

Thameslink Programme

Health & Safety – Good Practice 016



Supervisors 1:1s at London Bridge Redevelopment



Overview

Costain has in excess of 120 Supervisors on the London Bridge Station Redevelopment works. The team recognise that to maintain and improve safety and performance that it is crucial to engage with key drivers on the project at the workplace i.e. the supervisors.

The management team considered that to further engage with the supervisors it was important to do this on a one-to-one basis. This would give the opportunity for a two-way dialogue which will ensure that there is consistency in the 'safe delivery' message.

Nominated members of the senior management team undertake the one-to-ones to demonstrate support and commitment from the top of the organisation.



Features and benefits

- 4 Senior Managers responsible for the 1:1 engagement discussions (Project Director, Senior Project Manager, Project Manager, Head of SHE)
- Conversation is face-to-face
- Conversation is on a one-to-one basis
- Reminder of the role of the supervisor and their responsibilities
- Reminder to the supervisor of their role model position in setting the culture on site
- Recognition for supervisors that their hard work and vigilance helps the project maintain high levels of safety performance, ultimately keeping themselves and other safe
- Increases supervisors' awareness of the consequence of safety incidents, including injuries on the project
- Acknowledges the potential perception of programme – safety conflict and helps the supervisor understand the clear 'safety first' priority at the times when this conflict is experienced.
- Allows the supervisor and senior manager to make commitments to each other for future behaviours.