

# Organisational Support

Hastam's Health and Safety Support Services



Hastam has been providing health and safety expertise since 1984. Our board includes eminent safety professionals including **Professor Andrew Hale, Professor Richard Booth** and **Dr Tony Boyle**.

We provide solutions that are based on **cutting edge research, academic rigour** and **competent practice**. Solutions that are innovative, client centred and excellent value. Hastam provides access to unrivalled safety expertise. Expertise that will clarify, simplify, challenge, assure and protect. It is expertise that you and your business can trust. On the following pages you will find a brief explanation and examples of what each service can provide along with some examples of what our clients think of our services and a relevant case study.

## Hastam's H&S Performance Improvement Services:

### Consultancy

Intelligent, evidence based solutions for safety strategy and leadership (focus and effectiveness) and safety management (user friendly systems, efficiency and continual improvement).

### Training and Mentoring

Services that deliver competence and improved performance for individuals and organisations. Choose from our popular H&S courses or we can design and deliver something unique for you.

### Safety Behaviour and Culture Improvement

Sustainable Active Safety (SAS) transforms safe behaviour and culture with our new flexible safety science based improvement process and programme.

### Dynamic H&S Software

Complete flexibility in question based H&S data recording and analysis for effective and efficient event reporting, audit & inspection, sharing learning, competence assessment and performance reporting.

### Legal Register Service

Instant access to plain English summaries of the H&S legislation key requirements that apply to your organisation, combined with the means to demonstrate how you deliver compliance.



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### Our Professionals

#### Professor Andrew Hale

He has conducted research and advisory work into human factors, behavioural safety, safety management and safety regulation. He is co-author of 6 books and has over another 350 publications to his name and 125 in refereed journals. He was, for 20 years, editor of the refereed journal 'Safety Science'.

#### Professor Richard Booth

Examples of his research cover, machinery safety, component and structural integrity, construction safety, safety culture, human factors, design, development and effectiveness of health & safety management systems. He has published about 150 scientific papers, articles and book chapters and presented in 17 countries world-wide.

#### Dr Tony Boyle

His research includes accidents on high voltage switchgear, the statistical theory of accident causation (for his PhD) and the causes of road traffic accident black-spots in central London. He has published around 50 papers, articles and book chapters and is the author of the 'standard' text on health and safety risk management.

## Consultancy

Our most popular types of consultancy work:

- Writing company SMS
- SMS Documentation Reviews
- Peer review of Incident Investigations, including re-training and re-writing of policies and procedures
- Independent auditing

The outstanding expertise and experience of our directors and consultants makes us ideal partners whatever health and safety challenges you are facing. We can provide the knowledge and support you need to improve your policy, procedures, practice and performance. You will find our advice clear and solutions straightforward. With our input your management system will be robust and, if fully implemented, our recommended procedures will provide your people and business with the highest level of protection.

### WHAT THIS CLIENT THINKS OF OUR WORK

"For the last 7.5 years Dr Tony Boyle has worked with our company to establish and implement a safety management system that effectively conforms to the requirements of **BSOHSAS 18001**. As a result of his involvement we have experienced a significant reduction in incidents and conformity with applicable legislation amongst other benefits"

Martyn Price, Crest Nicholson



## How we improved **incident reporting** and reduced the likelihood / severity of further accidents:

### Power Generation

Several reports were reviewed to demonstrate the application of Event and Causal Factors Analysis. We did this by creating the diagrams using post-it notes on brown paper in the manner that may be done whilst an investigation is being conducted. In one case, the exercise identified gaps in the evidence that suggested the recommendations made were unlikely to be effective. In a second case the ECFA diagram set out a technically complex combination of events in a way that enabled the client to see the whole story with greater clarity.

