



HEALTH, SAFETY & WELLBEING BULLETIN

AUTUMN 2019



WELCOME

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INTRODUCTION

Welcome to the autumn edition of our Health, Safety and Wellbeing Bulletin.

A wide variety of subjects are covered in this edition of the Bulletin but I will make no excuses for the re-appearance of two of our major areas of concern – behavioural safety and road safety. These continue to cause concern and affect our business performance in a negative way. Please be assured, these will remain at the top of the HSW agenda until we can demonstrate noticeable improvements in both areas.

We have articles from outside the core HSW team this edition, so thank you to Angela Goldberg and Gerald Morgan for their contributions

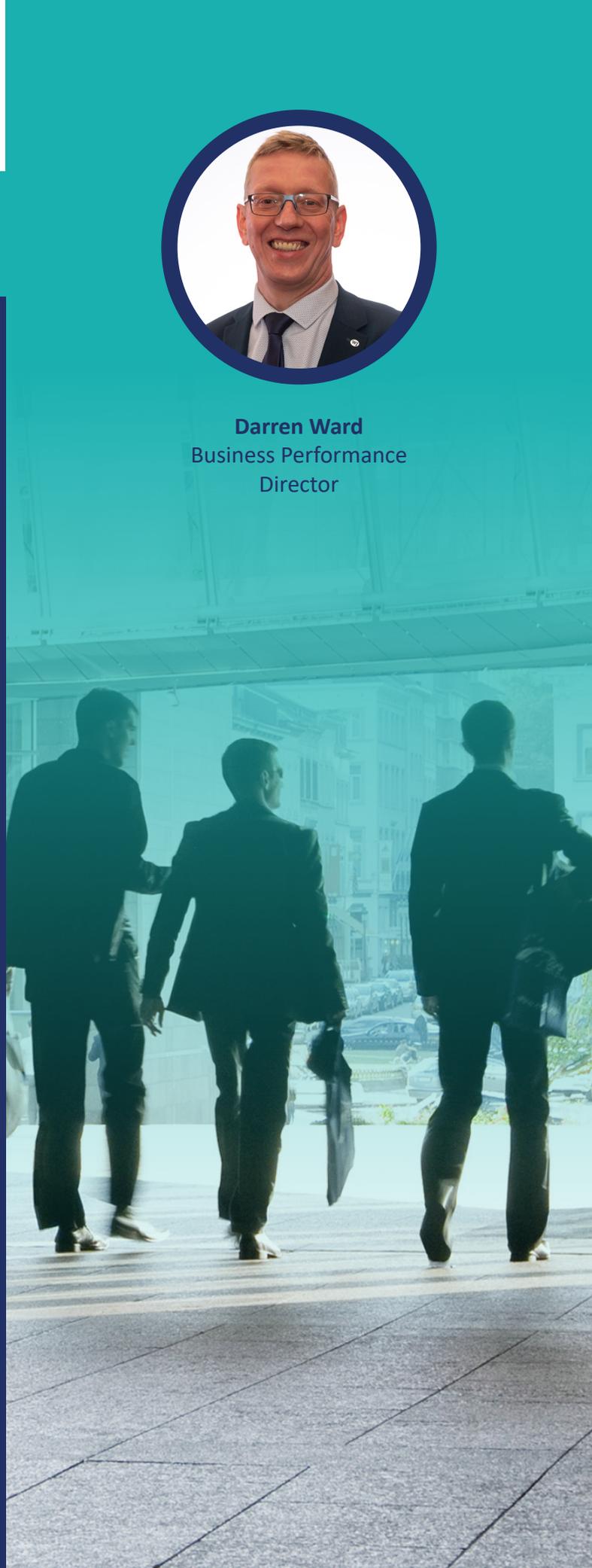
I would also like to welcome a new contributor....Adam Hickey. Adam is a top-class runner who has represented the UK on many occasions. He is also a firefighter based close to our Westcliff office. Adam will be providing exercise tips and guidance that may encourage us all to attain a better level of fitness. I, for one, should probably take his advice! I hope you find Adam's ongoing contributions worthwhile.

