



# **‘Safety management systems in facilities’ in partnership with Ark Workplace Risk**

12pm, Wednesday 13 September

**iwfm**

**WEBINAR SERIES**

**Navigating turbulent times**

# Panellists



**Host**  
**Sofie Hooper**

Head of Policy and  
Research, IWFM;  
Secretariat, WG8 BSM  
Competence Framework;  
Interim Director, Building  
Safety Alliance



**David Hills, FRICS, FIIRSM,  
MIFireE, MSFPE, RSP**

Senior Director - Regulatory,  
Technical and Technology  
Solutions, ARK Workplace  
Risk



# **Safety Management Systems in Facilities and Property**

**Prepared for:**

**IWFM**



David Hills FRICS, FIIRSM, MIFireE, RSP – Senior Director

David Hills FRICS, FIIRSM, MIFireE, RSP

**Senior Director (Regulatory, Technical and Technology Solutions) - Ark Workplace Risk Ltd.**

*David's has been working at Ark for over 23 years and previously has background is based within both local authority building control looking after major construction sites. David is well known and respected in the property sector and supports 1000's of clients in risk management within the built environment demystifying and supporting clients in meeting their obligations.*

*David was Chairman of a Government Sponsored / RICS committee that contributed to the Regulatory Reform (Fire Safety) Order 2005 and has advised DLUHC, BPF, UKAA, ARMA and the Building Safety Regulator in how to prepare and plan for the Building Safety Act 2022 and the secondary legislation.*

*David is also Company Director of Ark Sustainability Ltd – one of the Homes England panel for FRAEWs*





# Agenda

1. Introduction
2. What is a Safety Management System (SMS)
3. The role of technology in managing safety
4. Safety Management Systems and the Building Safety Act 2022
5. FM's role in supporting Accountable Persons
6. Making Safety Management Systems workable and avoiding the pitfalls



# Introduction

*Safety Management Systems are generally required under criminal law in the UK*

- *Management of Health and Safety at Work Regulations 1999 (as amended) – focusing on **occupational health and safety***
- *Regulatory Reform (Fire Safety) Order 2005 – focusing on **fire safety***
- *Building Safety Act 2022 – focusing on **building safety** (fire and structural safety)*

*All generally require owners, employers, managers to:*

***“...make and give effect to arrangements for the purpose of ensuring the effective planning, organisation, control, monitoring and review of ...”***



# Introduction



## ***Civil Law***

*mitigation and corporate protection*

## ***Burden Of Proof***

- Criminal – *“beyond reasonable doubt”* – 100% sure
- Civil – *“on the balance of probabilities”* – 51% sure

