



Lucion
Services

We Deliver **Trusted** Risk Management.

Safety and Wellbeing Improvement Plan 2017/2018

The core vision statements of Lucion centre on the delivery of trusted services to our clients. To do this effectively, it is essential that we have an unwavering commitment to the health, safety, and general wellbeing of our employees, customers, and contractors, and that we protect the communities in which we live and work.

This unwavering commitment is ultimately about reducing accident frequency and incident severity. However, to truly support this, we have had to re-evaluate what constitutes as genuine improvement at Lucion. This year, we have shifted the emphasis of our health and safety improvement plan with a targeted focus on engaging with our employees. We believe that our employees are part of the solution, not the problem, and we wish to foster their participation and collaboration in our shared mission of continuously improving the health and safety culture throughout our organisation.

Therefore, this year's targets are intended to be more meaningful and participative. We intend to counter the constraining and conflicting effects of traditional, unattainable targets and replace them with a simple metric for each of our key health and safety focus areas.

Workplace Safety

Road Risk

Health

Wellbeing

What?



LucionServices
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Embracing our responsibilities through efficiency, innovation, and enterprise.

Safety and Wellbeing

Workplace Safety



In 2017/2018 we aim to record **50 TCBA Observations per month** from our employees

Road Risk



In 2017/2018 we aim to reduce **preventable vehicle accidents to 1 per month**

Health



In 2017/2018 we aim to maintain an **absence rate of less than 1.0%**

Wellbeing



In 2017/2018 we aim to improve on our overall **average of 70%** from our 15/16 Employee Engagement Survey

Workplace Safety



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WHAT?

In 2017/2018 we aim to record **50 TCBA Observations per month** from our employees



HOW?

TCBA Observations are a new initiative that will enable our organisation to share and promote exceptional health and safety practices and to adopt new practices, work methods, and the use of new equipment.



WHY?

We believe that our employees are part of the solution, not the problem, and we wish to foster their participation and collaboration in our shared mission of continuously improving the health and safety culture throughout our organisation.



WHAT?

In 2017/2018 we aim to reduce **preventable vehicle accidents to 1 per month**



WHY?

As driving is a significant part of our operations, we want to mitigate the overall risk of driving as much as reasonably possible for our employees, and we aim to do this by focussing our attention on reducing all accidents that are preventable.



HOW?

All drivers will receive in-vehicle training from specialist instructors. All fleet vehicles have telematic devices installed, allowing drivers to receive regular feedback on their driving performance and behaviours relative to desired safe driving criteria. Monthly vehicle focussed articles within the QHSE bulletin and engagement with initiatives such as RISE (reverse into spaces every time). All drivers are required to submit monthly vehicle maintenance inspections.



WHAT?

In 2017/2018 we aim to maintain an **absence rate of less than 1.0%**



WHY?

Research shows that the pressures and demands of work can cause both short-term and long-term absences. We want to support our workforce by minimising the negative effects that frequent and long-term absences can cause within a team environment.



HOW?

Our focus for 2017/18 is to ensure that we manage our sickness absence procedure effectively: this procedure enables us to keep track of sickness absences and, in turn, identify those who are in need of our support. We will be able to offer our employees confidential 1-2-1 sessions with HR and line managers to discuss sickness and/or stress and how it is affecting their work. We have also made a 'Simply Health' benefit available to all employees.

Wellbeing



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WHAT?

In 2017/2018 we aim to improve on our overall **average of 70%** from our 15/16 Employee Engagement Survey



WHY?

By increasing emotional commitment, our employees will care more about the work they do and how it impacts the success of Lucion. Higher levels of engagement lead to higher productivity, accountability, and ultimately, higher profits.



HOW?

We have introduced a social media engagement platform (LifeWorks) with a view to improving both engagement and recognition levels. The platform will also serve as a means to provide flexible perks and benefits with rewards being available for supporting various company initiatives. We will continue to ensure that our employees have access to important resources and frequent meetings with line management, in order to perform their jobs at the highest standard possible. We will continue to develop the 'Missions, Goals, and Actions' employee appraisal process and in order to track our employees' wellbeing, we will also conduct an annual engagement survey.