilst moving forward. We have driven into gates, posts, central reservations and signs as well as six vehicles belonging to third parties.

Most of these have taken place at low speeds, so may be a result of a lack of concentration, or complacency in familiar surroundings, or possibly the driver is unfamiliar with the vehicle. We do not have firm evidence as to the root cause of all these accidents but we are changing our reporting to ensure we record this information for trend analysis.

More recently, it is worth noting that we have had six ‘at fault’ accidents this year, up to the end of March. Two of these have resulted in very serious damage to the vehicles, so the trend does not appear to be improving.

Due to the current situation, the HSW team will be undertaking a complete review of how we on-board our drivers and the type of vehicles we are typically using to deliver our services. We will also be examining the current driver training options to see how we can improve all fleet-related items that are within our power to change or influence.

Finally, we will also review what equipment can be used to help reduce accidents in a bid to reverse this alarming trend to help protect our drivers, other road users and our assets. We look forward to sharing our findings with you in future Bulletin editions.

# MENTAL HEALTH

## Mental health and wellbeing will always be important to Wilson James.

Although we may adjust our official charity partnerships over time, we remain committed to the mental health Time to Change (TTC) action plan signed in 2017.

So what does this mean? We made a range of employer pledges in our action plan, all designed to improve the way we manage and talk about mental health and wellbeing. These include:

### MHFA

One of the big pledges we made was to put a group of people through the official Mental Health First Aid course.



Catriona Bunting-Biss  
Head of Marketing



Mental Health First Aid (MHFA) is the help offered to a person developing a mental health issue, experiencing a worsening of an existing mental health issue or in a mental health crisis. The first aid is given until appropriate professional help is received or until the crisis appears to have been resolved. The aims of Mental Health First Aid are to:

**Preserve life where a person may be at risk of harm to themselves or others**

**Provide help to prevent the mental health issue from becoming more serious**

**Promote recovery of good mental health**

**Provide comfort to a person with a mental health issue**

# MENTAL HEALTH

Wilson James has a new dedicated team of Mental Health First Aiders. This group of people have been trained to identify, understand and help someone who may be experiencing a mental health issue.

It is important to note that the Wilson James MHFAs are not counsellors or therapists and cannot diagnose or offer advice. Please also remember that people struggling with mental health problems are vulnerable so show your support and be kind.

Contact details for the Wilson James Mental Health First Aiders can be found on this poster, available on the employee newsfeed:





## MENTAL HEALTH FIRST AIDERS

Our dedicated team have been trained to identify, understand and help someone who may be experiencing a mental health issue. You can contact any of the team below and know that you will be supported in a respectful way.

This is a strictly confidential service.

 <small>Cathrina Bunting-Biss Support 07711 764494 <a href="#">Email Cathrina</a></small>	 <small>Gerald Morgan Construction 07912 391903 <a href="#">Email Gerald</a></small>	 <small>Rosa Osman Support 07989 472607 <a href="#">Email Rosa</a></small>	 <small>Kordell Rogers Support 07912 391888 <a href="#">Email Kordell</a></small>
 <small>Emmanuel Fodunmoye Security 07818 064779 <a href="#">Email Emmanuel</a></small>	 <small>Marrie Willis Security 07805 830556 <a href="#">Email Marrie</a></small>	 <small>Erika Pratt Security 0208 222 3220 <a href="#">Email Erika</a></small>	 <small>Konstantinos Tasis Security 07850 912587 <a href="#">Email Konstantinos</a></small>
 <small>Anthony Waller Security 07702 718827 <a href="#">Email Anthony</a></small>	 <small>Bev Digweed Aviation 07950 378331 <a href="#">Email Bev</a></small>	 <small>Paul Lelliott Construction 07788 190510 <a href="#">Email Paul</a></small>	 <small>Casey Caswell Construction 07590 734679 <a href="#">Email Casey</a></small>

# MENTAL HEALTH



## Sharing experience

Another Time to Change pledge we made was to ask our employees to share their personal experience of mental health problems. In the last six months we can thank John Currie and Lucy Flight for sharing their stories with us. If you would like to share your own experience to help others, please email:

[communications@wilsonjames.co.uk](mailto:communications@wilsonjames.co.uk)

## Raising awareness

For the second year, we were pleased to recognise wellbeing as a standalone category at the annual Wilson James Health, Safety and Wellbeing Awards. Congratulations to John Currie and Gerald Morgan for their deserved awards.

Our next awareness campaign will focus on the national Mental Health Awareness Week, from 13-19 May 2019. This year's theme is 'Body Image – how we feel and think about our bodies'. Did you know that 30% of adults have felt so stressed by body image and appearance that they have felt overwhelmed or unable to cope? That is a shocking statistic.

We will be making use of the resources for this campaign as well as sharing some body image stories from our Time to Change champions. If you want to get involved with this on social media the campaign hashtag is [#bebodykind](#).

## Look after yourself

Remember, help is available if you are struggling. Today, and every day, I encourage you to ask yourself if you really are ok. If the answer is no then act – sit down and have a cup of tea with someone and start untangling.

If you need to speak to someone confidentially, call our confidential 24/7 Employee Assistance Line on [0845 1201 421](tel:08451201421), quote: [72016](tel:72016).

Of course, you can also lean on the amazing work of charities such as the because they're here to help and they do.

