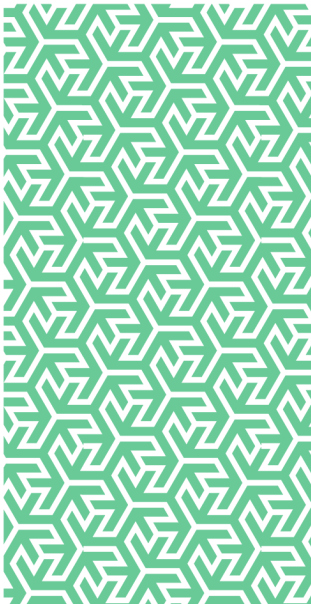




Risk control

**Refuse Collection Operations
Risk Management
Safety Culture Review**



In partnership with



Refuse Collection Operations Risk Management Safety Culture Review

Introduction

One of the first documented uses of the term 'safety culture' was seen the 1988 'Summary Report on the Post-Accident Review Meeting on the Chernobyl Accident'¹ where safety culture was described as:

"That assembly of characteristics and attitudes in organisations and individuals which establishes that, as an overriding priority, nuclear plant safety issues receive the attention warranted by their significance."

Adding to that, the Cullen Report into the Ladbroke Grove rail crash reported safety culture as a contributing factor and described safety culture as *"the way we typically do things around here"*².

Some of the most significant influences on safety culture are:

- Management commitment and style
- Employee involvement
- Training and competence
- Communication
- Compliance with procedures
- Organisational learning

Gallagher Bassett Refuse Safety Culture Assessment Services

Due to both the seriousness and numbers of incidents involving refuse collection vehicles in the UK, RMP Risk Control Services has developed a toolkit to measure the Safety Climate of an organisation, particularly in respect to roadside refuse collection services. 'Safety Climate' is a snapshot of an organisation's culture in relation to safety.

Objectives of the Review

The review is intended to support clients in understanding and applying a more human factors, behaviour focussed operator education and risk management programme that is line management led. The review will explore and report on the following main elements of a client's safety culture

- Management and Leadership
- Blame Culture
- Communicating on Safety
- Risk Awareness
- Learning Culture
- Employee Involvement.

Methodology

Your RMP Risk Control Consultant will attend your premises and conduct sequential interviews. The interviewees will be asked questions to explore the main reporting elements.

Ideally, to develop a 360° view of the organisational safety culture we advise that as a minimum, 2 x RCV crews, 2 x line managers / supervisors, and a senior manager be involved in a sequential interview process.

In order to encourage free and open discussions during the interview process, the Chatham House Rule will be applied.

A report will then be produced to highlight the findings and where necessary, make recommendations for improvement.

In order to effect a behaviour based safety approach it is recommended that you follow up the report by providing awareness training to supervisors and managers on influencing behavioural safety performance.

The awareness training is based upon applied research and evidence for improving safety performance and influencing behaviours. It is intended that it will aid managers, supervisors and trainers to initiate and maintain positive influence on refuse collection operational safety.

References

- 1 Summary Report on the Post-accident Review Meeting on the Chernobyl Accident. A Report by the International Nuclear Safety Advisory Group. Published 1986.
- 2 The Ladbroke Grove Rail Inquiry. The Health and Safety Commission. HSE Books. Published 2001.

Further information

For access to further RMP Resources you may find helpful in reducing your organisation's cost of risk, please access the RMP Resources or RMP Articles pages on our website. To join the debate follow us on our LinkedIn page.

Get in touch

For more information, please contact your broker, RMP risk control consultant or account director.

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