### Food manufacturer

The requirement was to assess the human factor related causes following a number of occurrences of drive-away incidents at the organisation's warehouse facility. This was conducted by interviewing the investigating manager and team leader involved. We verified that the 'story' of what had happened had been correctly understood. Several human failures were involved and we were able to characterise these and show how factors in the work environment and work processes had contributed to their occurrence. This resulted in additional recommendations for preventive actions. The client has commented that "the report was well received and has driven our thinking in very useful directions".

### Fine Chemicals Manufacturer

The requirement was to verify for their leadership team that appropriate action had been taken following an accident that had resulted in prosecution. The review was carried out by creating an ECFA diagram on which we identified causes that were non-conformities with documented requirements, human errors and the type of error involved and the recommendations made. This revealed that some important causal human factors had not been fully investigated. Furthermore, whilst many of the recommendations made had preventive value, about one third did not address identified causal factors. A significant finding was the number of 'review' type recommendations where the purpose of the review in relation to a causal factor had not been specified. We did verify that key preventive actions carried out should significantly reduce the likelihood of occurrence. One of the most useful activities was reviewing the ECFA diagram with the client's Health and Safety Manager and showing how a simple visual problem solving tool can assist with the quality of thinking about a complex investigation.

**Call Hastam today on +44 1509 410380**

## Training and Mentoring

Our most popular training courses:

- Bespoke one to one mentoring of senior H&S Managers and Directors
- Project Safety Management Training
- Incident Investigation Training
- Interview Training
- Resilient Safety Leadership for the Major Hazard and High Technology Industries
- Resilient Safety Management for the Major Hazard and High Technology Industries
- Taking Safety Seriously: The Power of Safety Case Studies
- Writing Safety Management System Documentation

Hastam consultants provide innovative health and safety training solutions for directors, managers, work teams and safety professionals. We will provide a quality, cost-effective solution to all your organisation's health and safety training and development needs.

### How we helped a large construction firm using both **training** and **personal mentoring**:

Our client's health and safety manager came to us with a health and safety policy that was unwieldy and based on **HSG65**. Most of the documentation was copied from HSE guidance and was not specific to the organisation in question. We initially rewrote this documentation so that it complied with the requirements of **OHSAS 18001** and was in a user friendly format. This meant that:

- The health and safety professionals within the organisation now understood the strengths and weaknesses of **OHSAS 18001** and learnt how to write similar documentation
- As documentation was re-written in the new format clarity and understanding was brought to other parts of the Safety Management System
- In turn, personnel were now reading, and learning from, internal health and safety documentation and then applying this knowledge to keep themselves safe at work
- The organisation's incidents and near misses were reduced

#### WHAT THIS CLIENT THINKS OF OUR WORK

"My colleagues and I found that, although we are intelligent, educated and well qualified in health and safety, we weren't transferring the skills and knowledge we had in order to improve the systems we had in place in our organisation. We followed the corporate culture of policy for policy sake (at least 80 pages!), whilst trying to promote HSG65 through training delivery and completion of audits. Working with Tony helped us to make massive improvements whilst simplifying health and safety management. I feel my time with Tony was not long enough, and, having started employment with a new company I look forward to some further mentoring. It was a fabulous experience and an honour"

Fiona Charlton, NHS (at time of quote)



We also taught the Health and Safety Manager how to write health and safety business cases for senior managers. The business cases suggested various ways in which money could be saved while still maintaining current health and safety standards – in some business cases it was possible to save money and raise standards. Senior managers were very keen to support these business cases and the profile of the Health and Safety Manager rose within the organisation. The Health and Safety Manager has now become the Group Director for HSE.

