



## JOE DOCHERTY

### Empowering our people

What it means to empower your people to take ownership of their workplace Health, Safety and Wellbeing



# A bit about us – Amey Highways



**2,700**  
employees



**150,000**  
**tonnes**  
of salt spread in winter



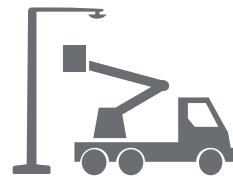
**550,000**  
tonnes of black top laid  
every year on UK roads



**200,000+**  
Twitter followers on Amey's  
Traffic Scotland account



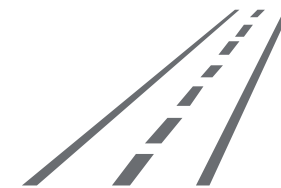
**20**  
Contracts around the UK



**725,000**  
street lights managed  
(equivalent of all street lights  
in Los Angeles, New York,  
Madrid and Birmingham)



**200+**  
different types of vehicles  
used to deliver a great  
service



**37,000 km**  
roads maintained in the  
world. The same distance  
as the Australian Coastline!

# A bit about us – Amey Waste Services



**3,200**  
employees



**4 million**  
people visit the **47 HWRC**  
(household waste recycling centres) We  
manage every year



**20+**  
local authority contracts



**16,000+**  
trade waste customers



**Giving back**  
we work with local offenders  
to supply them recycled  
televisions to develop their  
electronic skills



**1.8 million**  
tonnes of waste  
transported per annum



**Front Loading  
Vehicle**  
was introduced to the  
account in September 2018 –  
an Amey first



**127 million m<sup>2</sup>**  
of space maintained – the  
same as 289 Vatican Cities



## Challenges

- Our people – we operate a diverse business with varying risks
- Industry - same sector different approaches making it a challenge to bring about industry change
- Public - ways to challenge and change public perception and attitudes





## Our 2019 challenge in statistics

- Reduce Employee Injury Rate (EIR) by 40%
- Reduce Contractor Injury Rate (CIR) by 25%
- Increase close call reporting by 25%
- Reduce absence rate to be <3%
- Maintain employee retention at >90%
- Improve employee engagement by 3%

