

NEBOSH Annual Review 2019

GOOD TO GREAT: A NEW CHAPTER



nebosh

“Over the past year we have worked with NEBOSH to have our training and competency program accredited by an external body. NEBOSH was the right route to take given its high standards and internationally renowned qualifications. We are delighted that our programs have been accredited at SCQF Level 11, which will enable us to build on what we have already achieved.”

Roger Schulp

Lead Investigator, BP



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CHAIR'S FOREWORD

As NEBOSH fast approaches its 40th anniversary I'd like to take this opportunity to reflect on the past year. A year of change. A year of excitement. A year of opportunity.

NEBOSH, with the education opportunities we provide, plays a key role in preserving and improving health, safety, wellbeing and the environment in workplaces worldwide. This is a theme that's close to my own heart. It also reflects the motivation behind the many thousands of people who choose to study for a NEBOSH qualification every year. We're all part of a community that strives to ensure that workers return home safely to their loved ones at the end of every day.

Part of that extended community is the NEBOSH Board of Trustees, which, in 2018, I was privileged to be invited to Chair. It is an honour to be able to work alongside so many passionate and dedicated people, and to meet some of our successful learners.

As part of our work on the Board, we recently amended NEBOSH's governance structure to better align with the expectations of the Charity Commission and to ensure appropriate accountability to all regulators. There is a lot of detail behind these changes; however, they will provide us with clearer strategic leadership, bring the organisation in line with best practice and align our governance systems with fellow leading charities. The changes have also been designed to create a new platform for our key stakeholders to share their expertise and contribute more effectively to NEBOSH's ongoing development.

In 2018 we also welcomed a new Chief Executive, Ian Taylor. Ian and our leadership team have developed an exciting new strategy, fully endorsed by the Board, that will ensure NEBOSH's success continues for many more milestone anniversaries to come.

Part of this new strategy is the creation of a Learning Partner Programme in 2019. We'll work more closely with our Learning Partners than ever before; together NEBOSH, our Learning Partners and our learners will make an even greater contribution to health and safety management across the world.

I encourage you to read the rest of this document, which delves deeper into the aforementioned strategy and outlines our plans for the year ahead as we take our steps towards achieving it.



William Nixon.

William Nixon
NEBOSH Chair

“Ian and our leadership team have developed an exciting new strategy, fully endorsed by the Board, that will ensure NEBOSH’s success continues for many more milestone anniversaries to come.”

CEO FOREWORD

What a year! Since joining NEBOSH – and the health and safety sector – in late 2018, I've been astounded by the dedication and passion of its people.

To go home safely at the end of the working day is a right, not a privilege. Our qualifications – and the people that take them – have helped secure that right for people all over the world.

After 40 years in the business, NEBOSH and its team of people really know their stuff. Together, we have developed an exciting new strategy and a new set of values that will see our success continue for the next 40 years (and beyond!).

With our vision and mission as the guiding principles, we have set our sights clearly on being the very best at everything we do. Without doubt, the best organisation in the industry will become even better.

Whatever we do, our learners will be at the heart of it. The foundations of our activities will always be the learner, their learning experience and what they will be able to do in the workplace as a result of their studies.

Equipped with a NEBOSH qualification, they'll provide real, practical value to their employers – protecting people and protecting profits.

As we set out on this exciting journey I am mindful that we cannot achieve our ambitions alone. Our collaboration with learners, employers, learning partners, governments and many other organisations will be the cornerstone of our success and the continued improvement of health and safety everywhere.

To the future – it's going to be great!



A handwritten signature in black ink that reads "Ian Taylor". The signature is written in a cursive, flowing style.

Ian Taylor
NEBOSH CEO



Shaikh Mohammed praised the great role played by NEBOSH and its vision to preserve and improve health, safety and the environment in workplaces worldwide. "Of particular significance is NEBOSH's desire to extend the competence of those working in high hazard industries and prevent the recurrence of accidents. Noga attaches great importance in strengthening its relationships with various institutions, agencies and international organisations in enhancing the culture of safety for its companies by applying the standards, principles and rules of occupational safety and health, to create a safe working environment, free from accidents and injuries."

Shaikh Mohammed bin Khalifa Al Khalifa
Oil Minister and Noga Chairman

l-r; Stuart Naylor, NEBOSH Director of Relationship Management; Ian Taylor, NEBOSH Chief Executive; Shaikh Mohammed; Dr Jawahery, NEBOSH Ambassador and Yasser Abdulrahim Alabbasi



A NEW CHAPTER

We're celebrating our 40th anniversary in 2019!

