



courtley.com

*Celebrating
over 20 years
in business*

Courtley Health & Safety Limited
success is no accident



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INTRODUCTION

Since 1995, we have built our reputation as one of the most respected names for health and safety advice. This includes supporting and training people in both public and private organizations.

Our belief is **Good Health and Safety is Good Business** and it can be proven. We deliver efficient and effective support to ensure workplaces are safe, healthy and secure. With compliance of legal requirements and best practice, this helps create a culture and environment for workers to be at their best.

Many of our training courses are accredited and audited by world renowned, professional organisations to ensure the highest possible standards in content, delivery and administration.

Our Courtley Certified training courses are bespoke to the needs of our customers and delegates.

These are delivered **FREE** to employees of businesses who retain our consultancy services. This means that anyone who trains with us will gain knowledge that is relevant to their specific workplace.

We have 12 staff across 2 sites. Our head office and training centre is based in Merseyside with the second office in Surrey. Our people are committed to continual professional development and we utilise appropriate professional bodies to monitor our performance. This ensures we are always up to date and at the front of changing legislation, playing our part in developing industry best practice.

We work hard to ensure you and your employees are fully compliant because success is no accident.





Along with the wide range of Courtley Certified courses, we hold licences to deliver a number of accredited training courses such as CITB, IOSH and PASMA.

HEALTH AND SAFETY

If it is necessary to prove competence; the systems and procedures we will develop are robust and have never failed any third party audit.

These have included:-

- Clients own pre qualification,
- Chas,
- Constructionline,
- SMAS
- Acclaim
- Safe Contractor
- Exor
- Consistently high scores from Achilles and others

We know the systems we propose will stand scrutiny because of our understanding of the health and safety systems recognized as appropriate for almost every organization. We rely on simple management models based on published guidance and ISO standards as appropriate to your organisation.

By working with many businesses we have developed systems to 'key in' to existing organizations and fill the gaps to develop a workable management system.



Through co-operation we collaborate with our customers. This approach minimizes costs while encouraging the business to grow and become self sufficient.

We maintain our own Quality Management System (accredited to meet ISO 9001:2015 standard) to help us provide a level of service to be proud of.