[Samaritans \(116 123\)](tel:116123)

[CALM \(0800 58 58 58\)](tel:0800585858)

[Mind \(0300 123 3393\)](tel:03001233393)



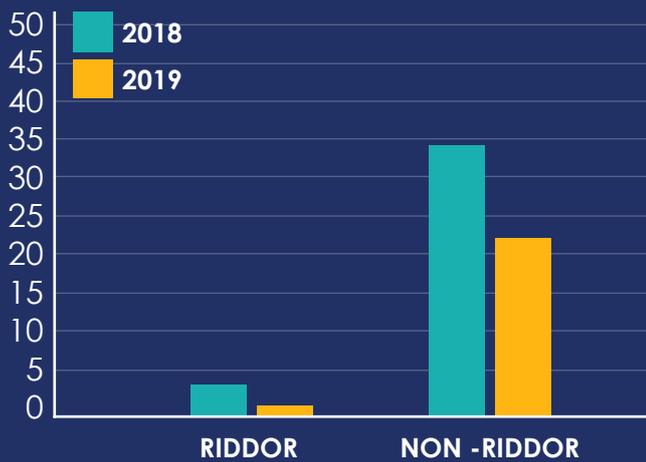
# BEHAVIOURAL SAFETY PROGRAMME



**Chas Bray**  
Head of Health, Safety & Wellbeing

Since the launch of our Behavioural Safety Programme back in October 2018, over 2000 staff have now attended our Behavioural Safety Awareness Presentation.

The feedback has been encouraging, as we have seen a reduction in the amount of accidents reported across the business to date in 2019:



**RIDDOR**  
= Reduction of

66%

**NON-RIDDOR**  
= Reduction of

31.4%



# BEHAVIOURAL SAFETY PROGRAMME UPDATE

**Due to operational commitments, we have extended Phase One of the Behavioural Safety Programme through May 2019.**

I have listed the key dates below:

**Phase One** – Behavioural Safety Programme by 31 May 2019:

- All staff to have attended the one-hour Behavioural Safety Awareness Presentation

**Phase Two** – Behavioural Safety Programme from 1 June 2019:

- Behavioural Safety Awareness Presentations to be held monthly across the business to on board new starters
- E-learning module to be introduced
- Behavioural Safety Awards to be introduced
- Behavioural Safety Newsletter to be introduced with new collateral and fun competitions
- Refresher training to be carried out by the HSW Team, in areas of the business which have a trend of behavioural related accidents
- Introduce Behavioural Safety Pledge

If you have not received the Behavioural Safety training, please contact your line manager for more information



# BEHAVIOURAL SAFETY PROGRAMME BOOKLET

## INTRODUCTION

The Wilson James Behavioural Safety Programme (BSP) has been developed specifically for our business and is based on current accident trends and data.

The BSP will be delivered by the Health, Safety and Wellbeing Team and Senior Management Teams over the next six months from its formal launch on 14th October of the Senior Managers Day.

Our BSP comprises:

- An e-learning module (part of the company induction process)
- Project Behavioural Safety presentations
- Greater emphasis on Near Miss Reporting, Incident Reporting

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1. What is Behavioural Safety?
2. Approach to Behavioural Safety
3. Key elements of Behavioural Safety
4. Safety Leadership
5. Safety Systems
6. General Safety Behavioural Systems
7. Behavioural Modifications
8. Accident Investigation
9. Near Miss Reporting
10. Meet the Team

## SAFETY SYSTEMS

### Proactive Safety Culture

It is very difficult, if not impossible, to demand behavioural compliance.

The success of our Behavioural Safety Programme relies on the willingness of the workforce to want to consistently engage in 'best practice' behaviours. What this implies is the need to ensure that where extra effort is required there is something in it for those being asked to make the additional effort to change (improve).

This recognises that motivation plays a key part in people's choice of behaviour – people can and will change their ways as long as they can see there is some positive outcome available to them for making the extra effort required.

### Influencing Safety Culture

In this context, the role of reducing the possibility of getting hurt is not enough because getting hurt is a low probability event that people think will never happen to them.

To encourage the right behaviours, what is required is a different, positive outcome that is more immediate and more certain. Our leaders, managers and supervisors have a role to play here for they typically have the power to influence the outcomes.

Managers should regularly and systematically create recognition for effort, progress and achievement.

### Workforce Engagement

This is something that cannot be left to the workforce. A significant mistake will be made if management regards Behavioural Safety as something that they need to hand over to the workforce.

Behavioural Safety must involve the whole organisation.

## GENERAL SAFETY BEHAVIOURAL MANAGEMENT

The role of the leaders, managers and supervisors is critical in the overall management of workplace safety. The success of our management can also be related to the success that those who manage them have over their own behaviours.

It is now well understood that simply telling people what to do is unlikely to be a successful strategy. People do not always do as they are told and typically resent that approach.

- More recently, safety management has seen an increasing emphasis on the use of coaching to shape required behaviours. In particular, effective behavioural management needs to incorporate the following behaviours:
  - Clarifying expectations and the behaviours associated with effective safety performance
  - Ensuring people have the ability and capability to perform to these standards
- Setting measurable goals that relate to the expectations and measuring them regularly with a specific focus on what people do (i.e. their behaviours)
  - Providing coaching and feedback to help people shape up to these behaviours
  - Providing recognition on a regular basis when people engage in the right behaviours.

## WHAT IS BEHAVIOURAL SAFETY?

To encourage behavioural safety, staff at all levels should identify and target unsafe behaviours and work together to reduce the impact of these.