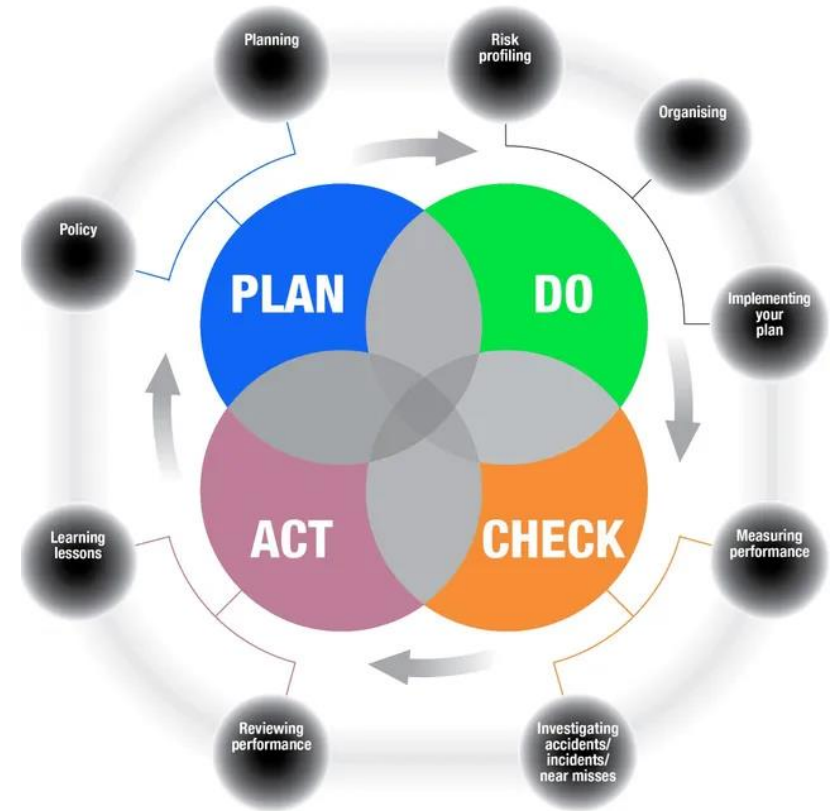


# Introduction



## *Plethora of Safety Management System Models*

- **Occupational Health And Safety**
  - *ISO 45001 – Occupational Health and Safety*
  - *ILO-OSH – Occupational Safety and Health*
  - *HSE’s HSG65*
- **Fire Safety**
  - *BS9997 – Fire Risk Management*
- *All generally designed around the Deming Cycle Model – “Plan, Do, Check, Act”*





# What is a Safety Management System

A safety management system (SMS) can be defined as

**“...an organisation-wide process designed to manage safety risk in the workplace.”**





# What is a Safety Management System

*“Safety in the **process** is impossible without people...*

*Safety in the **people** is impossible without leadership...*

*Safety in the **leadership** is impossible without commitment.”*

*Safety Management starts with **Commitment***



# What is a Safety Management System

What Does Safe Mean?

*“protected from or not exposed to danger or risk; not likely to be harmed”*

- Safety
  - Occupational health,
  - Fire,
  - Security,
  - Terrorist Attack,



**Managing Safety doesn't happen by itself!**





# What is a Safety Management System

A **safety management system** (SMS) can be created to fit any business type and/or industry sector.

Generally, an effective SMS will include policies, processes, procedures and systems to:

- **Identify** risk and appropriate controls
- Define how the **organisation** manages those risk
- Identify organisation-wide management **arrangements**
- Detail processes to **identify and correct nonconformities**
- Consider **continual improvement** processes



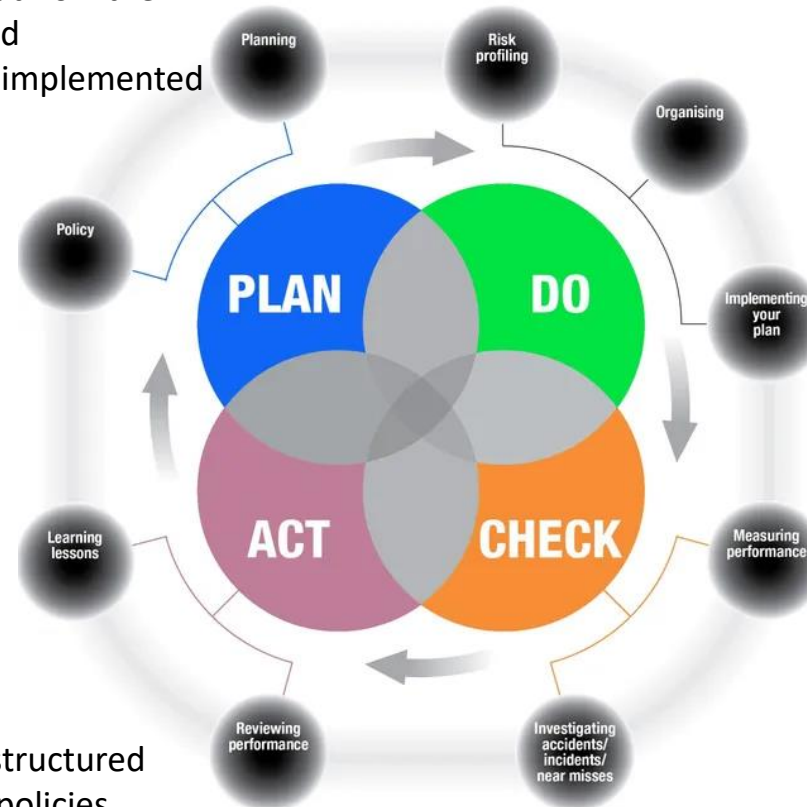
# What is Safety Management System

**Planning** – setting out how the policy, the intent and commitment will be implemented

**Risk Profiling** – assessing and understanding the risks

**Organisation** – roles and responsibilities, cooperation, coordination, competence, control and communication

**Policy** – setting out the organisation's statement of intent and management commitment



**Implementing** – getting the systems policies, procedures and systems done, getting the right technology and tools to support and maintain, training etc.

