

Developing a safety culture

– how International Workplace is helping DPD invest further in a health and safety culture



Background

DPD is the UK's leading parcel delivery brand with an extensive network across the UK. Sally Harris, head of health and safety, DPD group UK, approached International Workplace to create a partnership approach to enable the company to invest in its workforce to create a positive health and safety culture in which the individual is valued.

Our health and safety journey

Says Sally:

“We wanted to make a shift towards a more positive and extensive health and safety culture and we felt the best way to do that was to equip our managers and people with greater knowledge and responsibility about health and safety and why it's critical to our operation and of course them.

“IOSH Managing Safely therefore acts as the point at which we start to build on our people's H&S knowledge and educate them further in all aspects of health and safety. We've used a wraparound approach to try and encourage that culture shift, with IOSH Managing Safely as the baseline. Kate Gardner and her team have been awesome in the way in which they've been able to understand our business, what we need to do, and support us in that journey.”

“The course was eye opening and was put together well, it was taught by a very knowledgeable person in the health and safety field.”

“The course was fun, engaging and relevant.”



Face-to-face

The company started by getting their people into the classroom, which, Sally was surprised to find, wasn't as big a challenge as they had anticipated.

“We rolled out the training towards the end of COVID-19 restrictions, keeping in mind alternatives should they be needed. As we have a large number of depots across the country, we selected 11 locations to make sure that travel was kept to a minimum. Our ambitious programme was to train 1,008 people in the four months between February and the end of June 2022.

“We decided to go with the face-to-face option because part of what we are doing is building on a positive cultural shift. It's a way for the business to demonstrate that health and safety is important and that people are being given the space and time to come away from their work to learn in a classroom environment.

“We've worked very hard to structure the course delegate makeup in a way that supports what we're trying to do, going up and down and across the management chain. We have made sure people from different departments who would never otherwise meet are all sitting in the same room. It's been a massive success for people to be able to communicate with one another about something that's important to everybody.

“There has been a lot of positive feedback about the course, and the investment that the business has made in our people, as well as the benefit to the wider business. We've also received a huge amount of praise for the trainers and the way in which they've engaged with our delegates on the course and it's been encouraging to hear what people have said.

“The course has really changed my mindset of how I should look at H&S.”



An ongoing partnership

Ahead It was very important for DPD as a business to have training that is accredited. Sally spent 21 years as a regulator for the Health and Safety Executive (HSE) and has seen first-hand how IOSH Managing Safely makes a difference within a business. She says:

“An accredited course shows that we're serious about this, and it's a benchmark standard. People are seeing that the business is investing in their health and safety and that it is important to the business and therefore important to them.

“We view our relationship with International Workplace as a partnership, incorporating a continuing programme of improvement. Kate Gardner and her team have been incredibly professional and very flexible. It's been a successful working partnership. The time and effort that has been put into understanding what we need has been fantastic, and it is this that has contributed to the success of such an ambitious programme.

“Our strategy is showing all our people that their safety really does matter and it's this new approach that will shape our health and safety for years to come.”

How would you rate this course out of five?



Has it helped you to see that we all have a part to play in keeping everyone safe?



Did the course cover everything you expected it to?



If you would like to know more about International Workplace's IOSH Managing Safely course, and how we can help you train your management team, call our sales team on 0333 210 1995 or email support@internationalworkplace.com for more information.