We want to promote an accident and injury free environment. How people behave at work plays an important part in achieving our vision and requires safety behaviours that are in place at all levels.

Change will only be achieved through the development of a specific behavioural strategy, and this area of safety science has competing perspectives on why accidents occur at work.

Understanding how to define behavioural safety is therefore vital, in order to decide how we are going to support the behavioural change required within Wilson James.

## APPROACH TO BEHAVIOURAL SAFETY

Evidence collected within Wilson James on accident/incident reports clearly establishes that over the last 5 years, 91% of all accident/incident reports have been through an unsafe act or an unsafe practice.

Our Behavioural Safety Programme is designed to identify why individuals carry out an unsafe act by discussing the events leading up to an accident and looking at its possible consequences.

The trainer will present several case studies, identifying why accidents occur, and how they can be avoided.

We will also discuss the strategy to determine if all accidents can be avoided.

**Currently, 91% of all incidents reported at Wilson James have been due to unsafe and unsafe practices.**

**Our Behavioural Safety Programme will reinforce our safety culture and commitment and ensure that everyone goes home healthy and safe.**

**One or more of our senior managers will be setting off site to present a 1-hour Behavioural Safety presentation within six months of the Senior Managers Day.**

**The Senior Managers will discuss the role of 'unsafe decisions' by workers, underpinned by a variety of factors.**

## BEHAVIOURAL MODIFICATION

A safe habit exists when a behavioural requirement is developed to a level of 100% of the time, by 100% of the workforce irrespective of any changes in the work conditions.

By creating safe habits, we remove unnecessary risk taking and also free up mental capacity to deal with the unexpected and critical hazard and risk issues.

The main requirements for the development of a safe habit are:

- Those expecting to carry out the behaviour must be capable of so doing and have the frequent opportunity to practice the behaviour
- When they do, they must receive positive reinforcement for carrying out the behaviour
- The safety habit must be one that the staff have bought into and have ownership of the behaviour.

These requirements are well established in behavioural science.

A systematic approach to behaviour change (behaviour modification) creates safe habits through the active and systematic application of positive reinforcement, because it represents an outcome that people value and want and encourages repeated occurrences of the behaviour.

Such repetition is the basis of learned patterns of behaviour that then occurs automatically – habits.

## ACCIDENT INVESTIGATION

This is an area where significant behavioural safety issues might be uncovered which can affect safety within the business. Unfortunately, many investigations fail at the first hurdle because the investigation immediately start to use 'hardlight blues' (to know what happened and the outcome, as part of their investigative perspective).

The key for any investigation is to remain open-minded and not let the decision-making process from safe to unsafe behaviour.

Evaluation of these pinch point decision moments from the employee's point of view might be crucial to really identifying unsafe behaviour and whether another person might make the same decisions in the same circumstances again.

**Unfortunately, many investigations fail at the first hurdle because the investigation immediately start to use 'hardlight blues'.**

## KEY ELEMENTS OF BEHAVIOURAL SAFETY

Influence over behaviour can be exerted at different levels and through different means. All of these require attention if the vision of an accident and injury free culture is to be a realistic target:

- Safety Leadership**: Safety leadership provides the role model in which workplace behaviours are managed. Leaders influence through training and communication, demonstrating safety behaviours, through safety expectations, and through provision of positive leadership messages.
- Safety Systems**: Part of the delivery of this vision is provided by safety management systems and the systems that support them. These systems include a range of safety expectations, and through training, safety management and safety activities.
- Production**: A key of this approach is to ensure that the business remains profitable. This is achieved through the use of safety systems and safety management. This also means to recognise the role of safety systems and safety management in a profit line responsibility.
- Management Culture**: The safety management and safety systems and safety management becomes embedded in the role of management and safety management in a profit line responsibility.

## SAFETY LEADERSHIP

The behaviour of leaders is critical and symbolically influences the workforce. The higher the leader in positional terms, the more critical this becomes.

In view of this, it is an important part of our Behavioural Safety Programme, hence the formal launch being carried out in front of our Senior Management Team.

Leaders have the power to exert influence in a number of ways:

- Clearly, leadership involves much more than simply providing good role models for others to follow. Leaders are people, like everybody else, to be influenced and not only preferred behaviours. There is a need to ensure that leaders identify what they should be doing for safety leadership and that they actually carry out their declared intention.

They should also try to recognise that when errors occur or when procedures are apparently not followed this may be related to a whole range of situations, context only the workers are aware of. Explanation of the thinking behind such decisions is therefore vital in preventing those same problems recurring.

## NEAR MISS REPORTING

If there is one issue which gives an insight to behaviour management and the cultural values of an organisation, it is Near Miss Reporting.

If staff do not understand the importance of this area and fail to take the process too bureaucratic, then the reporting and lost learning opportunities may eventually lead to a serious accident.

As part of our Behavioural Safety Programme, we will identify the requirements and reasons for Near Miss reporting with the aim of improving our Near Miss Reporting Culture.