**Did you know:** HASTAM have helped nearly 1000 companies to improve their safety standards in the workplace

## Sustainable Active Safety (SAS)

Sustainable Active Safety is Hastam's new process and programme for integrating safety science into effective risk control, safety management and safety leadership practices. **Sustainable Active Safety goes beyond conventional behavioural-based safety and culture change programmes. It is rooted in safety science, as simple as possible but not simplistic.** Sustainable Active Safety helps your organisation:

- **Transform your safety culture** - establish and integrate safety science based critical elements needed for sustaining a robust and resilient active safety culture.
- **Change behaviours** - drive and sustain positive change using a behavioural science based performance improvement process
- **Flexibility and focus** - build on existing strengths, address credibility issues and weaknesses, focus on your most beneficial next step towards SAS.
- **Continual improvement** - creates sustained active caring for safety and health throughout your organisation
- **Hastam's SAS** - the SMART solution for sustained improvement in safety performance

### WHAT THIS CLIENT THINKS OF OUR WORK

"Dan, I just wanted to drop you a line to say how impressed I was with the safety leadership training we received last week in Leeds. It was genuinely the best training course I have ever attended, not only did I learn a lot, I felt more positive and (Unsurprisingly on reflection) more motivated"

Richard Abrams, Building Manager Willmott Dixon Construction Ltd, (LaBS) Course.

"Paul Mahoney was an important part of this course (WaBS) as it brought it home that accidents do happen to real people and not an actor in a DVD"

William Harrow, SITA UK – Recover Paper Safely Course, (WaBS) course.

"Paul Blanchard was amazing and his talk was very emotional. It made the course / training very real and has made me more aware of how precious life is and what we take for granted"

Vanessa Anthony, C. Spencer Limited, (WaBS) course.

## Continual sustained improvement delivered by

**Measurement** using team and individual performances indicators with predictive and practical value. **Feedback** that is clear, meaningful and regular enough to both challenge and encourage. **Improvement** through team-based safety performance problem solving skills supported by active leadership.

## Implementation programmes tailored to the specific needs of your organisation

**Planning** to create your vision, evaluate your safety strengths and weaknesses, identify and address credibility factors, set your objectives, create your improvement plan. **Implementation** with a champion and steering group, supportive consultancy, workshops and masterclasses, and personal action plans.

## Sustained improvement

**Sustain** with activity focused top-up training for all, supportive safety coaching and mentoring, and regular refreshing of the measurement and feedback process. Then communicate and celebrate success.



**Sustainable Active Safety** – taking you beyond behaviour-based safety

## Pro-Evaluate Auditing Software

Pro-Evaluate is the flexible, cost effective solution for managing H&S audits, inspections, compliance assessments, individual competence assessments, completing employee surveys and tracking improvement actions.

Pro-Evaluate software helps your organisation:

- **Reduce risk** – Issues highlighted at the earliest opportunity allowing timely preventive actions to be put in place. Make informed decisions about where to spend limited resources to have the most impact.
- **Efficient data collection** - Low cost data collection with links to question sets. Emailed to the relevant person to complete directly into the system.
- **Upload evidence** – Instantly upload any type of file providing evidence of audit findings
- **Instant reporting** - analyse data and generate reports at the push of a button
- **Shared Costs** - The same platform can be used for all question based business functions, for example, training needs analysis and recording competence assessments

### WHAT THIS CLIENT THINKS OF OUR SOFTWARE

"I searched high and low looking for the right audit software, and the software fits all our needs and more. We have found it to be flexible and not at all costly considering what it offers. The support has been first class, and I would definitely recommended this software to others"

Len Mason, Fire Systems

- **Increased control** – Allocate and manage monitoring and auditing activities, instantly notify actionees of recommendations, track completion and monitor costs.
- **Strengthen compliance** - Every entry date stamped and allocated to an individual. Creates a history of auditing and monitoring activities and the corrections and corrective actions taken to address non-conformities.
- **Centralised** - All evidence and action plans are conveniently securely stored and backed up in one system
- **Evidences of improvement** - Demonstrate improvement over time using instant comparison with previous audits

## How we've been helping EDF (Cottam site) with their auditing since 2012

(in the words of Reg Smith, H&S Professional at EDF Cottam)

### Overall – what has our software done for EDF Cottam?

What is brilliant about the new system is the ability to be able to **weight the questions** so that we can complete a question set and immediately see the results and what we need to focus on. Sites have been impressed at the instant results and feedback that we are able to share. Previously we would complete an audit and then take the information back, analyse it, create a report, summary and actions and then send this back to them (those who were audited). With this system we are able to complete the audit, run and print the report with a summary and give instant feedback to sites. This saves time and also being able to give instant results and advice to the site concerned allows things to move much quicker and more efficiently.

