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We started working with ARMS Ltd in 2007 and over this time in partnership with John and his team we have created a significant and sustained shift in our health & safety culture in the UK which has resulted in our performance continuing to improve and evolve as we now enter our 13th year.

From the outset ARMS fully understood the culture of our business; this was achieved through a detailed culture analysis, where ARMS interviewed staff at all levels. This approach was key to ensuring long term application and improvements within our business as it was important for ARMS to understand our strengths and weaknesses and also how our systems and processes could be improved to ensure we were driving the right behaviours.

Once the analysis was complete, we created a Steering Group - having ARMS as a key member of the Group meant that we followed an approach that was grounded in behaviour science and was essentially created for us, by us. This meant we created an approach that fitted our business and would deliver some quick results, resonate with our teams and gain important initial momentum to create sustainable change. ARMS was always at hand to help us, remaining in the background such that we fully own our program that is unique to B&V, called BOSS.

Part of our approach was to enhance the skills of our key influencers and ARMS helped us develop and upskill our BOSS Champions who continue to ensure our improvements are sustained. As BOSS evolves John and the team continue to support us, ensuring we keep on track and continue to drive improvements. As a result we have a proven approach spanning more than a decade that has been recognised by both our clients and the industry as a high performing health and safety culture.

**Ruth Powell**

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