**An unreported event or situation that could have resulted in injury, illness, damage or loss but did not so due to chance, corrective action or timely intervention.**

**By displaying leadership**

**By recognising safety behaviour**

**By outlining expectations and holding people accountable for these**

**Our Behavioural Safety Programme has the full commitment of the Senior Management Team**

**As part of the Behavioural Safety Programme we will be reporting on Near Miss Reporting Culture. This needs to improve across the business.**

## MEET THE TEAM

The Behavioural Safety Programme has been developed by the Health, Safety and Wellbeing Team

- Darren Ward** - Business Performance Director
- Chris Remy** - Head of Health, Safety and Wellbeing
- Kathryn Sparrow** - Health, Safety and Wellbeing Manager
- Shawn Kluane** - Health, Safety and Wellbeing Manager
- Sean McKernan** - Health, Safety and Wellbeing Manager
- Paul Corbett** - Health, Safety and Wellbeing Advisor
- Neil McPherson** - Health, Safety and Wellbeing Advisor
- Paul Thidder** - Health, Safety and Wellbeing Advisor

# SECURITY OVERVIEW

As 2019 is now well underway, the Health and Safety team have had an opportunity to check facts and figures against this same period last year.

It has been good to see that the number of RIDDOR events has reduced from four by this time in 2018 to one so far this year – a marked improvement. We hope this is in no small part due to the delivery of the Behavioural Safety Programme (BSP) and the awareness it gives to all staff of their duties and responsibilities regarding Health and Safety – not just in the workplace, but in life in general.

The delivery of the BSP has, for the most part, been well received, with staff engagement and feedback during the sessions being a positive part of the presentation process. The first phase of delivery has been extended to the end of May which will give us all more time to ensure 100% delivery.

We currently have some 200 clients and hundreds of Security sites across the UK and with contracts such as Wincanton and Broadgate at Liverpool Street mobilising, we have an upturn in numbers of employees in Security of over 200 personnel.



**Shawn Kissane**  
Health, Safety & Wellbeing  
Manager

Documentation and the Wilson James site induction still seem to be an area where we, as a division, can improve. As a reminder, the Intranet has a number of ‘Managers Checklists’ and SOP’s to help formulate the Site Safety File and associated documents. However, Managers and Supervisors must ensure any forms or policy statements are downloaded directly from the Intranet rather than using forms saved on local devices. These forms are updated regularly and it is very easy to use an out of date version if attention is not paid.

Bag search techniques and requirements are still a challenge for some sites. Certain clients require staff to put their hands into customer/visitors’ bags, while others are happy for the bag being searched to be emptied by the owner. Currently we are looking at appropriate PPE for sites where staff have the full search requirement. Out of the 24 reported accidents so far this year, six have been due to “slips, trips and falls,” but seven have been related to bag search so this is an area of concern which we as a team are addressing.

# SECURITY OVERVIEW

Near Miss reporting is still a cause for concern as some sites have a requirement to enter data primarily on client systems. This means that Wilson James does not get the relevant information that we require to enable us to put in place control measures and offer advice relating to issues on site. It is vital that we get Near Miss and Hazard reporting on track to help us help you. If you have any questions or concerns about reporting these to us, please do not hesitate to let us know.

Jake McPherson (Health and Safety Advisor for the Security Division) and I have been getting good feedback from sites when we visit, whether it is to carry out inspections to assist with Site Safety File and document updates, or attending client health and safety meetings. And of course, assisting with the delivery of the Behavioural Safety Programme! Do not forget, the Health, Safety and Wellbeing team is part of the Wilson James support network and we are here to help, support and advise the best we can to keep you and your co-workers safe. Here's looking forward to an Incident and injury free rest of 2019.



# CONSTRUCTION OVERVIEW

The construction sector's year has had a positive start so far with the successful delivery of the Wilson James Behavioural Safety Programme by all members of the senior management team. This was completed by the end of February – a month ahead of the agreed time scale. Going forward this training will continue to be delivered by the senior management along with the Health, Safety and Wellbeing Team. This additional awareness training has received good feedback so far and the accident frequency rate across the construction sector continues to reflect the benefit of this programme along with the continued good safety awareness by all staff.

2019 has also seen long overdue IMS quality audits carried out by an enthusiastic quality team. The sector received positive feedback along with a low number of actions to be carried out – overall a good standard – although some work still to be done going forward.



**Sean McKeeman**  
Health, Safety & Wellbeing  
Manager

## Accidents and Near Misses

In 2019 so far there have been three reported accidents within the construction sector – all minor with no lost time, these accidents have been identified as the following trends:

- ONE** - collision with static object
- ONE** - Slip / trip / fall
- ONE** - Sharp edge incident

Within the construction sector, there is a good awareness of Near Miss and Hazard Reporting. Following three significant Near Misses involving Wilson James operatives, but caused by other trades, we must ensure all operatives are involved in the reporting of Near Misses and the benefits of doing so. There will be continuous shared learning on all significant Near Misses and the Health, Safety and Wellbeing Team will continue to support sites as required.

# CONSTRUCTION OVERVIEW

## Inspection Trends

Documentation continues to be in the spotlight, with method statements, risk assessments and statutory assessments being scrutinised to ensure that all our safe systems of work remain suitable and sufficient. As always, please give any feedback on anything you think may assist or improve what we do.

## Staff Involvement

We will continue with the Employee Safety forums each month and we are looking for Health and Safety Champions within the construction sector. If you are interested and would like to get involved please contact your manager, they can forward details to the Health, Safety and Wellbeing team.



# AVIATION OVERVIEW

## A day in the life of a Wilson James Health and Safety Manager at Heathrow

The day starts early with a review of the Near Miss and hazard reports logged by the shifts overnight; this morning I review reports of waste strapping and packaging left lying on the floor of the warehouse. This report will be considered in the monthly Health and Safety Team meeting where we review all reports, look for trends and decide on what actions to take. These actions could include issuing a new Toolbox Talk for the business, or assigning an action for the Site Manager.

