



## NJUG CASE STUDY

### CASE STUDY 10: Belief Based Behavioural Safety Programme

The National Joint Utilities Group (NJUG) is the UK industry association representing utilities on street works issues. The 38 companies<sup>1</sup> we represent work to deliver gas, electricity, water and telecommunications to both individual consumers and UK plc.

NJUG members need to continue to drive forward further improvements. We have therefore developed the NJUG Vision for Street Works, which revolves around six main principles:

1. Safety is the number one priority
2. Damage to underground assets is avoided
3. Utilities work together and in partnership with local authorities to minimise disruption
4. Utilities deliver consistent high quality
5. Utilities maximize use of sustainable methods and materials
6. Street works in the UK are regarded as world class

This case study is an example of NJUG delivering on these principles and turning the vision into reality

#### Overview

Balfour Beatty Utility Solutions (BBUS) is one of the UK's leading utility solutions providers in the UK, with a strong position in international markets; dedicated to working in partnership with its clients to provide the best service in the industry. Partnering with blue chip clients, BBUS works across all utility sectors, providing a range of services which contribute to the maintenance and provision of essential utility assets.

'Safety First' is a core value for BBUS and as a result it has been working with MindSafety, a specialist training company, to deliver solutions to improve the health and safety culture across all areas of the business. One solution that has been initiated is a 'Belief Based Behavioural' programme designed to change the way their employees go to work. This programme promotes end-to-end ownership by teams and individuals and incorporates interactive seminars, workshops and practical resources to make real changes in workplace behaviours, which will affect the long-term culture.

The BBUS / MindSafety formula used is simple:

- Create an awareness about human behaviours
- Form a vision of improvement for the organisation
- Implement a plan to achieve goals
- Celebrate success

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<sup>1</sup> NJUG's current members are Energy Networks Association (representing electricity and gas), Water UK (representing all water and wastewater companies), National Grid, Openreach, Virgin Media and THUS, a Cable and Wireless Business. Our associate members are Clancy Docwra, Skanska McNicholas, Balfour Beatty, Morrison, Morgan Est, NACAP, PJ Keary, First Intervention, Carillion and Enterprise. Including members through trade associations, NJUG represents thirty-eight utility companies.

## Case study

In their approach, BBUS have implemented the following three phases:

### Phase I – ‘Change Your Mind About Safety’ Workshop

This involves Managers attending a four hour workshop and Team Leaders / Operatives attending a two hour workshop, covering the following key subject areas:

- Introduction to the science of the mind covering conscious, sub-conscious and unconscious mind
- The role of beliefs and their reflective behaviours
- Brain Activity (Beta, Alpha, Theta and Delta)
- Automatic patterns of behaviour
- Re-writing the minds’ conditioned norms
- Communication (Verbal / Non-verbal)
- Time Vs Risk
- Immediate Corrective Action

### Phase II – ‘Leadership’ Workshops

This involved BBUS senior teams attending a four hour workshop designed to further enhance the teams understanding of the principles of MindSafety to include the following:

- Leadership Core Principles
- Beliefs and the Significance of Culture
- Creating ‘The Vision and setting Future Goals’
- Goal Setting Model (Leadership Support)
- Introduction to the role of a Behavioural Safety Coach
- Measuring Change

### Phase III – ‘Behavioural Safety Coach’ Workshop

This involves the selection and appointment of Behavioural Safety Coaches and their attendance at a two day workshop designed to give them a greater understanding and the key skills in the following areas:

- The human contribution toward accidents
- A model for breaking and making habits
- Promoting a safety reminder culture
- Developing an observation culture
- Utilising positive communication methods.
- Resources for Goal Setting and recording achievement
- Running small / medium and large campaigns

The business, client and customer benefits of the Belief Based Behavioural programme are not only centred on improving BBUS’s health and safety culture. There are other significant benefits of the positive culture including encouraging improved efficiency, productivity, quality of work and customer awareness/attitude.

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Utility Solutions

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