

FROM SILENCE TO SPEAKING UP: BUILDING A STRONGER SAFETY CULTURE

Creating a workforce-led forum that improved communication, engagement and confidence to raise Health, Safety, Environment and Quality concerns.

OBJECTIVES

The objective was to break the silence and embed a culture where people felt trusted, heard and confident to speak up. By creating a genuine platform for employees to share their concerns, frustrations and ideas, the aim was to demonstrate that there is strength in using your voice and that when people see their feedback listened to and acted upon, trust grows, engagement increases and safety culture can improve significantly.

SOLUTIONS

The Safety Spokesperson Forum was established to create a genuine voice for the workforce. Employees across the UK nominated representatives from their local areas, who came together quarterly to discuss Health, Safety, Environment and Quality performance, share concerns, highlight challenges and identify opportunities for improvement.

The forums created a direct link between the workforce and the business, giving people a trusted platform to speak openly and contribute to positive change. By listening, providing feedback and acting on the issues raised, the forum helped demonstrate that every voice had value.

WHAT CHANGED

A Stronger Workforce Voice

Employees had a trusted platform to raise concerns, share experiences and contribute to improvement.

Greater Confidence to Speak Up

The forum demonstrated that speaking up was encouraged, valued and capable of influencing meaningful change.

A More Open Safety Culture

Regular two-way communication strengthened trust, increased engagement and supported continual improvement.



AT A GLANCE

Challenges

- Limited workforce voice
- Inconsistent communication
- Low engagement and trust
- Concerns not always shared

Benefits

- Stronger workforce engagement
- Improved two-way communication
- Greater confidence to speak up
- A more greater safety culture



"A strong safety culture is not created by telling people what to do. It is created by listening to them, valuing their voice and giving them the confidence to speak up."

People First. Culture Always"

Ben Cronin

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