

## **Case Study – Marsh Manchester**

**Helen Tapley Taylor – By Adrian Ridyard, Client Executive Marsh & McLennan Companies**

**14/04/2020**

From day one of meeting Helen, I was impressed with her professionalism and attention to detail from the start. It was the start of a brilliant working relationship, which spanned over 3 years.

The first meeting was an IOSH Managing Safely Course for a client of mine. As I had not met Helen until that point, I attended the training course with the intention of staying for the majority of the first day, but after about 30 minutes, I knew that my client was in a safe pair of hands so left her to it! The client feedback afterwards was excellent.

Following this, I had no hesitation in recommending Helen to all of my clients for all of their training needs. In fact, I was so delighted with her I ensured her skills were utilised by other colleagues for their clients. Helen was always happy to help and was always open to discussing different ways of assisting our clients.

Helen has assisted a great number of my clients for various training, namely; IOSH Managing Safely 3 day, IOSH Refresher 1 day, Business Continuity Plans, Manual Handling Training, Food Risk Awareness Training, Stress resiliency training, Risk Registers, Accident Investigation, Site Supervisor/Leadership training and so on. I can honestly say that Helen was a valued part of the Marsh & McLennan Companies team and certainly a valued colleague and friend who I could rely on to deliver, to do this professionally and always satisfy my clients training requirements.

Her professionalism, knowledge and client personal touch was first class. Helen and I worked well together. Helen has become a good friend. She is a lovely approachable person who is always happy to help. She is reliable and always goes the extra mile for the good of the client. She always says it, “clients come first” which is 100% right.

I am delighted to be able to provide this reference for Helen.

Adrian