### How useful did you find the question sets?

We found these quite useful and a good starting point. It is really great to be able to pick specific elements, so you can focus your audit on **specific areas**. Equally, you have the flexibility to look at all or part of any question set.

### What are the personal benefits to using this software?

For me it is the **speed** that I am able to give answers and not have to spend time wading through paper information and write reports and summaries.

### What are the benefits to Cottam?

Being able to **tailor the information** to relevant individuals is really valuable and again how the system has sped the process up in regards to the audit and reporting.

### Why would you recommend this software to others?

- The **flexibility** of the system – being able to have your own question sets and also be able to use parts of these is really useful
- **Adaptability** – have the ability to amend and update question sets as the business develops is a great tool
- Once you get your head around the system it is **really easy to use**. You can update and change it and ensure that it is a live database within the business.

## Legal Register Service

How does our legal register service work?

- Hastam **get to know and understand your business** by conversation and, where necessary, by completing a site visit. We agree with you which legislation is relevant and prepare an electronic copy of all titles of all the relevant legislation and a summary of the key requirements of all the legislation on the list. This is your Legal Register.
- As legislation changes, subscribers to the Legal Register Service are sent **details of required changes** to their Legal Register.
- At the end of each year of having the Register in place Hastam will complete an **annual review** of your Legal Register so we can identify lost or corrupted information.

### WHAT THIS CLIENT THINKS OF OUR WORK

"I would recommend the Hastam Legal Register. It is very efficient and I am happy with the work. We looked at many different providers for this service before assigning Hastam with the work and were impressed by the efficiency, bespoke suggestions and cost of the service and are very pleased with this service so far!"  
European Operational Risk & H&S Manager of Global Financial Institution

Hastam – the science of legal compliance!

## How we helped a well-known global financial institution and their legal registration

(in the words of their European Operational Risk & H&S Manager)

### Why did you choose to purchase a Legal Register?

We had an in-house legal register previously, however it was a timely and costly task to maintain it. Having the legal register completed professionally was the perfect solution for us as legislation changes so regularly and this gives us assurance that this is covered and we were up to date with all current legislation.

### What are your views on the Legal Register set-up process?

This was a very straight forward process. We met Dr Tony Boyle and discussed our requirements and then received our bespoke legal register just one week later. This was in a great format which includes the relevant health and safety legislation, the key requirements outlined in the legislation and links to guidance for clarity if required. However we have not found the need to use the guidance much as the legal register itself provides enough information.

**Fact:** In his book 'Lessons from Disaster', Trevor Kletz commented that incidents occur, not because we do not know how to prevent them, but because we do not use the knowledge that is available. Much of this knowledge is captured in H&S regulations.

### What do you use Legal Register for?

We use it to look at our compliance in health and safety legislation. It is vital that we know what is expected and ensure we are adhering to the expected code of practice. It's a quick reference guide.

### What benefits has your Legal Register brought to you personally and as an organisation?

As mentioned before, having Hastam provide this bespoke legal register for our organisation is great. I have peace of mind that we are compliant to British health and safety legislation. Also, any updates that are specific to us are forwarded to us on a quarterly basis. We have found that ensuring this document is up to date is a time consuming and complicated process so to have an external organisation complete this for us is both cost effective and time efficient. This service allows us to have a one-stop-shop document where we can see all legislation and key requirements in one place. Its quick and a great reference document that we use in conjunction with our internal audits. Also to have an expert on hand if we need further information or clarification is really useful.

This document provides you with a sample of what we can do. If you have not seen something to solve your problem then give us a call on **+44 1509 410380** or email. Put us to the test! **We thrive on new challenges and problem solving.**