Next, I attend the Heathrow monthly Joint Safety Group Meeting. The JSG has a representative from each of the Heathrow construction delivery integrators (DI's) and is a forum to share best practice, arrange training and motivational speakers and discuss health and safety challenges. The meeting today is regarding weather and the risk of debris being blown off sites and on to taxiways. Unknown objects represent a significant risk to aircraft; engines and tyres do not respond well to running over or ingesting items blown into their path! We also discuss accidents and incidents, look for trends and discuss lessons learned to ensure we do not repeat past mistakes.



**Kathryn Sparrow**  
Health, Safety & Wellbeing  
Manager



Then it is through security for an airside meeting with two of Heathrow's Health and Safety Team to discuss the implications of the recent refurbishment of the T3 children's play area.

On to the T3 gates in hardhat, gloves, high visibility jacket, safety glasses and safety boots as I go up to the roof. The project to replace the roof covering is in its final stages having run for two shifts a day since April.

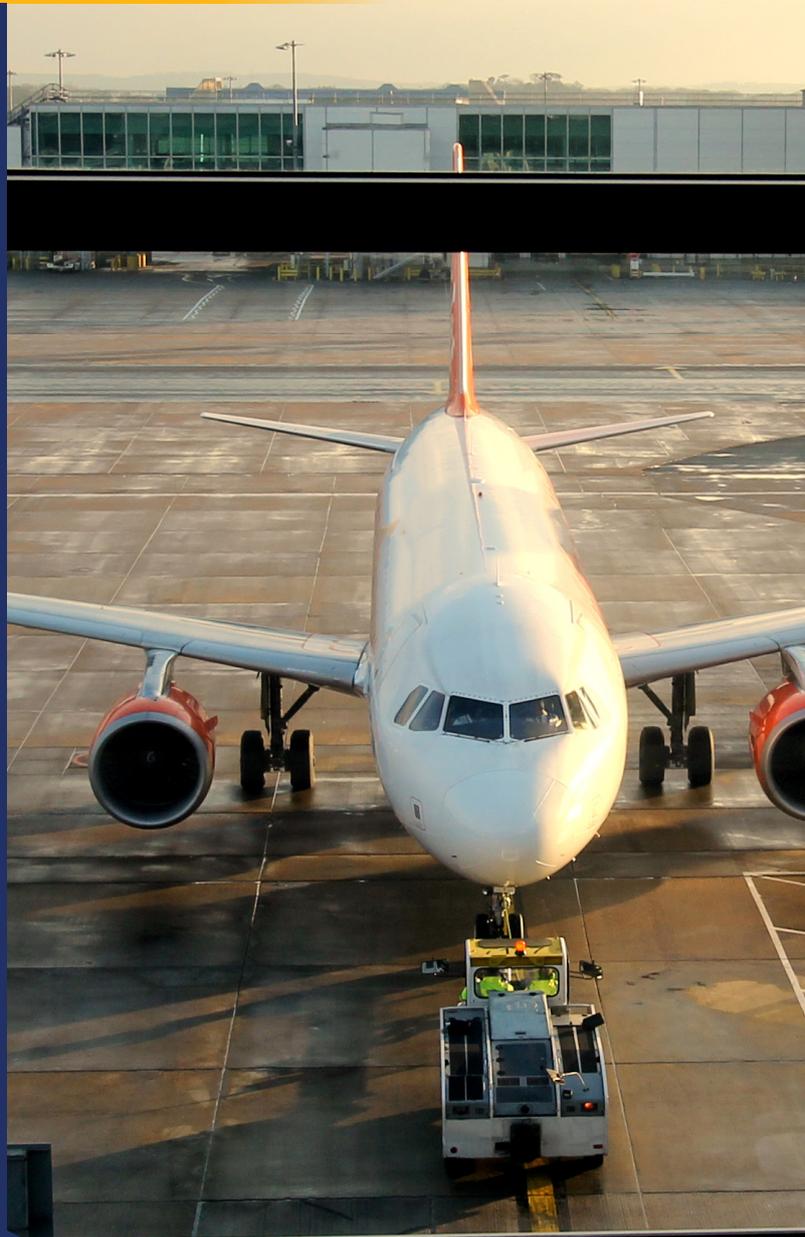


# AVIATION OVERVIEW

The site supervisor accompanies me and we do a full safety inspection of site; this includes checking all emergency equipment, ensuring no emergency routes are blocked, scouting for trip hazards, ensuring chemicals on site are stored correctly and confirming all plant and machinery is well maintained and daily checks are being carried out. We also confirm that Risk Assessments and method statements are up to date, and that all operatives are wearing correct personal protective equipment. The supervisor and I talk over the findings after the walk around and I check the site safety file.

I move on to T2 to catch up with the Connection Hub Hosts; Wilson James has recently taken on this role and while the team settle in its important for me to call in to see them regularly so they can raise any concerns or questions.

A 20-minute drive takes me back to the Colnbrook Logistics Centre where I catch up with the warehouse manager to discuss the new procedures he is writing. And then finally, I log on to my laptop, catch up with some emails, write up the reports for the sites I visited today to get ready for tomorrow.