Please read and, hopefully, enjoy.

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



SIMON
HSW Mascot
Safety Is My Other Name



BEHAVIOURAL SAFETY PROGRAMME UPDATE



Chas Bray
Head of Health, Safety & Wellbeing

Welcome to the latest Behavioural Safety Update.

Since my last article back in April, we have continued to see a positive reduction in the amount of accidents within the business. Our RIDDOR statistics have fallen by 66% compared to this time last year, so let me start by saying a huge well done to everybody!

It is clear that we are committed to the Behavioural Safety Programme, which is excellent news. However this is still only the start of our journey, as we aspire to zero harm across the business.

As you will all be aware, we have recently launched Phase Two of our Behavioural Safety Programme, which has introduced the following activities:

Behavioural Safety Awareness Presentations to be held monthly across the business to pick up new starters (details of which are distributed across the business each month)

An e-learning module has been introduced on the Hub

A Behavioural Safety Award has been introduced as part of the annual Wilson James Health, Safety and Wellbeing Awards

Behavioural Safety Spot Awards are being introduced, which will be issued by the HSW Team on site. The aim is to award staff on site for their excellent safety behaviour commitment

A Behavioural Safety Poster competition will be introduced in October 2019. Details will follow shortly

Refresher training to be carried out by the HSW Team, in areas of the business that have seen a trend of behavioural related accidents.



BEHAVIOURAL SAFETY PROGRAMME UPDATE

As you can see, we have several activities ongoing to continue our journey for behavioural change within the business. If anybody has any further suggestions, please do not hesitate to contact myself or the HSW Team.

During my future articles on Behavioural Change, I would like to continue with an overview of how we can all change our behavioural and commitment to safety, starting with the difference between controlling behaviour and influencing behaviour.

Controlling VS Influencing

Some behaviours in safety must be controlled and are part of leadership's responsibility to maintain compliance. Some behaviours however, can only be influenced.

Safety behaviours fall into two different and important categories:

1. Injury/Incident prevention behaviours

2. Desirable safety culture behaviours

Within each of these categories there are two types of behaviours: mandatory and discretionary. It is vital we acknowledge this and ensure the tools are focused appropriately.

1. Injury Prevention Behaviours

Firstly, we have mandatory injury prevention behaviours expected of individuals, which are generally recognised as lifesaving. Within our own IMS/SSF, these mandatory behaviours are covered by rules, policies, procedures, safe systems of work, personal protective equipment etc. Consistently enforcing these types of behaviours and controlling deviation are primarily the responsibility of leadership.

Secondly, there are discretionary injury prevention behaviours that generally go beyond what is considered compliant (covered within a safe system of works). Keeping your eyes focused on the direction of your travel and your body parts out of the path of potential hazards, is for the most part considered discretionary. It would be difficult to enforce these behaviours as rules, as some may call them indicators of common sense.



BEHAVIOURAL SAFETY PROGRAMME UPDATE

2. Desirable Safety Culture Behaviours

All groups of individuals working together over an extended period create shared beliefs and eventually align behaviours specific to safety within their own culture. Safety cultures are nothing new; they have always been a part of most organisations.

When an organisation determines the elements, characteristics, and capabilities of its desirable safety culture, the remaining two types of safety behaviours become increasingly visible. Individuals helping to achieve the ideal culture will observe mandatory behaviours required of the safety culture (injury reporting, attending safety meetings, stopping the job for a safety concern, etc.) and discretionary cultural behaviours that exceed what is expected within the group (volunteering, identify improvement opportunities, mentoring a new employee, etc.).

The list of the cultural behaviours will differ for each group, depending on maturity and the degree safety plays within organisational values and priorities.