## Zero Code – Setting realistic and achievable KPIs

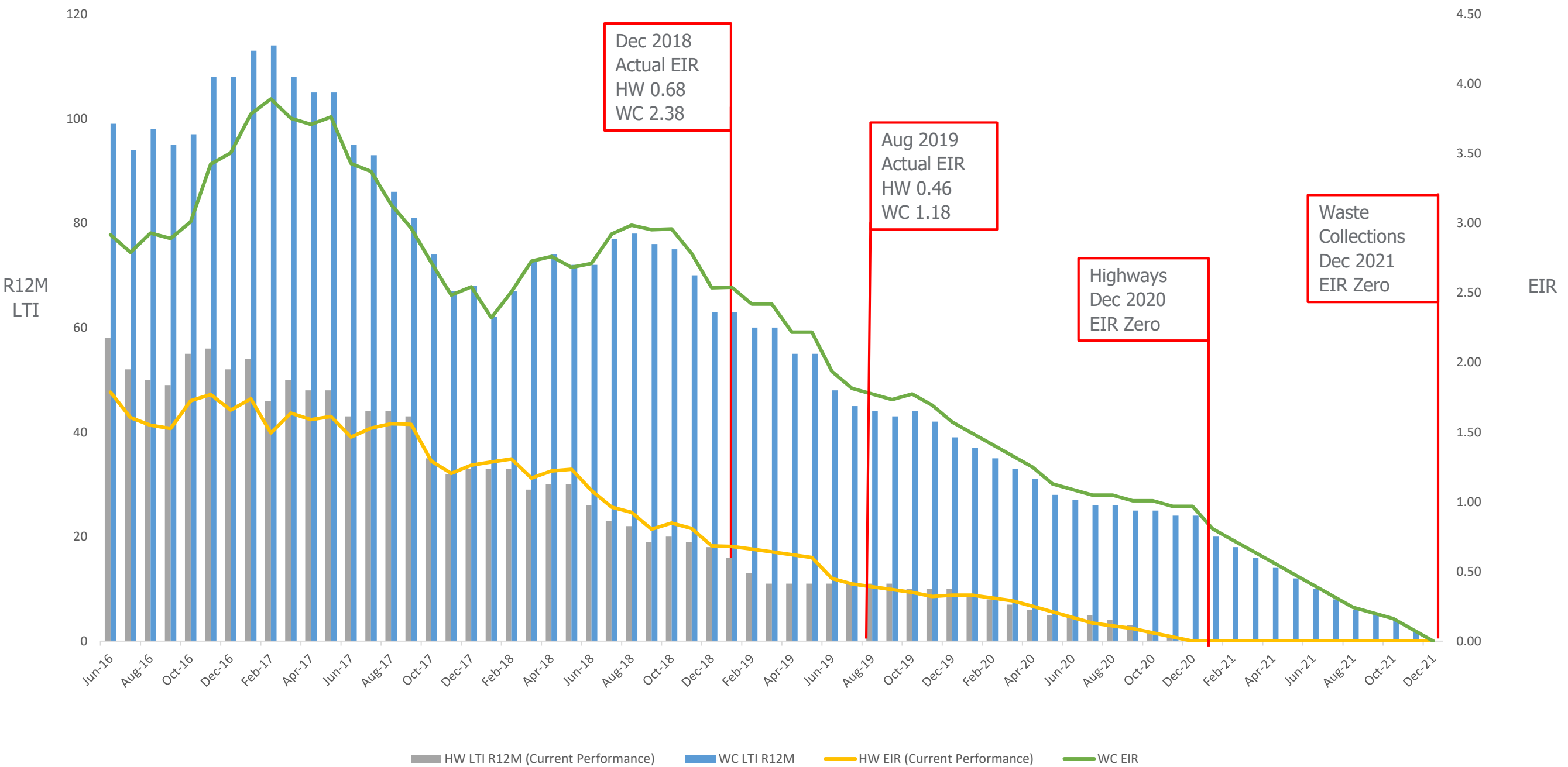
**25%**  
reduction in  
**2018**

**33%**  
reduction in  
**2019**

**50%**  
reduction in  
**2020**

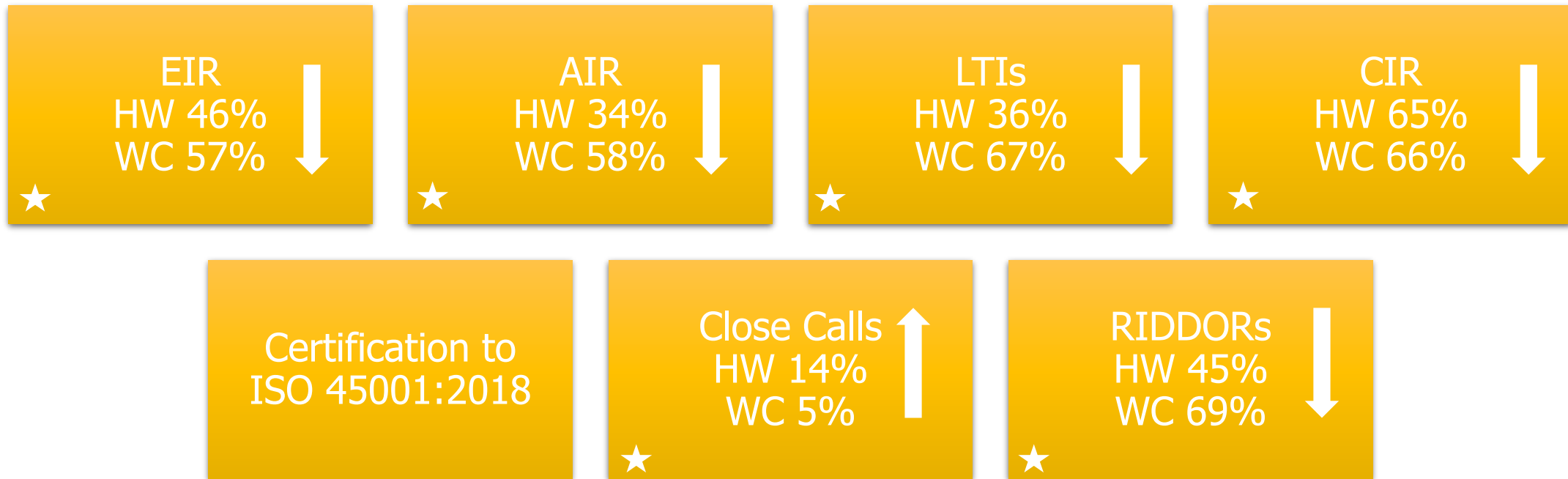
**100%**  
reduction in  
**2021**

# Highways & Waste Collection – Delivering Zero Harm





# HSEQ Highlights 2019 (until Aug 2019)



★ Achieved since August 2018





<https://youtu.be/itikVIAEvdo>



## Zero Code

- Zero Code is about the behaviours that we expect our people and supply chain partners to live by
- It is a simple work code that highlights the key actions we can all take to protect ourselves and others from harm
- It focuses on encouraging and developing the correct, safe behaviours in the workplace
- It raises awareness of the activities which have the potential to cause harm, serious injury or even kill someone.





## Behavioural principles

- Ready to go
- Kitted Out
- Stick to the plan
- Stay Alert

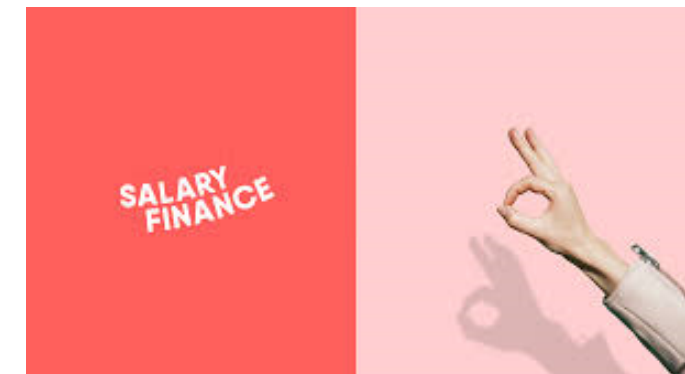
Each behaviour is intrinsically linked back to the Shout Out button, empowering our people to stop the job they are doing if they feel that their safety and those around them are at risk.





# Wellbeing Framework - Safe & Sound - Phase 1

- **Safe & Sound** is a programme of action and activities aimed at making sure everyone can enjoy a healthy work-life balance and can seek help, support and advice for any aspects of their mental, physical and financial health that are causing concern.
- **'Safe'** refers to being safe at work; **'Sound'** refers to having complementary good mental and physical health with less stress or anxiety.
- Amey recently launched Ready to Go, Fit and Well, our campaign to keep everyone safe. This phase is specifically raising awareness of the help available to those of us feeling pressure due to anxiety, depression and stress.











## Industry approach

- Affiliated with CIHT, HTMA, Safer Highways etc. bodies that provide the platform for sharing best practice
- Cross industry collaboration groups to improve methods, processes and approaches to safety and wellbeing



**Don't be a trigger...our people aren't brooms**





Creating  
Better  
Safety



## Summary

Our people are our most important resource - we must look after them and create an environment which encourages them to look after themselves.

The key is educating and empowering our people – allowing them to help us change

Keep our approach fresh, simple and relevant

Our sector and industry must improve our collaboration to bring about change – safety and wellbeing mustn't be a competition in the industry - it should be an area where we all openly share innovations, best practice and learnings to benefit all.