# ACCIDENT STATISTICS AND TRENDS 2018



**Chas Bray**  
Head of Health, Safety & Wellbeing

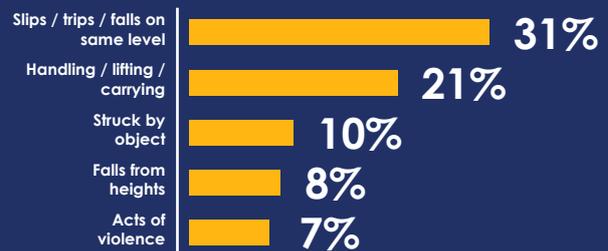
I thought I would take this opportunity to inform you all of our accident statistics recorded for 2018. It is important that I bring to everybody's attention our accident trends across the business over the previous year, highlighting some important safety messages going forward as part of our accident prevention strategy.

In 2018 we had the following reported accidents:

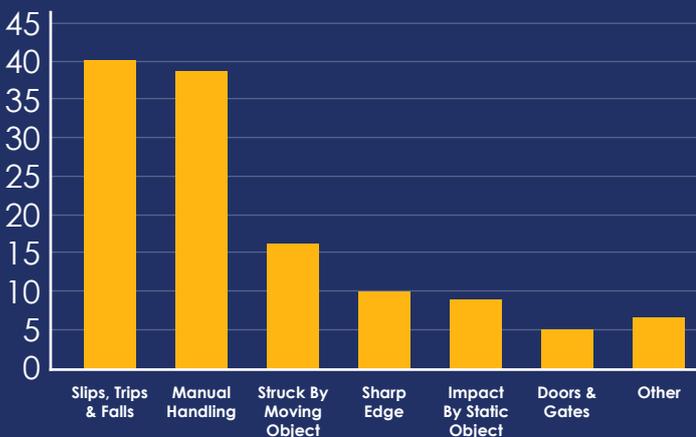
## RIDDOR ACCIDENTS 2018



## HSE INDUSTRY STATISTICS



## NON-RIDDOR ACCIDENTS 2018



The main trend of reportable and non-reportable accidents within the business during 2018 was due to slip, trip and fall events, closely followed by manual handling.

# ACCIDENT STATISTICS AND TRENDS 2018

## Slips, Trips and Falls

We must ensure that we are following safety control measures regarding slip, trip and fall hazards.

Not concentrating while walking around a workplace can cause you to slip, trip or fall. We must not walk while trying to use a mobile display device (phone/tablet/PDA), as this could cause you to impact with a static or moving object or cause you to slip over an uneven surface. Always stop in a safe area to operate your mobile device.

Wet and slippery surfaces are a major cause of slips. Let's make sure we deal with wet floors or spills and ensure they are reported and cleaned up immediately.

If you must walk on a slippery surface, wear proper footwear for better traction, or use rails or another stable object that you can hold onto.

Insufficient lighting can make it difficult to see obstacles or notice changes in a walking surface. Moving from light to dark areas or vice versa can also cause temporary vision problems that may be just enough to cause a person to slip on an oil spill or trip over a misplaced object. Moving slowly can reduce the chance of encountering a hazard before there is a chance to spot it.

Changes in elevation are a major source of tripping accidents. Even a change in walking surfaces (hard floor to carpet) will be sufficient to cause a trip. Pay attention when walking across uneven surfaces.

Climbing or descending stairs causes nearly half of all falls. Ensure that stairs are in good repair is essential to preventing accidents. Always use handrails, make sure stairways are well lit and clear of any obstacles. Never use a mobile display device when climbing or descending stairs.

Proper housekeeping in working and walking areas can reduce the chances of slips, trips and falls in a workplace. It is important to maintain a safe working environment and a clean walking surface free of obstacles. Avoid stringing cords or lines across hallways or walkways. Regular, frequent inspections in working and walking areas should be conducted to identify environmental and equipment hazards which can cause slips, trips and falls.

Please report any slip/trip or fall hazards to your Line Manager immediately!



# ACCIDENT STATISTICS AND TRENDS 2018



## Manual Handling

Manual handling remains a significant trend on our 2018 statistics. We are continuing to carry out manual handling training for all staff that are required to carry out medium-to-high-risk manual handling activities. It is essential that we carry out manual handling activities in accordance with the technique detailed below.

Good handling technique for lifting:

- Think before lifting/handling.
- Plan the lift
- Can handling aids be used?
- Where is the load going to be placed?
- Will help be needed with the load?
- Remove obstructions such as discarded wrapping materials.
- For a long lift, consider resting the load midway on a table or bench to change grip.



### Adopt a stable position.

The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). The worker should be prepared to move their feet during the lift to maintain their stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.

### Get a good hold

Where possible, the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.

### Start in a good posture

At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

### Don't flex the back any further while lifting

This can happen if the legs begin to straighten before starting to raise the load.

Avoid twisting the back or leaning sideways, especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.



# ACCIDENT STATISTICS AND TRENDS 2018



## Keep the head up when handling.

Look ahead, not down at the load, once it has been held securely.

## Move smoothly.

The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.

## Don't lift or handle more than can be easily managed.

There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.

## Put down, then adjust.

If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

If you have any concerns regarding manual handling, please report these to your Line Manager immediately!

If you need any further information, please contact the HSW Team



## HSE increases FFI charge by almost 20%

HSE increases FFI charge by almost 20%  
The Health and Safety Executive (HSE) has increased its fee for intervention (FFI) hourly rate from £129 to £154. The new charge will come into effect in April 2019 and it is the second increase since the scheme was introduced in October 2012. In a statement, the HSE said this can be attributed in part to the fact that the scheme has operated recently at a deficit.

