

MANSELL plc - UK

- **Maintained a prosecution free record**
- **Reduced number of prohibition notices by 50%**
- **Accident Frequency Rate well below industry average**
- **16% increase in staff productivity**
- **21% improvement in turnover**
- **Profit increase of 86%**

The Company

MANSELL plc is a leading construction and property services organisation operating in the public and private new construction, repairs, maintenance and improvement sectors.

MANSELL currently has a turnover of c. £0.5 Billion, operates across 31 offices in the UK, and employs some 2500 staff and operatives.

The scope of registration covers the management of design services for Design and Build Contracts and the construction, improvement and repair of industrial, commercial, public and residential buildings.

The Issue

The key drivers for MANSELL implementing OHSAS 18001 were to:

- improve its safety performance and culture,
- reinforce the knowledge that both its legal and “moral” safety obligations were being met,
- demonstrate support for the company’s safety policy statement.

Additionally, OHSAS 18001 provided a management structure framework that fitted well with MANSELL’s existing Quality Management System, continuous improvement philosophy and desire to develop a fully integrated Safety, Quality and Environmental Management System.

The Benefits

OHSAS 18001 registration has enabled MANSELL to adopt a fully integrated safety, quality and environmental management system (IMS).

Since registration, OHS performance has improved. MANSELL has maintained a prosecution free record with regard to safety infringements, the number of Prohibition Notices received has halved to 2 and the accident frequency rate has been well below the industry average.

During the time of IMS implementation, turnover has increased 21%, profit has increased 86% and staff productivity (profit performance) has increased by 16%.

Since IMS implementation, BSI non-conformities raised during assessments have decreased by 35%.

Assisted by OHS performance, customer relationships have also been improving. This is demonstrated by the fact that more than 50% of turnover is derived from long-term frameworks and partnering arrangements.

BSI Role

BSI provided an assessment format that was both supportive and practical in taking a step-by-step phased approach to achieving initial Registration. Throughout the Assessment process, MANSELL found BSI to be proactive in highlighting and discussing ways in which site processes can be improved above the purely Legislative minimum.

Support from BSI has been consistently provided at all levels, from initial enquiries with the BSI Co-Ordinating Client Manager, through to first contact with the Sales Team, the in-house BSI Safety and Environmental specialists, and finally the pro-active approach of the assessment team.

In particular, BSI's understanding of MANSELL's business, through a small team of sector specialists ensures a consistency of professionalism and an ever-increasing ability to help identify opportunities for improvement. This has reinforced the decision made five years earlier (for BS 5750 Registration) to invite BSI to undertake its assessments.

The System

MANSELL were the first Construction Services provider to have a Registered integrated management system (Registered 3/6/99).

Staff health and safety initiatives include:

- A series of “Standard Risk Control Arrangements” that have been issued to Production Staff, setting minimum MANSELL standards for typical site activities.
- “Hazard Awareness Posters” designed to identify potential problems and direct Production staff and site operatives towards the appropriate “Standard Risk Control Arrangement” in order to manage the potential hazard.

Further information on MANSELL can be found at www.mansell.plc.uk