Evolution

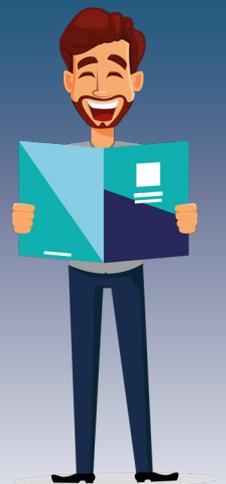
We must all recognize a clear distinction in mandatory and discretionary behaviours and the roles they play in injury prevention and culture. Tools to control behaviour should be used differently than tools used to influence. Certainly, control is a type of influence, but what occurs when the controller is not around is the true test of its effectiveness and the safety culture within our business.

LOOK OUT FOR SIMON

WE HAVE A NEW TEAM MEMBER

SIMON (Safety Is My Other Name)

We would like to take this opportunity to introduce SIMON. We wanted to create a Wilson James specific character to ensure that our safety messages has a company feel and identification. You will see Simon displayed on our Safety Posters in the coming days, with further posters being compiled later in the year. The topics covered will be based on site/workplace requirements, accident and near miss trends that have occurred during the last reporting period.



ISO45001 NEW STANDARDS

ISO45001 is an ISO standard for management systems of occupational health and safety, published in March 2018. The goal of ISO 45001 is the reduction of occupational injuries and diseases.

In Q4 of this year, Wilson James will transfer to the new ISO 45001 Occupational Health and Safety standard which replaces the current OHSAS18001 standard. To achieve the standard, the BSI assessor will confirm that all clauses of the new standard have been met through a robust audit of the WJ health and safety management system (which is maintained on the IMS). In addition, to confirm that the WJ H&S management system has been deployed throughout the organisation, a number of sites will be visited and audited by the BSI assessor.

The scope of the BSI assessment will be the same as our internal audit, so as long as your site is working in accordance with our IMS your site will be compliant to the new standard. I look forward to hosting these assessments on our sites and will be on hand throughout the assessment process to provide any support required. I will be in touch with selected sites shortly to confirm the dates and look forward to working with you to achieve another new standard for Wilson James.



Angela Goldberg
Business Performance
Manager



10 TIPS FOR A HEALTHY MIND



Gerald Morgan
Head of Pre-construction
Construction Logistics

01 Download the Headspace app. Headspace is designed to make meditation simple; just a few minutes each day could make a BIG difference. For example, meditation can be a relief from stress and improve focus and your sleep pattern.

02 Try to avoid looking at your phone or any device with a blue light an hour before you go to sleep. The blue light which comes from your computer/phone screen stops your body from secreting the sleep hormone melatonin, making it harder to fall asleep.

03 Keep active. If you don't have time for the gym then take a walk or go cycling, find something that you enjoy that doesn't take up too much of your time but lets you be relieved from any stress you are feeling.

04 Keep in touch with friends and family. Keeping in contact with loved ones can have a massive increase in your wellbeing and also let you have a break from work or anything that's causing you stress.

05 Eat healthy and keep hydrated during office hours to help clear your skin and have a well-balanced diet. Also, make your lunch at home so you're not tempted to buy something unhealthy from the shops.

06 Don't drink coffee every day at work. Switch to green tea or any type of herbal tea because caffeine is a stimulant that disrupts your sleeping pattern.

07 Make sure you take your lunch break and do not sit at your desk and eat while working. Lunch breaks are important because they let your brain have a break.

08 Sit up straight and make sure you do not slouch at your desk.

09 After leaving work each day, try to give yourself a break and time to relax at home with family and friends.

10 Reduce alcohol and smoking, both of which can have a negative impact on your body and your behaviour.

MENTAL HEALTH AWARENESS

Wellbeing will always be important to Wilson James. Our Time to Change campaign is all about raising awareness of mental health conditions to help de-stigmatise the subject.

World Suicide Prevention Day 10 September

Every year, suicide is among the top 20 leading causes of death globally for people of all ages. It is responsible for over 800,000 deaths, which equates to one suicide every 40 seconds. Every life lost represents someone's partner, child, parent, friend or colleague. For each suicide approximately 135 people suffer intense grief or are otherwise affected. This amounts to 108 million people per year who are profoundly impacted by suicidal behaviour. Suicidal behaviour includes suicide, and also encompasses suicidal ideation and suicide attempts. For every suicide, 25 people make a suicide attempt and many more have serious thoughts of suicide.

