

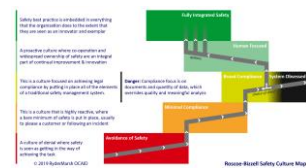
“We are now delivering a collective, consistent safety message across the business and to key clients”.

The Client:

UPP design and develop high quality, affordable, student accommodation, academic infrastructure and support services. Our unique partnerships enable universities to make best use of their assets, freeing up university resources and improving services to students. Today, we employ over 700 people managing more than 30,000 rooms in operation or development.

Their Challenge:

UPP have all the systems, training and procedures in place to ensure we are compliant with legislation. However, discretionary behaviours are down to the working environment we create, and ensuring we are compliant with safety requirements even when no-one is looking.



Without this discretionary behaviour UPP simply cannot develop a strong safety culture and will never get beyond compliant.

We aim to Review policies and procedures to ensure they are jargon free, using easy to understand language, ensuring the risk assessments and tool box talks are relevant to the activity and intended audience so that we can:

- Reduce ill health and accidents arising from work activities.
- Ensure all staff are involved in the solution for health and safety.
- Ensure engagement at all levels, with the introduction of a UPP health and safety brand.
- UPP to be best in class.

How they are succeeding:

- ✓ Commenced a Behavioural Safety intervention with *RyderMarsh OCAID* for the in house HSE Team, Site Safety Coordinators and selected General Managers in February 2016.
- ✓ Further interventions are planned for grass roots levels, and to our Leadership Community.
- ✓ Introductions at our UPP Directors updates in May 2016 to all site staff, supported by all Board Directors.

The outcomes:

The training programme was also **recognised by several key clients** who instructed their senior managers / managers / employees attended the training sessions with a view to ensuring that a collective consistent safety message was delivered within the workplace. The second phase of interactive workshops will be rolled out to management and front line later in 2016.

What next:

- Further enforcement communications proposed at the UPP Conference in August 2016.
- ‘*Stop the Clock*’ planned for all employees on 18th October 2016 for official launch.
- Creation of a mission statement and vision for health and safety.

Venessa Wise – URSL Health, Safety and Environment Director