**Learning Lessons** – management and leadership review, oversight

**Measuring performance** – monitoring and identifying opportunities, problems, understanding causes on an active and reactive basis

**Reviewing Performance** – structured audit and review of plans, policies, assessments against stated objectives and intent

**Investigation** – structured review of what has happened when things go wrong, reviewing the measures in place







# Role of Technology in Safety Management

- Pandemic has accelerated digital and technology changes –
  - we are moving through the fourth industrial revolution.
- Property Assets are becoming intelligent physical environments, ones that owners, managers and occupants can control and manage in increasingly useful ways.
- Workplace adaptations – smart buildings, hybrid working - need to provide a flexible workplace and leverage technology to support this.

According to recent survey 67% of UK employers use on-line platforms to deliver health and safety programmes

42% of UK employers use mobile apps to support health and safety programmes

Source - Mercer



# Role of Technology in Safety Management

## Benefits of leveraging technology in safety management

- *Transparency and visibility of your risk position*
- *Automate repetitive tasks and processes*
- *Track risk management activities – increased efficiency*
- *Mitigate and reduce risk*
- *Ensure data collection is consistent and accurate*
- *Centralised risk management data – allowing effective management control*
- *Document Hygiene*
- *Knowledge Management and Transfer*
- *Making sure the flow works – movement*
- *Improved engagement with those involved*
- *Improved decision making*
- *Getting more done in less time - cost savings*



# Role of Technology in Safety Management



QUOODA®

H&S Compliance - Properties

Compliant Expired Not Provided

Properties  Filter Managing Agent

Sort By Description  Sort By Documents  Search  Match Any Filters  Filter Portfolio

ID	Description	Compliance	Fire Risk Assessment - 2	Health & Safety Risk Assessment - 3	Water Hygiene Risk Assessment - 4	Gas Safety Certificate - 5	Lift Inspection - 6	Escalator Thorough Examination - 7	Cradle Thorough Examination - 8	Fixed Electrical Certification - 9	Emergency Lighting Service and Inspection - 10	Fire and Emergency Evacuation Drill - 13	Sprinkler System Service - 14	Latchway Thorough Examination - 15	Car Park Inspection - 16	Property Inspection - Weekly - 17	Generator Servicing - 19	Lift Thorough Examination - 164	Internal Audit Checklist - 280
AR1	<a href="#">1 Acacia Avenue</a>		13/04/2021	31/08/2022	01/12/2023	23/04/2024	23/02/2024	-	13/08/2024	14/06/2026	09/02/2024	02/10/2023	08/03/2024	-	-	11/09/2023	-	2 of 2	12/04/2024
AR2	<a href="#">62 West Wallaby</a>		10/03/2020	10/03/2020	10/12/2013	23/02/2024	28/02/2024	-	19/03/2024	20/10/2024	15/11/2023	01/02/2024	21/01/2024	-	-	13/09/2023	-	-	28/02/2024
AR3	<a href="#">18 Bedrock Avenue</a>		10/03/2020	16/10/2020	15/03/2023	23/08/2024	23/10/2023	-	-	10/03/2024	13/02/2024	26/01/2024	-	-	-	06/09/2023	-	-	25/05/2024
AR4	<a href="#">742 Evergreen Terrace</a>		13/11/2020	13/11/2020	28/11/2023	02/10/2023	01/02/2024	-	-	26/07/2027	28/09/2023	09/02/2024	-	-	-	11/09/2023	-	-	14/03/2024
AR5	<a href="#">Skypad</a>		29/07/2020	10/03/2020	-	27/02/2024	19/12/2023	-	26/07/2024	10/03/2024	27/10/2023	10/11/2023	28/02/2024	12/03/2024	28/09/2023	12/09/2023	25/11/2023	-	-
AR8	<a href="#">Lounge Retail Park</a>		05/11/2020	03/02/2021	-	-	-	-	-	26/03/2024	-	-	-	-	23/09/2023	-	-	-	-
AR9	<a href="#">Kitchen Retail Park</a>		28/02/2019	10/03/2020	-	-	-	-	-	20/04/2028	-	-	-	-	20/09/2023	-	-	-	-
AR10	<a href="#">Conservatory Way Retail Park</a>		06/06/2019	21/01/2021	-	-	-	-	-	20/05/2024	-	-	-	-	06/10/2023	-	-	-	-
AR11	<a href="#">Knife Street Shopping Centre</a>		12/05/2015	12/05/2015	12/05/2015	12/12/2023	06/02/2024	27/04/2015	-	05/09/2026	02/02/2024	16/02/2024	03/04/2024	-	06/10/2023	11/09/2023	13/02/2024	-	24/10/2023
AR12	<a href="#">17 Rope Street</a>		10/03/2020	08/11/2016	-	19/10/2023	28/12/2023	-	01/11/2023	11/09/2024	02/01/2024	07/12/2023	-	-	06/10/2023	11/09/2023	-	-	19/12/2023