Wilson James will mark World Suicide Prevention Day with a short video, available from 10 September. Please look out for this on the WJ Connect newsfeed.



World Mental Health Day 10 October

World Mental Health Day is a chance to celebrate mental health rather than concentrating on illness. One way that we can do this is through 'Tea and Talk'. Why not offer a colleague a cup of tea, bake or buy some cakes and take the time to talk properly, show support and share experience, if you want to. Look out for content on the WJ Connect Newsfeed and our social media channels.

Mental Health First Aiders can be found on the poster on the opposite page and is also available on the WJ Connect newsfeed:

MENTAL HEALTH AWARENESS

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 feel the need to speak to someone confidentially, call our confidential 24/7 Employee Assistance Line on

0845 1201 421, quote: 72016.

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

Samaritans (116 123)
CALM (0800 58 58 58)
Mind (0300 123 3393)

Mental Health First Aiders

Wilson James has a 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 WJ Connect newsfeed and in the Z drive on Wilson James networks:

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.

 Cathiona Bunting-Biss Support 07731 76494 Email: Cath	 Gerald Morgan Construction 07912 28193 Email: Gerald	 Rosa Osman Support 07989-62607 Email: Rosa	 Korael Rogers Support 07912 391888 Email: Korael
 Emmanuel Fokunmoye Security 07818 064779 Email: Emmanuel	 Morris Wills Security 07805 830556 Email: Morris	 Ellis Pratt Security 0208 222 3220 Email: Ellis	 Konstantinos Tsas Security 07850 913587 Email: Konstantinos
 Anthony Waller Security 07702 718827 Email: Anthony	 Bev Digweed Aviation 07950 378331 Email: Bev	 Paul Lellott Construction 07788 196510 Email: Paul	 Casey Caswell Construction 07590 734679 Email: Casey

SECURITY OVERVIEW

The period from April has been a busy one for the Security Division Health and Safety Team. A push to assist in the delivery of the Behavioural Safety Programme in support of managers and directors has seen the team visit sites in Luton, Southampton, South Wales and London, to name but a few. We have also carried out train-the-trainer sessions to enable site managers to be able to deliver to contracts where there are limited facilities, or shift rotations that make it difficult capture staff within normal office hours.

The sessions have been well received and we as a team are confident that this programme is contributing to our downturn in RIDDOR events this year – down to two across the whole of Wilson James as opposed to the seven we had at this time last year.

Accident statistics show a marked upturn in the number of incidents involving sharp objects – something the team is trying to address by the introduction of the correct PPE being worn where appropriate and the use of wands (as per the H&S Briefing sent out earlier in the year) which negate the need to have a ‘hands in’ approach to bag search.



Shawn Kissane
Health, Safety & Wellbeing
Manager



Slips, trips and falls seem to be the most common cause of injury to Security Division staff, with fourteen of the twenty-two incidents so far this year happening in our division.

The Health & Safety file template will soon be available in one-click from the WJ Intranet, something that will help getting these files set up and kept up-to-date far easier than the process we currently have. A big vote of thanks to Angela Goldberg for her work in getting this over the line.

SECURITY OVERVIEW

If your site needs any assistance whatsoever relating to H&S then please get in touch. Recently we delivered Risk Assessment and Accident reporting training at Facebook and this is something we are keen to promote across the business, so please reach out to learn more.

The geographical area we are now covering stretches from Shetland down to Plymouth and out to Milford Haven in South Wales... certainly a diverse portfolio for Jake McPherson and myself to get our teeth into to help keep you all safe and healthy. Look after your own Health and Safety and that of your colleagues or anyone else that may be affected by your actions...it's not just the law, it's the Wilson James way!

CONSTRUCTION OVERVIEW

The Construction Logistics Sector's delivery of the Wilson James Behavioural Safety Programme remains a priority, since its launch back in October 2018. All members of the senior management and the Health, Safety and Wellbeing Team continue to deliver the Behavioural Safety message across the Construction Logistics Sector, with some excellent feedback.