# BECOME A WILSON JAMES HEALTH & SAFETY CHAMPION

As Wilson James grows and we add more sites and employees to our ranks, the importance of spreading our Health and Safety culture becomes more and more critical. Safety is one of our core values as an organisation and keeping it front and centre of our work each day is a high priority.

The Health and Safety Team believes that one of the best ways to uphold and improve our safety culture and performance is to promote Champions from within the business. We already have more than a dozen Champions within Wilson James... but we are looking for more volunteers from around the business and across all region to help support our safety agenda as a company!

## What is a the role of Champion?

Health and Safety Champions are site-based leaders in health and safety who already have direct contact with the site operations and their colleagues, and who can liaise directly with the Health and Safety Team regarding safety matters on their home site. Where possible, they can also assist with inspections on other sites.



**Jake McPherson**  
Health, Safety & Wellbeing  
Advisor

Champions are mainly responsible for promoting health and safety on their home site by assisting the site management in all related issues. This could include ensuring that accident reports are investigated in a timely manner with direct involvement where required, and promoting Near Miss reporting onsite and amongst their colleagues.

One of the main responsibilities is also to carry out site inspections and to host action meetings with their team members and colleagues, gathering safety information and passing it to the Health and Safety team so that we are able to develop support and educational assistance that serves the whole of the business.

# BECOME A WILSON JAMES HEALTH & SAFETY CHAMPION



## What does it take to be a Champion?

All approved Health and Safety Champions receive the IOSH managing safety training course, and classroom-based training from Chas Bray, Wilson James' Head of Health and Safety. Champions then complete two site inspections, one of their home site and a second of an unfamiliar site. These inspections are shadowed by their regional Health and Safety manager/advisor, to provide experience in inspecting different workplace environments.

## Why become a Champion?

So what are the benefits of becoming a Health and Safety Champion? One of the benefits will be the specific training and support given by the Health and Safety Team—ideally we would like all possible candidates to be interested and passionate about health and safety work. Other benefits include the change to actively be involved in, and support all of the Wilson James Health, Safety and Wellbeing campaigns to ensure maximum promotional impact across all levels of Wilson James staff. This may include the opportunity to participate in unique events and programmes. Finally, Health and Safety Champions receive an additional day of holiday each year, subject to fulfilling their designated responsibilities.

To become a Champion, you must first obtain line manager approval to apply. You can then reach out to your regional Health and Safety manager to arrange a one-to-one conversation to learn more.

For more information on the programme, or on applying to become a Champion please contact the Health and Safety Team at [HealthandSafety@wilsonjames.co.uk](mailto:HealthandSafety@wilsonjames.co.uk)



# THE IMPORTANCE OF THE SITE SAFETY FILE AND ACTIONING OF IMS UPDATES

Every Wilson James site must have a Site Safety File (SSF) in place, which is the responsibility for the site manager/supervisor to maintain.

It is their responsibility to ensure that it remains current and specific to the works being undertaken and is accessible to all Wilson James staff.

This document helps us to control all aspects of Health and Safety on site. From Risk Assessments to PPE issues, from Safety Briefings to DSE Assessments, each section relates to actual tasks and responsibilities that we all are legally required to comply with (HASAW Act 1974). This file exists to ensure that we are all working safely, with the correct equipment and information we require to complete our role in the safest manner possible.

The structure of the Site Safety File takes us through all aspects of the work and associated documentation required. This could include insurance documents and Wilson James company policy statements, job descriptions, a Risk Assessment template, First Aid and fire provision information and PAT test registers. The majority of sections have sign-off sheets which we required all employees (including agency and bench team employees) to fill out.



**Shawn Kissane**  
Health, Safety & Wellbeing  
Manager

Managers and supervisors should ensure these are kept safe and updated as new starters arrive on site and are introduced to the SSF as part of their induction. Signature sheets are something that benefits both the employer and the employee; they are a defined register of training/awareness/issued safety equipment and briefings help to maintain control of all aspects of work.

For managers and supervisors, the Wilson James Intranet/Health and Safety/MCL SSF – the aide mémoire for setting up the SSF – is a go-to document, which is invaluable with detailed information to help get it right the first time.

This provides a systematic guide to setting up the SSF with hyperlinks and check boxes to help you through the process. It is vital that all forms and policy statements are downloaded from the Intranet. These documents are regularly updated and using the wrong form could mean your site is noncompliant with safety regulations.

# THE IMPORTANCE OF THE SITE SAFETY FILE AND ACTIONING OF IMS UPDATES

Updated documents are delivered through the monthly Integrated Management System (IMS update), distributed by the Business Performance team from the Wilson James head office.

**These IMS updates MUST be cascaded down to the relevant site managers/supervisors to enable them to update the SSF in a timely manner.**

If you are a manager or supervisor and are not receiving these updates, please inform either the Business Performance team or ourselves so we can ensure you are updated.

If you require assistance in setting up your SSF then please get in touch with the Health Safety and Wellbeing team – we are here to offer help and advice and steer you in the right direction for a smooth, manageable formulation of this vital document.