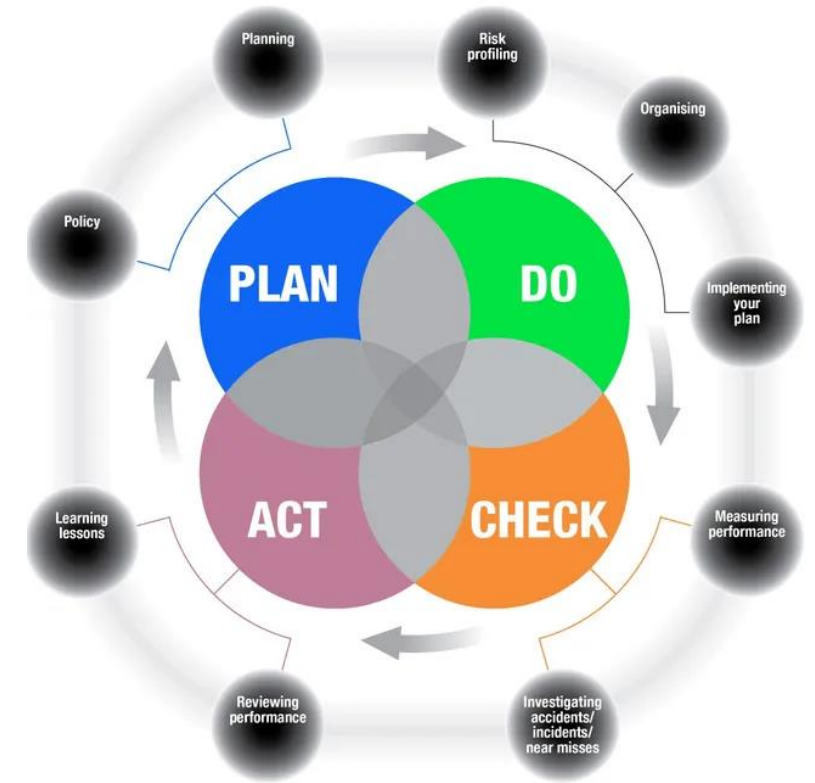
Version: 2023.14

# Building Safety Act – Building Safety Management System

The Accountable Person must...

“...make and give effect to arrangements for the purpose of ensuring the effective planning, organisation, control, monitoring and review of steps taken...”