In the past four decades, NEBOSH has spearheaded the improvement of health, safety and environmental management across the world. It's no understatement to say that NEBOSH and its learners are in the business of saving lives. Workers, their families and their communities have been protected from harm by the people that hold a NEBOSH qualification.

We're incredibly proud of what we have achieved. That's why we'll be celebrating in style with a series of events across the globe!

But we've also got our eyes set firmly on the future. Modern workplaces are changing and so must we. We've developed an exciting and ambitious three year strategy that will set NEBOSH on a journey from good to GREAT and see us become the very best in everything that we do.

This strategy is underpinned by six distinct themes:

- Best in Field for Customer Support and Management
- Excellent Engagement with Employers and Government Bodies
- Become an Employer of Choice
- Excellent Engagement with Learners
- Best in Field for Awarding Technology
- Best Products of any Awarding Body in our Field

"The fact that this course is endorsed by both NEBOSH and HSE was a key factor in deciding to run it in-house. The course content was a good mix of health and safety 'need-to-knows' and leadership tools to improve our culture and performance, which leaders could use in daily situations. The assessment was a good way to reflect on the day and develop ideas that we hope our leaders will now use in their day-to-day working lives."

Tom Wike (pictured centre)
Health, Safety & Risk Advisor
The Football Association





BEST IN FIELD FOR CUSTOMER SUPPORT AND MANAGEMENT

Our customers – the hundreds of accredited Learning Partners and many thousands of learners – are key to the achievement of our vision. Without them, NEBOSH could not make the significant impact that it does to the improvement of health and safety in workplaces everywhere.

That's why we're making a commitment to become the best in our industry for customer support. In the next year we'll be undertaking a number of projects that will support us on the journey to realising this aim.

Learning Partner Programme

In a new programme, accredited Learning Partners reflect the emphasis that NEBOSH places on high quality learning provision.

A tiered system will be introduced that recognises those Learning Partners that provide an exceptional learning experience. The benefits will be three-fold:

- Learning Partners will be recognised and rewarded for their hard work and expertise in providing an environment that helps learners to succeed
- Learners will have access to more information and guidance in choosing a Learning Partner, which will better help them to achieve their vocational ambitions
- The NEBOSH brand will gain even greater recognition for being the highest quality provider of qualifications in our sector

Global customer support

We're making it even easier for our customers to get answers to their questions. In late 2018 a 'web chat' feature was introduced to the NEBOSH website; since then we've handled thousands of enquiries via this channel.

We know that people will want to contact us outside of the normal '9-5'. So we're exploring new methods of customer communications and service hours to ensure people get the answers to their queries whenever they need them, however they want them.

We're also working on an online verification system. NEBOSH qualifications are specified in up to 87% of UK health and safety job vacancies so employers want to know they're recruiting people who hold authentic qualifications.

We receive many hundreds of verification requests each year. With a new online system, people will be able to verify the authenticity of a NEBOSH qualification quickly and easily, getting an instant answer to their query.

“I took the plunge and self-funded my studies. That decision and investment in myself paid off because the NEBOSH National General Certificate got me my first safety advisor position. After that, I just kept taking more NEBOSH qualifications and the learning has never really stopped since.”

Neil Fisher

Health, Safety & Environmental Advisor,
Network Rail



EXCELLENT ENGAGEMENT WITH EMPLOYERS AND GOVERNMENT BODIES

After 40 years in the industry, NEBOSH has developed an enviable network of relationships with employers, governments, membership bodies and many more influential organisations.

Across the world, we have worked hard to ensure our qualifications are relevant to a wide range of industries and workplaces. In the past year, for example, we have:

- Worked with the Health and Safety Executive – Great Britain’s regulator – to launch new qualifications
- Signed a Memorandum of Understanding with the International Institute of Risk and Safety Management
- Secured the first UK qualification – NEBOSH Diploma – to be recognised by the Board of Canadian Registered Safety Professionals (BCRSP).

As we embark on a new strategy, the emphasis on this area of our work will increase.

