

*“Employees and contractors making and reporting increased numbers of positive interventions year on year along with reductions in injuries”*



### **The client**

Dŵr Cymru Welsh Water is a company which supplies drinking water and wastewater services to most of Wales and parts of western England. It is regulated under the Water Industry Act 1991 as amended by the Water Act 2014. In 2010 Welsh Water in-sourced all our operational activity and grew from approx.140 to 1700 employees. Over the last 5 years this number has grown to over 3000 employees.

### **Their challenge**

We needed to establish a new company culture and way of thinking about health and safety to ensure that all our employees were actively engaged in preventing injuries and ill health and that everyone goes home safely at the end of the day.

### **How they are succeeding**

Working with RyderMarsh OCAID we set up a training and awareness programme to help establish a culture where health and safety coaching conversations are the norm and there is an ethos of personal ownership at all levels. This programme became known as STEP – Safety Takes Every Person.

The programme started with the Executive and Leadership Team carrying out safety conversations. Over 300 line managers and supervisors were trained in tools to understand safe and unsafe behaviours and identify improvements. STEP messages were promoted through an awareness campaign, employee roadshows and a H&S Conference and 70 ‘STEP Cascade Trainers’ delivered 2-hour employee workshops. Materials including training slides, exercise materials and a DVD were provided for them to use.

### **The outcomes**

We have seen a real *ethos of ownership* of health and safety right through the business *from leaders down to front line employees*. We have also shared our approach with our *contract partners*.

*Nikki Kemmery, Head of H&S at Dŵr Cymru Welsh Water*