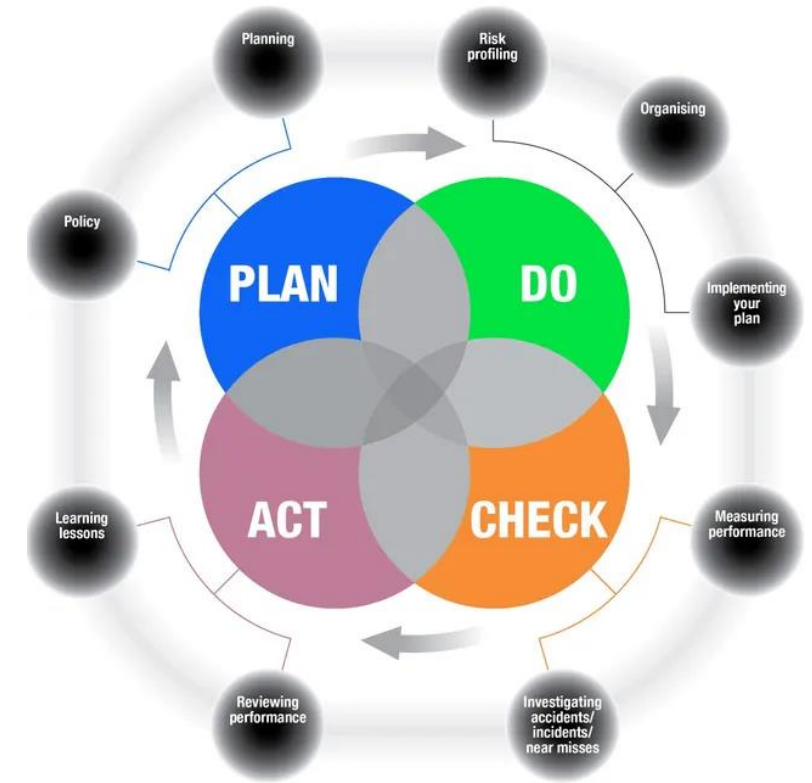
The **Building Safety Management System** is an essential element of the **Safety Case Report**.



# Building Safety Act – Building Safety Management System

## BSM System needs to include...

- **Building Safety Policy Statement** – (statement of intent)
- **Organisation** – people defined with clear roles and responsibilities for Building Safety
- **Procedures, Policies and Arrangements** for management activities, assessment, maintenance and remediation action – on a proactive and reactive basis
- **Digital Management System** to manage and implement activities, actions, investigations etc
- **Mandatory Occurrences Management** – not the same as RIDDOR
- **Management Reporting, Audit and Review processes**





# FM and Safety Management



What / Who are we making safe?

Workplaces	Residential Block
<b>Employees</b> <b>Other's Employees</b> <b>Visitors</b> <b>Contractors</b> <b>The Public</b>	<b>Residents</b>



# FM and Safety Management

## ISO 41001



# FM and Safety Management

## ISO 41001



# FM Role Safety Management



## Areas of protection

- Building Safety
- Fire Safety
- Process Safety
- Security Safety
- Legionella - L8 – water systems safety
- Occupational Health and Safety
- Maintenance and servicing
- Asbestos control
- Refurbishment

## System Format

- It's all down to the audience –
  - *risk management in banking is different from risk in PM*



# Making SM Systems Workable - Culture

Its all about the **process!**

When something goes wrong – your safety culture needs to:

***“Blame the process not blame the person.”***

- *Management Commitment*
- *Effective Communication*
- *Employee Involvement*
- *Training and Information*
- *Motivation*
- *Appetite*





# Making SM Systems Workable - Culture

## Developing a system

- Management Commitment and Planning
- Policies and Procedures
  - yourself or someone else
  - how much employee involvement
  - visible management input
  - certification?
- Training and Competence
- Implement
- Control
- Participation
- Analysis



# Avoiding the Pitfalls

- *Starts at the top – and ends at the top*
- *Needs to involve everyone to fully work*
- *Everyone needs to know their part*
- *It's not just about training ... it has to include belief!*
- *It doesn't happen by itself*
  - *Needs corporate will, leadership, commitment*
  - *Needs a budget and resources*
  - *Everyone needs to "see the commitment"*
- *Take one of the Plan, Do, Check, Act out – it doesn't work*
- *Take one of the "C's" out – it doesn't work*
  - *You can have the best control – but poor cooperation – it doesn't work*
  - *You can have great coordination – but with poor communication – it doesn't work*
- *Take document hygiene seriously*
- *It's not just a tick box exercise*



# Your questions



**iwfm**

**WEBINAR SERIES**

Navigating turbulent times

The CPD number for  
today's event is  
**2446888**

**iwfm**

**WEBINAR SERIES**

**Navigating turbulent times**



**iwfm**

**WEBINAR SERIES**

**Navigating turbulent times**

[iwfm.org.uk/insight/building-safety.html](http://iwfm.org.uk/insight/building-safety.html)