



Case Study

Striving for Best Practice in Occupational Health & Safety

About



At Toyota (GB) PLC (or TGB) are the sales and marketing functions for Toyota and Lexus in the UK. They have other head office functions so they can do business the way that customers love and support their Centre Network in the best way. TGB are dedicated to consistently delivering innovation and quality to their customers, & pride themselves in the support they give to their people, supporting them to become the best they can be (in work and out of work) and enabling them to provide the best service possible to their customers.

At TGB, people are at the heart of their success and everything they do. As a result, they want to make a workplace where everyone is welcome.

This is where the TGB Workplace Experience Team comes in to support from a health & safety perspective.

TGB are ISO45001 certified amongst a number of other standards. The focus of this case study is how we supported the great work of the Workplace Experience Team in ensuring the effectiveness of the "Keeping you Safe in your Workplace" initiative.

Aims



The TGB Workplace Experience team engaged the services of Blackmores to support in identifying "bottlenecks, barriers to efficiency, lack of engagement" in relation to health & safety management system.

Particularly in relation to risk assessment, permit to work, objectives & wellbeing. The aim was to support the effective launch of the "Keeping you Safe in your Workplace" initiative.

Solution



- Completed full risk assessment effectiveness review & managed to reduce the number of assessments by 80% - this resulted in the remaining risk assessment being comprehensive & accessible due to the reduction in number & relevance of content.
- Facilitated structured thinking sessions with Workplace Experience & People functions in how to utilise ISO45003 in assessing wellbeing risks & opportunities - this supported collaborative working between departments in relation to wellbeing topics from both a health & safety as well as a people perspective. (This session also included guidance on new & expectant mother individual risk assessment process.)
- Full refresh of health & safety objectives & associated key performance indicators aligned with risk assessments & opportunities for improvement identified.
- Conducted reviews of a number of new processes to ensure full compliance with the relevant HSE best practice guidance whilst considering efficiency & effectiveness factors based on "real life" experience as a Health & Safety Manager.
- Processes reviewed included electronic permit to work; voluntary events; COSHH controls & assessments; home working including DSE etc.

Next Steps



TGB Workplace Experience have an appetite for improvement & are always striving to be the best which is a joy to be a part of so I am sure there will be a number of projects yet to be triggered but the definite next step will be expanding the Positive Impact of actions taken to the Burniston Training Academy.

*"Thank you...
it's been so nice to
be able to get on
top of this!"*

Hannah Bartlett

Specialist Workplace Experience



ISO 45001 |  ISO 45003