Recent Accidents

We have had a couple of accidents involving handyman activities. Both accidents were caused by unsafe acts, hence we are carrying out some refresher training across relevant projects. It is extremely important that all staff continue to be aware of their behaviour and the potential consequences of carrying out unsafe acts.

Excellent Results

2019 continues with some excellent Health and Safety feedback/results from clients. The two divisional winners of our July Health and Safety League were the logistics team managed by Matt Denyer at the Chimes Project, and the logistics team managed by Casey Caswell at the Mount Pleasant project—a 100% win rate since the project start up.

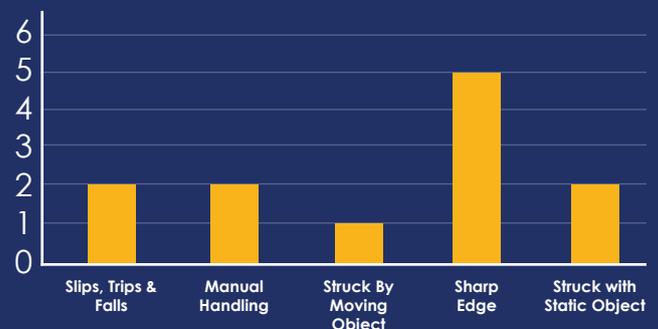


Sean McKeeman
Health, Safety & Wellbeing
Manager

In this period we also received excellent feedback from our client, Wates, at the Braywick Leisure Centre project, managed by Paul Lelliott. Wates stated, "This was one of the best sites I have visited in terms of set up, housekeeping and a general sense of good order." Another great result!

Accidents & Near Misses

So far this year we have had 12 accidents within the construction logistics sector, 11 of which were minor with no lost time. However one was a significant accident with two days lost time and resulted in a RIDDOR report being submitted to the HSE. These accidents have been identified as follows;



Near Miss reporting remains high on the Health and Safety agenda; we must ensure there is continual improvement in reporting of Near Misses and the benefits of doing so.

CONSTRUCTION OVERVIEW

Documentation continues to be in the spotlight, with Method Statements, Risk Assessments and Statutory Assessments continually being scrutinised to ensure that all our safe systems of work remain suitable and sufficient and not generic. A new statutory power tool assessment form is currently being reviewed and will be added to the IMS shortly, as a result of the recent trend of accidents involving the use of power tools.

PPE non-compliance by WJ staff has been noticeable in the past month. This is unusual, as WJ are usually far better than other trades when it comes to PPE compliance. May I please remind you all that the wearing of PPE is a legal requirement and more importantly, it is there to protect you!

Health, Safety & Wellbeing Awards

Wilson James annual Health, Safety and Wellbeing Awards are fast approaching. The awards will take place later this year in November. Spot awards are now being issued by the HSW team. If any WJ employee is deemed to be promoting safety by carrying out a safe practice, over and above what is expected, they could be receiving a Spot award £10 voucher.



AVIATION OVERVIEW

HEATHROW & GATWICK SECTOR REVIEW

Heathrow

The Behavioural Safety Programme training was completed earlier in the year and conversations around behaviour continue during my visits to site, reminding team members of their responsibilities around H&S, speaking to them about identifying trends of positive and negative behaviour, reminding them about the importance of reporting near misses and talking to them about their site risk assessments, confirming they are fully aware of the control measures.

I carry out all Manual Handling training requirements for Wilson James staff at Heathrow and this gives me an opportunity to meet the teams and engage with them and has led to many H&S conversations. I always remind colleagues not to wait until they see me to ask for advice; never hesitate to pick up the phone or ask your manager or supervisor to arrange for me to be on site when you are on shift if you feel you need some additional H&S support.



Kathryn Sparrow
Health, Safety & Wellbeing
Manager



During June we began a new contract to provide hosts on the flight connections gates. The feedback from airlines, passengers and the client has been excellent. The team are always aware of H&S and have made some suggestions to positively improve passenger experience in the areas they manage. Also in June, Danny Gharu and Scott Weight were recognised by Mace for the project they are currently working on for Health and Safety and Environmental excellence, very well done to them!