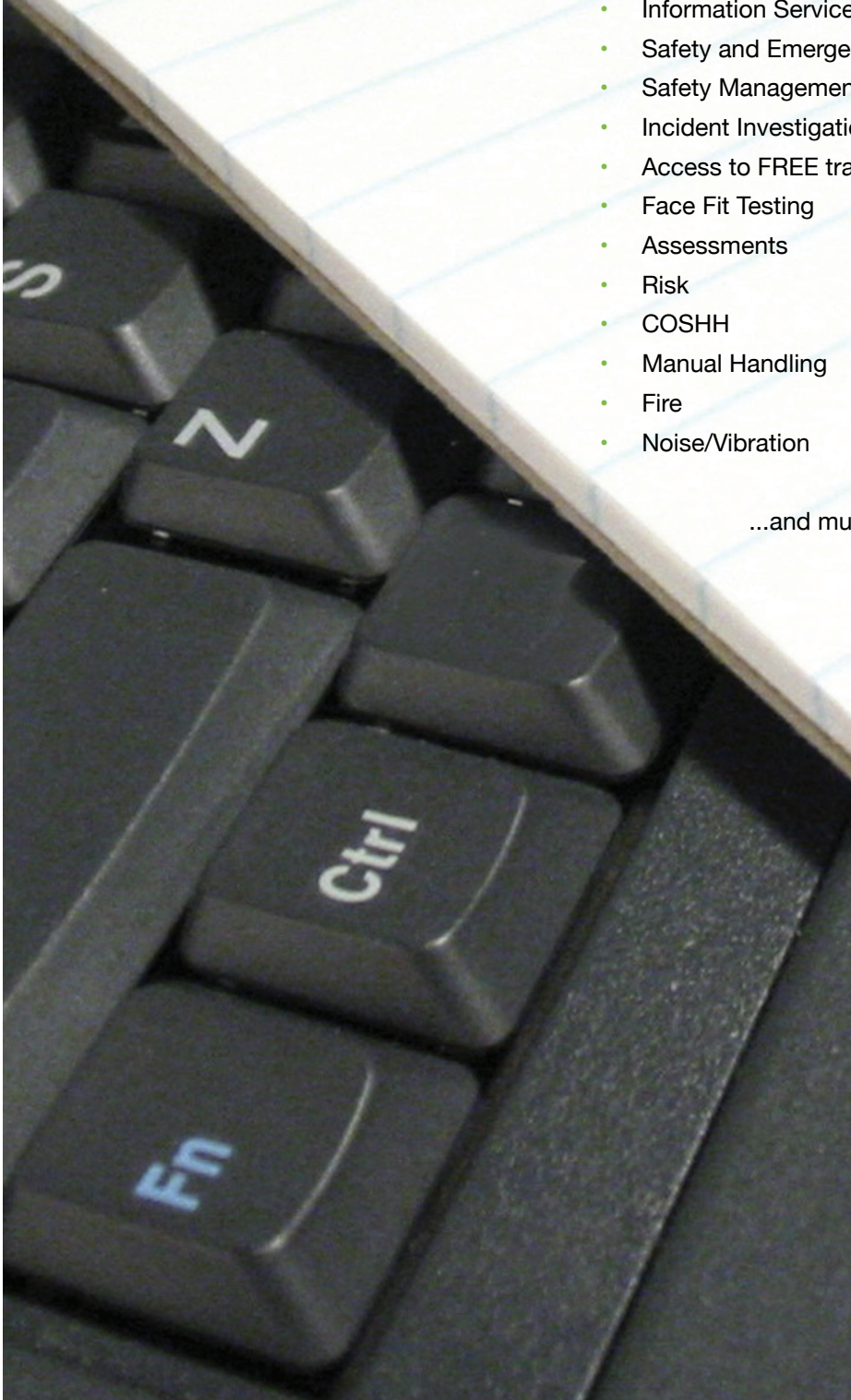




**Ways that Courtley can help
your business:**

- Health & Safety Policy
- Telephone Support
- Workplace Inspections
- Information Service
- Safety and Emergency Procedure Writing
- Safety Management Audits (benchmarking & action plans)
- Incident Investigation: Crisis Management
- Access to FREE training
- Face Fit Testing
- Assessments
- Risk
- COSHH
- Manual Handling
- Fire
- Noise/Vibration

...and much more.



ABOUT COURTLEY

ESTABLISHED FOR OVER 20 YEARS

Since we started Courtley Health and Safety in 1995, a few things have changed. Being front and centre of the industry these past twenty+ years has given us a front row seat to witness how Health and Safety laws and practice have developed alongside changes in society.

Many years ago, it was all very prescriptive in that laws would state employers must do this and that. This method of control often failed to keep up with changes in technology and working practices, so the whole business of Health and Safety has evolved to become more goal setting. Now, rather than pointing out what must be done, we focus on what must be achieved.

Society has changed with the greater acceptance of equality, diversity or disability. It was very much the norm for many roles to be defined as being for men, while others were specifically for women. Now, with more people choosing not to align with a specific gender or sexual orientation these distinctions are no longer valid. It was common practice to define why a person could not do a job; however, now, the intention is to seek the reasonable adjustments required to show how a person can do a job.

We have also become much more aware of the need to adopt family-friendly practices and consider anti-bribery policies and procedures; along with greater importance being placed upon determining and mitigating the negative environmental impacts business operations are having on the world. The thought of being more inclusive and considerate in every aspect was once given little more than lip service but is now much more prevalent and is becoming ingrained.

Another significant change has been the definition of what it takes to be regarded as an employee. This has altered over the years with the influence of trade unions on the wane and the rise of the self-employed in many manifestations.

The relationship in the workplace, wherever that may be, is as diverse as



the definition of the supply chain. Think of how Amazon will store and deliver but claim they are not the retailer!

