

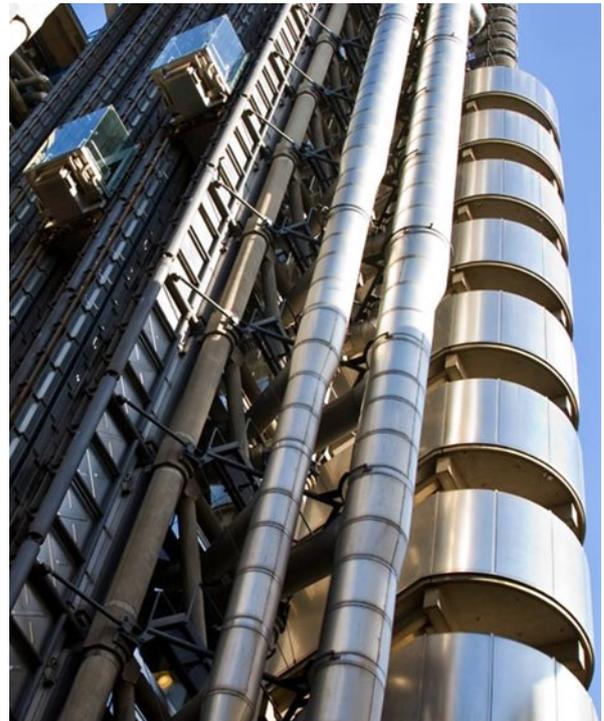
## BS OHSAS 18001 Case Study

### **L**loyd's manages risk with BS OHSAS 18001

From their early beginnings in a coffee house in 1688, Lloyd's is a pioneer in insurance and has grown over the last 300 years to become the world's leading market for specialist insurance services.

Lloyd's is still recognised globally as the place to go in the transfer of risk, from the iconic building at One Lime Street, London (pictured).

In 2012, Lloyds undertook an initiative to practice what they preach with the implementation of an Occupational Health and Safety Management System compliant with the requirements of BS OHSAS 18001. This system is helping the Corporation identify and mitigate health and safety risks to its building users, service partners and visitors within the premises of One Lime Street and at a supporting office and data centre located in Kent.



#### **Implementation support**

Blackmores were engaged to provide consultancy services to Lloyd's to assist with the implementation of the OHSAS 18001 standard on behalf of the Corporation. This led to a strong working relationship with the Risk Manager as well as the Property Services department at Lloyd's.

#### **Identifying risk**

An initial Gap Analysis was undertaken to review the existing management system that had been designed around the requirements of HSE's own guidance HSG65. This identified areas where the system could be enhanced, improved and realigned in compliance with OHSAS 18001 requirements.

The identification of applicable legal requirements led to the creation of a Lloyd's legal register, with links to supporting guidance and technical information and briefings provided by the Barbour EHS subscription service.

A comprehensive set of risk assessments were produced for key activities relating to people and the workplace, this helped to identify areas of significant risk where objectives, targets and programmes could be established and implemented for their management.

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## **Embedding the new management system**

The health and safety policy, management system procedures and system structure were reviewed and revised to ensure that key documents highlighted the roles, responsibilities, authorities and accountability for health and safety throughout the organisation.

The creation of a bespoke e-learning package provided users of the facilities in the Lloyd's building with information on the new system and also tested their awareness of certain requirements that relate to their areas of activity, including awareness of the policy, objectives and use of display screen equipment.

The system was linked to the Lloyd's intranet portal enabling instant access for all users to risk assessments, operational controls, emergency procedures and related forms. This was supported by poster campaigns, market bulletins and staff briefings to heads of departments aimed at cascading information through the Corporation.

## **Compliance and certification**

Following the launch of the system a full round of internal audits took place across all sites. These audits focused on legal compliance, and the operational controls established during the implementation phase.

Monthly monitoring of accidents and incidents coupled with quarterly reports on progress helped to provide evidence of monitoring and measurement for discussion at management review meetings.

The existing Health and Safety Co-Ordination Group (HSCG) was an ideal forum to undertake a management review of the new system. This included the analysis of data from internal audits, reporting the status of incident and accident investigations and levels of compliance with legal and other requirements, enabling the HSCG to make informed decisions on future objectives, targets and programmes relating to occupational health and safety at Lloyd's.

Following the successful implementation of the system, Lloyd's undertook a third party certification assessment of the BS OHSAS 18001 management system with the British Standards Institution (BSI). This led to the recommendation for certification in March 2013, approximately twelve months after embarking on the project.

## **Continuing success**

Blackmores is proud to have supported Lloyd's with the implementation of the BS OHSAS 18001 standard and believes that a large measure of the project's success was achieved through forming close collaborative working relationships with Lloyd's staff and service partners. We would like to wish Lloyd's every success in their drive to manage and mitigate risk throughout their offices in the UK and around the world.