# HEALTH, SAFETY AND WELLBEING CALENDAR 2019

2019	January	February	March	April	May	June	July	August	September	October	November	December
<b>HSW Initiatives</b>	<p><b>To include:</b></p> <ul style="list-style-type: none"> <li>• Time for Safety Briefings (6 Commitments)</li> <li>• Behavioural Safety Programme (presentations to all staff)</li> <li>• Importance of reporting near misses and hazards (electronic appliance introduction tbc)</li> <li>• Selection of further health and safety champions</li> <li>• Worker engagement and safety ownership</li> </ul>											
<b>Health &amp; Safety Action Group Meetings (Safety Team &amp; invited H&amp;S Champions)</b>	To be held at City Office (Tue 29th January)	To be held at LCCC (Wed 27 <sup>th</sup> February)	To be held at the CLC (Wed 27 <sup>th</sup> March)	To be held at City Office (Invitations TBC)	To be held at LCCC (Invitations TBC)	To be held at the CLC (Invitations TBC)	To be held at City Office (Invitations TBC)	To be held at LCCC (Invitations TBC)	To be held at the CLC (Invitations TBC)	To be held at City Office (Invitations TBC)	To be held at LCCC (Invitations TBC)	To be held at the CLC (Invitations TBC)
<b>Sector Health &amp; Safety Action Group Meetings</b>	Security Google/Facebook Construction Google Aviation Heathrow Airport	Security Tate Construction Leicester Square Aviation Gatwick Airport	Security HS2 Construction LCCC Aviation Luton Airport	Security TBC Construction TBC Aviation TBC	Security TBC Construction TBC Aviation TBC	Security TBC Construction TBC Aviation TBC	Security TBC Construction TBC Aviation TBC	Security TBC Construction TBC Aviation TBC	Security TBC Construction TBC Aviation TBC	Security TBC Construction TBC Aviation TBC	Security TBC Construction TBC Aviation TBC	Security TBC Construction TBC Aviation TBC
<b>Toolbox Talks Safety Briefings (Monthly Subject)</b>	Slips/Trips & Falls	PPE Compliance	Manual Handling	Occupational Health (UK Construction Safety Week)	Slips/Trips & Falls	General Wellbeing	Working in Hot Weather (Heat Stroke)	Slips/Trips & Falls	General Wellbeing	Manual Handling	Working in icy conditions (Dark Nights)	Drink/Driving Safety over the Festive Period

# HEALTH, SAFETY AND WELLBEING CALENDAR 2019

2019	January	February	March	April	May	June	July	August	September	October	November	December
<b>MIND (Mental Health) Awareness Briefings</b>		Time to Talk Awareness Briefing (HSW)	Woman's Health Awareness Briefing (HSW)	Stress Awareness Briefing (HSW)	Mental Health Awareness Briefings (HSW)	Men's Health Awareness Briefing (HSW)			Suicide Awareness Briefing (HSW)	Mental Health Awareness Briefings (HSW)	Stress Awareness Briefing (HSW)	Alcohol Awareness Briefing (HSW)
<b>National Awareness Days</b>		Children's Mental Health Week 4 <sup>th</sup> – 10 <sup>th</sup>  Mental Health Time To Talk Day 7 <sup>th</sup>	International Women's Day 8 <sup>th</sup> March	World Stress Awareness Month  Walk to Work Day 5 <sup>th</sup>  World Health Day 7 <sup>th</sup>	Skin Cancer Awareness Month  National Children's Day 12 <sup>th</sup>  Mental Health Awareness Week 13 <sup>th</sup>	World Environment Day 5 <sup>th</sup>  Men's Health Week 10 <sup>th</sup>  Breathe Easy Week 17 <sup>th</sup>			World Suicide Prevention Day 10 <sup>th</sup>  National Recycling Week 23rd	World Mental Health Day 10 <sup>th</sup>	National Stress Awareness Week 4 <sup>th</sup>  Alcohol Awareness Week 18 <sup>th</sup>  Road Safety Week 19 <sup>th</sup>	Christ Jumper Day 14 <sup>th</sup>
<b>HSE Health Campaign</b>	<b>NATIONAL CAMPAIGN EVENTS</b>											
	<ol style="list-style-type: none"> <li>1. Construction Safety Week - May</li> <li>2. UK Health &amp; Safety Week - June</li> <li>3. Euro Safety Week - October</li> <li>4. Road Safety Week - November</li> </ol>											
<b>HSW Newsletter</b>				HSW Newsletter				HSW Newsletter				HSW Newsletter
<b>HSW Annual Awards</b>							Nominations				Annual Awards	
<b>HSW Roadshows</b>	<b>To be scheduled for 2019 (Dates &amp; Locations TBC)</b>											

# ARE YOU REPORTING NEAR MISSES ?



**NEAR MISS?**



**REPORT**

## NEAR MISS REPORTING IS A CRITICAL STEP IN ACCIDENT PREVENTION

### WHAT IS A NEAR MISS?

A near miss is any unplanned event or chain of events in which personal injury or damage to property/plant or equipment has only been avoided by chance!

### EXAMPLES OF A NEAR MISS?

- Material falling from height (No injury)
- Collision with moving object (No injury)
- Slipping/tripping over materials (No injury)
- Gloves caught under materials when manual handling (No injury)

**ALL NEAR MISS INCIDENTS MUST BE REPORTED**

**TO YOUR MANAGER/SUPERVISOR AS SOON AS POSSIBLE**

For more information or guidance on near miss reporting please email the Health & Safety Team at [healthandsafety@wilsonjames.co.uk](mailto:healthandsafety@wilsonjames.co.uk)



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[www.wilsonjames.co.uk](http://www.wilsonjames.co.uk)