On a very positive note, those who are tasked with implementing safe systems of work seem to have improved their communication skills considerably. Health and Safety documents once were very text heavy, supported by a few posters on notice boards by the staff canteen. These would usually be covered in a fine coating of dust. Now, with the use of graphics, video clips, pictures and practical demonstrations, the message is being conveyed effectively to those who have difficulty with literacy, as well as those who don't have English as a first language.

This means employees are ever more engaged in playing an active role in safety management. This has been made possible by the fantastic developments in IT hardware, software and infrastructure.

Over the years, we have got better at addressing safety issues, but only recently has there been a deep focus on 'health'. Society not only expects employers to get their workers to retirement without maiming or killing them, but also in a state of health that allows them to enjoy that time of life. This level of awareness and care is

very welcomed, but we feel it is also much more difficult to deliver. What people do away from the workplace can have a massive effect on their health and how much the employer should influence this is rightly debatable.

Health and Safety has its challenges. Employers have little control of the working environment for those who work from home or the potential hazards from Nanotechnology for example, but we are sure it will rise to meet these. The United Kingdom has enjoyed an honoured position as a world-leader in Occupational Health and Safety law and practice during these twenty+ years and we hope we will still have the same appetite post Brexit.



Steve set up Courtley having worked in the construction industry since 1980. He is a time-served joiner who went on to become a sub-contractor, site manager, and then project manager on many schemes which could range from small to multi-million-pound projects. Steve's clients included pharmaceutical manufacturers, retail outlets and many others. Having been awarded a master's degree in Health and Safety and Environmental Law, he has a rounded and in-depth understanding of the topic.

Over the years, Steve and the team have developed health and safety, environmental and quality management systems for many organisations. It has been usual for these systems to be audited and accredited to relevant international management standards. Steve has put in place a quality management system at Courtley, which is accredited to the ISO9001:2015 standard. He has worked with clients in many business sectors but most often the construction industry, on projects to develop a team approach to risk-reduction and success.

Steve enjoys delivering training sessions and is the lead instructor at Courtley for the Site Safety Plus suite of courses; such as Directing Safety, SMSTS and SSSTS. He also delivers regular PASMA Towers for Users sessions.

He is regularly engaged to support Clients, Principal Designers and Principal Contractors to help ensure the effective discharge of their respective duties. As a Fellow of the Association for Project Safety which is the leading professional body in relation to the CDM Regulations; Steve's status, knowledge, and experience add value to value to construction projects.

success is no accident



INDUSTRY SECTORS WE WORK FOR

Surprisingly, our interest with health and safety did not start with a view to prevent accidents or injury. We never set such high aspirations. It began with helping construction companies get on to approved contactor lists. When we started this was quite simple but as the audit processes became more detailed and complex we developed safety management systems to achieve compliance. Our roots were firmly based in the construction industry. Today this accounts for less than half of our Client base!

While preparing for audits, we became very skilled in implementing effective management systems. In fact we became so effective and efficient that we became good at health and safety.

We have never put much effort into marketing for a couple of reasons. A lot of our work with new clients is done in the first few weeks. If we had a marketing campaign that was successful, we would not be able to cope! A nice steady growth in sales as we have experienced over the previous twenty plus years suits us. The second reason we do not market heavily is because we can only be effective with customers who understand what we can do. To get this, almost every one of our new Clients is from recommendation from an existing customer. We are truly built by reputation and proud of it.

10% **Manufacturing**

37% **Services**





Our growth and dependence in recommendation meant we worked almost exclusively for construction businesses. However our skill and belief that **Good Health and Safety is Good Business** has helped us work alongside organizations from many other sectors.

- Tourist attractions
- Aerospace
- Pharmaceutical
- Food and Beverage
- Television and Film
- Legal
- Churches and Chapels
- Schools and Universities
- Zoos
- Councils (metropolitan and parish)
- Transport and Warehousing (including international shipping)

OUR COURSES

Our portfolio of courses include qualifications for:



Working in association with:



Visit our website: www.courtley.com for the full list.







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