During July, Wilson James was one of the main organisers of an expo day at Terminal 2. The event featured exhibits and presentations specific to working at night, excavation, vehicle safety, face fit testing and mobile welfare.

At Heathrow and the CLC we have had no accidents resulting in personal injuries during the last quarter and near miss reporting has increased.

AVIATION OVERVIEW

Gatwick

Gatwick have just assisted their one millionth passenger since WJ took over the contract in February 2018—a huge achievement! Well done to the PRM team for their hard work.

At Gatwick PRM we are about to launch the “Safe Shift” health and safety forum. All supervisors will receive specific training and will then become the members of the Safe Shift committee. The committee will become the H&S voice of the agents and look for ways to pro-actively reduce accident and incident numbers, using trend analysis, communicating lessons learnt from previous incidents. The aim is to ensure the teams are briefed, fully aware of their responsibilities and fully compliant, and to give them a medium for open and honest H&S conversation.

While accident numbers at Gatwick have fallen there is still work to be done and we hope the Safe Shift forum will bridge the gap and enable change.



From October Jeff Benham (WJ PRM Compliance Manager) and I will run monthly H&S surgeries at Gatwick where anyone can come and informally meet with us to discuss H&S issues and ask any H&S questions. If you are a Gatwick team member and you want to know more please approach Jeff or I for details.

WJ ACL at Gatwick have had a challenging time during the hot weather. Working in an already hot baggage make up area with no ventilation or air cooling has not been pleasant for them but they have coped admirably. However now the British Summer has reverted to type and their work area is far more comfortable than it had been. Autumn is on its way!

MOTIVATIONAL TIPS FOR EXERCISE

My name is Adam Hickey and I am a Great Britain International runner, having represented my country at Cross Country and on the track at both European and World level. I am the current British Cross Country Champion and English National 10000m Track Champion. I work full time as an Aviation Fire Fighter at London Southend Airport and also coach athletics in schools, privately and online in my spare time.

01 **Be patient** don't rush. Set yourself a **SMART** goal which will not only help to motivate you but also prevent you over-training early on and getting injured. A SMART goal should be **S**pecific **M**easurable **A**chievable **R**ealistic **T**ime-based. For example, one of the athletes I coach has set themselves a target of running a 25-minute 5km by the end of the year.

02 **Encourage** a friend or family member to join you in your fitness journey! This can help motivate you when you're not really feeling it or encourage you to continue when you're training hard in a session. Training with a friend can also bring costs down. For example, I have a number of clients who I coach together, and they split the session cost between them.



MOTIVATIONAL TIPS FOR EXERCISE

03

Ensure you have the correct kit. If taking up running for example, get yourself to a good running shop where you can get a gait analysis and choose the correct trainers to suit your running style.

