

## ORR Case Study - Balfour Beatty Rail Limited

### Legacy Position

Balfour Beatty Rail Limited was formed in 2009 resulting from the restructuring of the UK rail operations into a single named corporate entity. It currently employs approximately 2500 employees both in the UK and Overseas. The Occupational Health of employees has historically been managed locally within each Business Unit and although there are some pockets of good practice in existence, with professional occupational health medical provision provided by several external organisations, the management of occupational health is not consistent across Balfour Beatty Rail Limited.

### Where are we going in 2011 – 2015

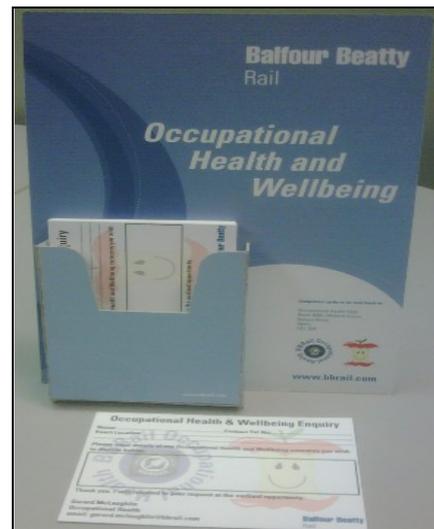
It is the aim of Balfour Beatty Rail Limited to provide the best Occupational Health and Wellbeing (OHW) experience for its employees, their families and dependants. A five year OHW Strategic Plan has been drafted and sets out key deliverables in regards to both resources and systems to achieve this aim. Critical success factors will be:

- Clear support from Senior Management
- The number of employees actively engaged in health and wellbeing initiatives represents a significant proportion of the total workforce
- Easily assessable health and wellbeing information
- Health and wellbeing initiatives are sustainable and motivating
- Productivity and competitive advantage are clearly demonstrated

The opportunity for employees to raise personal concerns in regards to health and wellbeing is critical for the business to better understand potential OHW issues in the workplace. Therefore, it was established early on that an employee feedback mechanism needed to be introduced across all Balfour Beatty Rail Limited sites and premises.

Occupational Health & Wellbeing Enquiry Cards have now been introduced to allow employees to ask any questions, raise any concerns in regards to current working practices or just to provide feedback on how they believe aspects of their work or their general work life balance may impact on their personal health and wellbeing.

The opportunity to send in questions or comments to a central function allows the most appropriate person in the organisation to consider what the best course of action to take is. This may take many forms including additional staff training; workplace health assessments; changes to local working practices or raising staff awareness at local Occupational Health & Wellbeing events.



Everyone is encouraged to utilise the new Enquiry Cards and in doing so, assist the organisation make positive improvements in OHW. Completed Enquiry Cards are returned to the address shown on the Card Holders via the internal mail system or alternatively they can be scanned in and emailed to the designated email address located on the Enquiry Card. This information can be sent in confidence, if required.



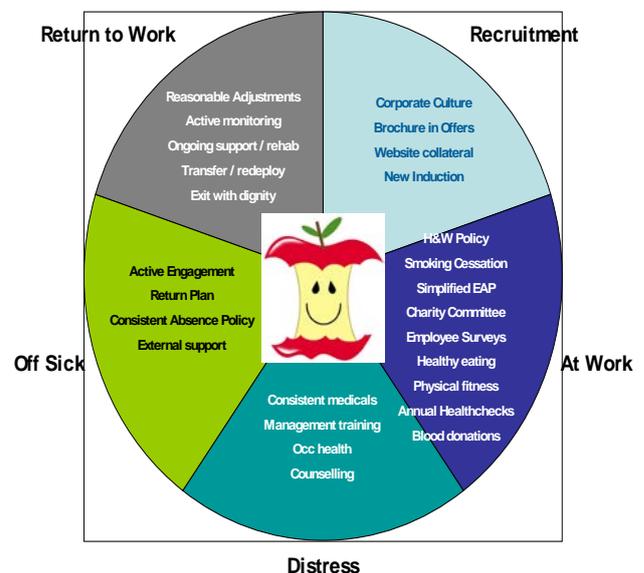
The main benefits of this approach would be:

- Reduced medical assessment costs
- Reduced production down time
- Better Baseline data on health conditions
- Better long term surveillance
- Employee engagement and health awareness benefits
- Exit condition medicals
- Good employee, employer relationship
- Reduced absenteeism

## Wellbeing

Wellbeing is an important factor in the job satisfaction of our employees and, therefore, a key issue for all levels within Balfour Beatty Rail Limited. The company seeks to create an organisational culture where negative wellbeing issues are identified and minimised and has a clear aim to promote the positive aspects and ideas associated with health and wellbeing at work through:

- Promoting good practice in both physical and mental health and wellbeing and sharing best practice across the company
- Promoting health and wellbeing through our management policies, support services, information networks and health promotions, including diet and exercise
- Preventing so far as practicable, those circumstances detrimental to health and wellbeing at work



Experience demonstrates that companies which adopt a positive approach to improving and maintaining levels of health and wellbeing across the company, may achieve a range of benefits associated with increased job enrichment and quality of work life; reduced levels of absenteeism and staff turnover; increased staff morale; and improved productivity and overall company performance. Wellbeing is driven under the company's CORE branding.

## Summary

Balfour Beatty Rail Limited is committed to improving the OHW of its workforce. Through the successful implementation of the key actions identified within its 5 year OHW Strategic Plan this objective should be consistently met across each of its operational Business Units.