



T-Mobile UK

How Health &
Safety can pay



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Introduction

- T-Mobile UK – division of Deutsche Telekom
- Operates mobile phone services for voice & data
- 17 million customers in UK
- Annual turnover of £2.5 billion
- 6500 staff

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Physical assets

- T-Mobile UK head quarters in Hatfield, Hertfordshire – 3500 staff
- 3 Call Centres in Glasgow, Sunderland, Merthyr Tydfil – 2000 staff
- 250 Retail stores by end 2006 – 700 staff
- Strategic Switch sites around UK – 300 staff
- 8500 Cell sites – mainly involves working at height

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HS&E Team

- 4 H&S Advisors – North, Midlands, South & Retail / Corporate
- 1 Environment Advisor
- HS&E Champions at all sites – volunteers
- Key support from Directors of UK business



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Main Risks to T-Mobile UK staff and contractors

- Work at Height – Masts, Towers, Rooftops
- Driving
- Slips, Trips & Falls
- Musculoskeletal
- Stress



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How does T-Mobile manage Health, Safety & Environment?

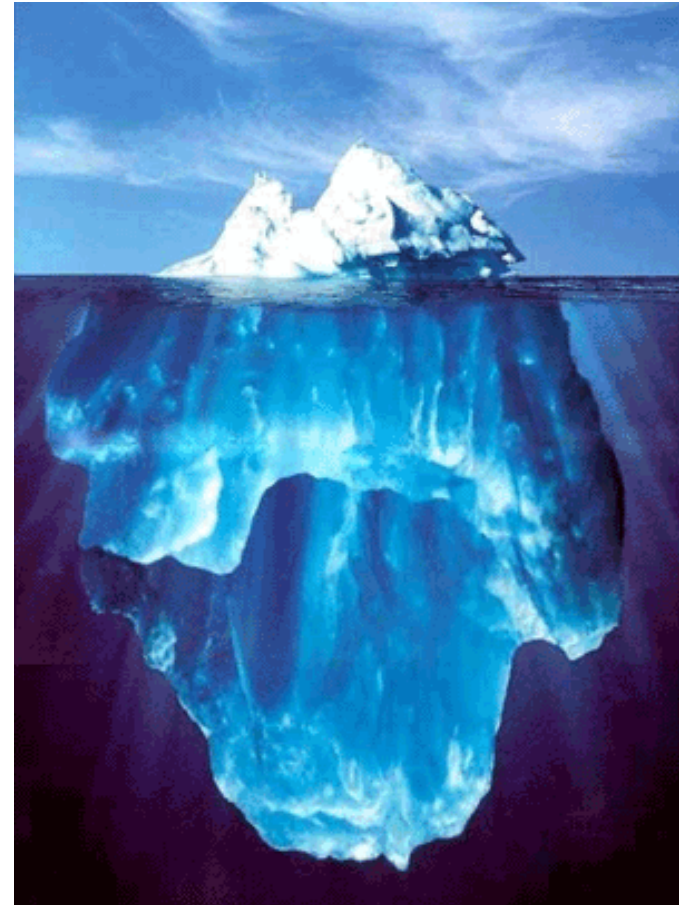
- Health & Safety is clearly communicated as everyone's responsibility
- Environment is managed by a small team with input from all staff
- Annual Corporate HS&E Plan is approved by the TMUK Board
- Each Directorate then produces their own Plan that supports this
- Compliance is audited – Plan reviews; Inspections; Audits



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How HS&E can pay

- Insurance premiums spread the risk and cover serious financial loss
- HS&E works with the business to prevent the accidents & incidents
- A serious accident causing injury at work can cost £100K +
- Fines imposed by Courts in criminal prosecutions can cost millions
- Prevention of these incidents saves Loss to companies & employees



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How HS&E can pay - Investments

- Invest in good systems – effective policies, document control, audit
- Invest in good people – IOSH qualified HS&E Practitioners
- Senior management buy-in essential
- Clear communications
- Good training – Managing Safely

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How HS&E can pay - Benefits

- Reduced accident & sickness rates – improved productivity
- Zero prosecutions and fines
- A safe workforce is an engaged workforce
- Standards achieved – ISO 14001; OHSAS 18001 – competitive advantage
- Invitation by your insurers to bang your drum at this conference!



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Conclusion

- Accidents can be prevented BUT humans will err
- Insurance spreads the financial risk
- Effective HS&E management systems will reduce incidents
- Effective HS&E management systems may reduce insurance premiums
- Managing HS&E makes good business sense