



Innovation in People Development and Empowerment

Winner

Empowering People through ENGAGE, Interserve and E.ON UK



Empowering people through Interserve's Engage programme at E.ON UK's 14 core locations and regional operational sites.

E.ON UK wanted a service provider that could integrate 10 separate service lines and that would be a true partner, uniting facilities employees at all of its sites. The underlying belief: engaged and empowered people deliver better service.

So, Interserve's Engage programme was born and set out to establish a common safety culture to improve H&S standards. A total of 320 employees TUPE transferred to Interserve from five previous providers and existing E.ON UK employees. The challenge Interserve faced was to make employees feel like an integral part of the bigger entity, working from the same set of values, operations and communications models, and a shared safety culture.

Results

Engage magazine: A quarterly publication from Interserve and distributed to all employees on the account and key E.ON UK stakeholders to share news, promote Interserve's way of working and making HSSE compliance fun and accessible.

Question Mark: At the beginning of monthly meetings and regular team catch ups, employees devote time to discussing pertinent safety questions.

Gamification techniques: To improve HSSE learning, Interserve created a Powerpoint-based game with videos, graphics and hyperlinks to be played in teams to explore the environment, PPE and good housekeeping.

Videos: Produced by staff members to make learning relevant.

Innovate Sean: The face of the campaign, with people encouraged to submit ideas via post boxes at E.ON UK sites. Accepted initiatives earn the submitter an award and vouchers.

Skills and development: 53 people have enrolled in upskilling apprenticeships and two are undertaking full catering apprenticeships. Customer-first training happens across all sites.

Building a one-team approach: Increased employee opportunities for redeployment or promotion, including a member of the cleaning team moving to a front of house role.

Safety observations: Interserve set a target of 1,381 safety observations across all sites to encourage teams to recognise safe and unsafe behaviours. To date teams have recorded 3,587 observations – 260 per cent of its target. The account has had over 400 RIDDOR-free working days across all sites.

Best practice

Interserve's strategy for responding to these challenges is built around four core principles:

- Senior leadership matters – lead from the top with senior team members visible from day one.
- Communication is key – create a shared identity and deliver important messages.

Make people part of the process – employees should own the Engage programme and feed into it. It shouldn't be happening to them.

Make it fun and easy to understand – with a range of employees from different backgrounds, including colleagues who didn't speak English as a first language, Engage had to be easy to understand for it to succeed.