

new generation learning

Case study: Kier Building Maintenance – health and safety awareness



Kier Building Maintenance, part of the Kier Group, already had an industry-leading safety record, achieved by rigorous technical training and systematic reduction of risk. However, they wanted to take the safety of their workforce to the next level. Research identified that most progress would come from influencing each individuals' personal attitudes and behaviour around working safely.

Working with Kier we developed a programme of Behavioural Safety Toolbox Talks focusing on key safe-working behaviours. The Talks are designed to be delivered and followed up on the job by supervisors and first line managers with their teams.

By the end of the first year of the pilot programme the region involved had reported a marked reduction in their Accident Incident Rate (from an already low level), and a significant increase in the levels of workforce awareness and participation on safety.

Helen Sully, Development Advisor, Kier Support Services who commissioned the project comments:

"New Generation Learning has delivered an outstanding programme in Kier to such a high standard. Their contribution and expertise in designing and implementing... our behavioural safety programme has had a major impact on the learning that took place."

The national rollout of this programme to Kier's maintenance businesses has involved over 1,500 operatives and managers to date.

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