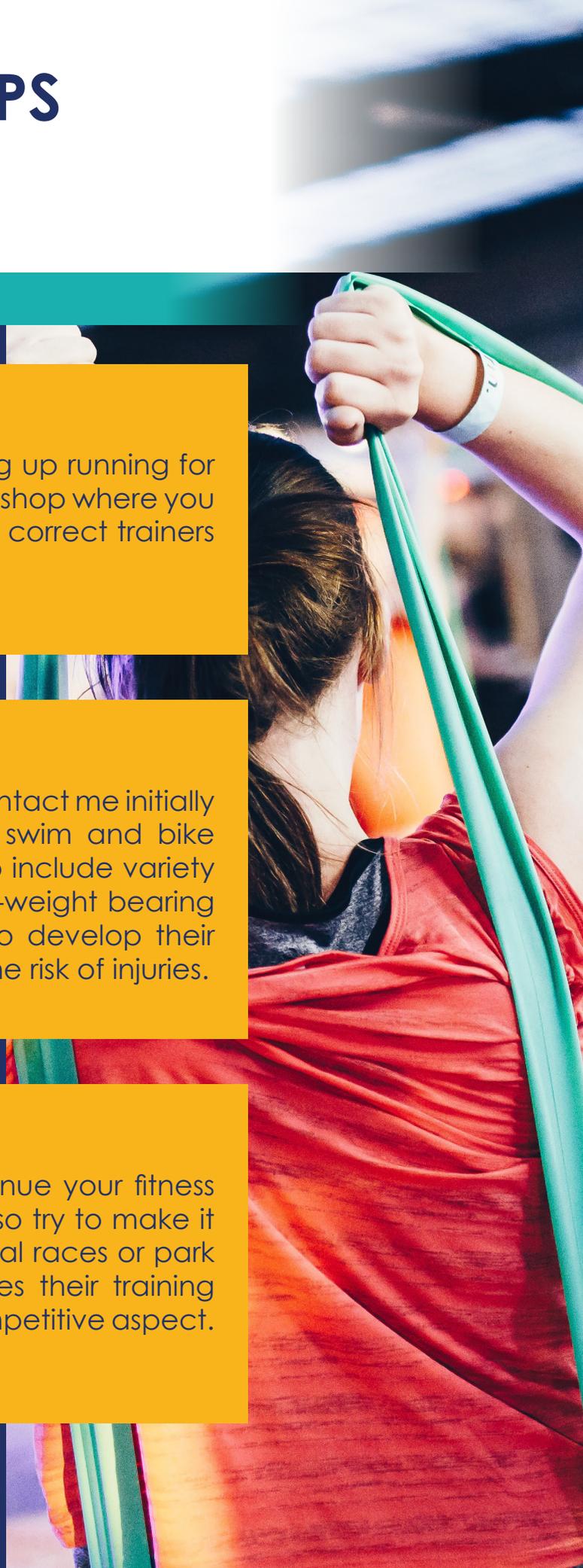
04

Include cross training. A lot of people contact me initially for running coaching but I like to set swim and bike sessions within their training programs to include variety and also work muscles groups in a non-weight bearing way. Including variety enables them to develop their aerobic capacity whilst also reducing the risk of injuries.

05

Have FUN! You are more likely to continue your fitness journey if you enjoy what you're doing so try to make it fun. I encourage my athletes to use local races or park runs as part of their training; this makes their training sociable whilst still keeping a bit of a competitive aspect.

I hope this helps, feel free to follow my journey on Instagram: @RunHickeyRun & @CoachHickey



DRIVING STANDARDS

In spring of this year, we published a lengthy Fleet overview. I wanted to take this opportunity to provide a brief update on some of the aspects of Fleet that are requiring ongoing attention:

01 Insurance premiums. Our insurance premium has increased significantly this year – purely as a result of our continued poor accident record. We have had 24 ‘at fault’ accidents up to the end of July – including two where the vehicle was written off completely. Last year we had 48 so our record is not improving. The significant increase in premium makes WJ less profitable thus affecting all of us indirectly.



Darren Ward
Business Performance
Director

02 Drivers. We are still finding examples of staff driving company vehicles without having obtained permission to do so from Fleet. It is imperative that we know who is driving our vehicles so that we can check their licence is valid and, more importantly, make sure they are covered by our insurance policy. Permission to drive WJ vehicles is only granted through the on-boarding process, controlled by Fleet.

03 Telematics. We have instigated a review of the many telematics options available which are designed to, amongst other things, reduce the risk of an accident. Once the most suitable product has been identified we will begin an installation programme to equip most of our vehicles in this way....making them safer for our drivers and anyone else who interacts with our fleet.

HEALTH, SAFETY & WELLBEING AWARDS



Our annual HSW Awards take place on 14 November of this year.

This year's categories are:

Hidden Hero
Best Collaboration with a Client
Best Improvement on Site
Wellbeing Champion
Best Contribution to Behavioural Safety

THANK YOU

for all nominations on behalf of your sites and colleagues

Winners will be announced on the night of the 14th November

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



Wilson James



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www.wilsonjames.co.uk