



Case Studies – Acer Safety Services.

The following cases highlight our flexible approach to understanding a clients needs and delivering the right course to the right people:-

1. A client operates a regional franchise for HGV's. They had expanded very quickly and wanted to bring their approach to H&S up to speed to meet their Franchise audit requirements and to assist in achieving accreditation for both 18001 and 14001. We carried out an initial phase of 1 day level 2 courses for 150 people. The staff introduced 'ideas and suggestions' boxes at each depot and these have become a central method of communication and requests for advice etc. The SMT received a 1 day 'tailored' Directors course and following that training appointed a Compliance Manager and H&S Administrator. Currently they are finalising their own H&S Management system whilst Acer Safety support them with a retained service. The Administrator is currently working through their NVQ3 H&S with us to provide a base of knowledge/skill etc. to add continuity to the company's future plans.

2. Large National Client from the Environmental Waste sector, set out H&S requirements as part of their 'job roles' and organisational structure. Regional Managers and some site Managers have attended 3 in-house NEBOSH Certificate courses run by Acer Safety. IOSH Managing Safely is a requirement for all Managers and some Supervisors, these courses are rolled out Nationally with Acer providing Courses in the South East region, generally planned a year in advance and running bi-monthly. We also deliver a routine refresher (approved by IOSH) every 3 years, this is a one day course that updates delegates and focusses on a practical risk assessment workshop.

Safety Reps receive a level 2 H&S accredited course combined into a two day 'communication and co-operation' practical worker involvement workshop. Acer delivers this course nationally at a number of the Companies training centres. The course focuses on 'safety behaviour' and encourages the company 'stop – think' programme.

Over 12 years the Company has engaged our services to 'roll out' specific programmes. It finds that its own team of H&S Compliance Advisors are best focussed on operational needs. Acer Safety takes on these mass deliveries for items such as safe isolation and lock off, accident investigation and permits to work. Acer agrees the contents and standardises the trainers delivery across the country. Typically the delivery of these is for 300 to 500 people. Often these are ½ day sessions delivered 'back to back' and are rolled out in short time frames i.e. a few months.

3. A local based Company is part of a large International Corporation. It is restructuring its UK operation and transferring some of it's manufacturing processes abroad. This required support as their internal H&S Advisor is newly appointed. The Directors attended an IOSH

Directors Course and agreed a path to ensure Managers are enabled to 'manage their departments H&S'. To assist in this all Managers are being provided with IOSH Managing Safely. It's a difficult time for the business but they have good control over the roles and responsibilities as the business finds it's new direction.

4. A national Charity runs a local heritage site and needs to set a base level of H&S knowledge across all it's volunteers (generally all over retirement age). They need to ensure a consistent and up-to-date approach is adopted. A 1 day accredited level 2 package is selected and delivered to 15 volunteers with a wide range of knowledge from previous employment. After the event 'all' agreed that it was beneficial having been "a little sceptical" to start with!

5. Manufacturer of specialist electronic meters is seeking to re-vitalise it's commitment to H&S and ensure its Managers are following their Safety Management System after a massive re-organisation and re-structure. All staff are receiving a 1 day H&S Course (level 2 accredited), Managers completing IOSH Managing Safely and the Directors attending IOSH Directing Safely. The H&S Managers' feedback suggests a remarkable improvement now that every-one has had training and is using appropriate and consistent terminology.

6. A large National facilities management company is required by its clients to organise training for its Building Managers to receive appropriate training to manage 'imminent danger events' at it's manned buildings across the UK and ROI. The training encompasses actions by the duty holder to co-ordinate events until such time as the major incident team arrives. This covers serious fires/accidents/terrorist threat and other 'tragic events'. Acer Safety Services controls the waiting list and manages changes across the estate of over 5,000 buildings. Course are arranged by Acer Safety and delivered to around 80-100 people per year all across the UK and ROI.

Acer Safety also delivers specialised training to this FM service, particularly roof access control for roofs with RF hazards and plant room access.

6. A local training provider was seeking to deliver the International General Certificate in Korea. With the NEBOSH registration in place in less than 8 weeks. The course was delivered in Seoul to 15 Korean delegates. 11 passed on their first attempt. The course required special measures and controls to help with language and written skills.

7. Asbestos Awareness Courses, delivered as open courses and in-house with options to tailor the delivery for managers and surveyors. Recently delivered 'free' for the HSE at Ransomes Europark as part of the HSE's Estates Excellence programme.



acer
Safety Services
www.acersafety.co.uk

- Accredited Training Courses
- Tailored Company Training
- Compliance Reviews
- Support Services
- Technical Support



PRACTICAL BUSINESS ADVICE