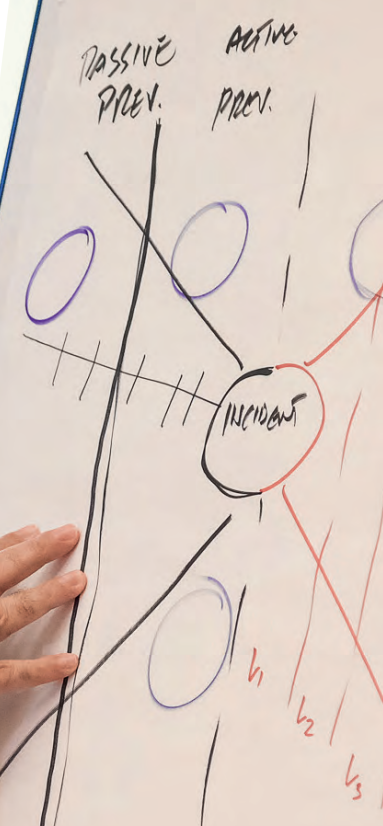
Organisations such as BP have chosen to work with NEBOSH in the development of bespoke qualifications. Hundreds of people from across the business will be upskilled and qualified to complement the work of the investigation and health and safety teams over the coming years.

We’ll use our expertise in this area to offer other employers a service that is tailored to the specific needs of their employees, clients and sector.

Governmental relationships have always been high on our agenda. We have supported them – both at home and overseas – to embed NEBOSH qualifications as part of their organisational learning, increasing standards of health and safety in these most influential of bodies. We’ll continue this work, revisiting existing projects and beginning new ones to ensure they remain relevant for their countries and the people they serve.

"There is no doubt in my mind that NEBOSH has been one of the most influential organisations in terms of the contribution to the development of health and safety practitioners and practice globally. NEBOSH has also played a particularly significant role in the Middle East in the past decade, through offering more internationally positioned qualifications and also offering some of the qualifications in Arabic through its collaborations with providers."

Dr. Waddah S. Ghanem Al Hashmi
Senior Director, ENOC, Dubai, UAE



TO BECOME AN EMPLOYER OF CHOICE

Our employees are the key to our success. For the people who work for here, NEBOSH offers a comprehensive range of benefits that aims to support them not just financially but in health, wellbeing and beyond working life.

We think we're already doing pretty well. Many of our employees stay with us for many years – in fact 25% of our workforce have achieved more than 10 years' service and 5 of those have been a NEBOSH employee for more than 20 years.

But we aspire for more! That's why we've set the goal of becoming a Top 100 employer.

Performance development

As NEBOSH is on a journey from good to great, so too are our people. In 2019/20 we'll develop a new competency framework that provides employees with a clear and transparent development pathway.

Each and every one of our employees has valuable skills, knowledge and competences – that's why we chose to work with them! We'll give them the opportunity to showcase their existing expertise and support them to develop their capabilities to become the very best in what they do. When our people succeed, NEBOSH succeeds.

We've also finished the redevelopment of our organisation values. All of our employees had the opportunity to input into this process and we'll ensure that we recognise and reward those people who demonstrate them. Later this year we'll host the very first NEBOSH employee awards, celebrating those people who go above and beyond.

Employee wellbeing

But being a NEBOSH employee is more than just professional accomplishments. We want to support our employees in all areas of their wellbeing.

We're making a commitment to ensuring the physical, mental and social health of our employees. In the year ahead we'll develop an action plan that builds on our existing tools to ensure our employees are happy employees.

We've already expanded into a second, additional building that gives our employees more space to work, collaborate and relax in comfort. With the input of colleagues, we'll be redeveloping our social and meeting areas to create spaces that inspire and support our people to achieve our goals.

We've also worked with enrichment experts, Perkbox, to introduce a recognition platform which everyone can access. It offers hundreds of discounts and freebies to help people make savings in all areas of their lives as well as reward them for exceptional performance; we want to emphasise the 'life' in work-life balance!

To celebrate the achievement of 70,000 LinkedIn followers (go on, give us a follow!) we challenged employees to walk 70,000 steps in 7 days. Equipping participants with a fitness tracker, we encouraged everyone to get moving. The result? Our team averaged over 73,000 steps for the week. A great way to enjoy the summer sunshine!

Play hard

Our employees work hard but we also like to think we have a lot of fun. It's not unusual for our employees to organise bake sales or dress up for charity (we love a Christmas jumper!). We also support one another with our personal goals; in 2019 Sharon Powell, our Learning & Organisational Manager, conquered the London Marathon. With a little help from her NEBOSH friends she also

smashed her fundraising target for CLIC Sargent. Next year, another one of our colleagues is heading to the Grand Canyon for a five-day trek in aid of the charity Marie Curie.

Our dedicated Social Committee also organises events throughout the year. From quizzes to curry, Christmas parties to fantasy football, we've got something for everyone to get involved in.



EXCELLENT ENGAGEMENT WITH LEARNERS

We believe that learning is lifelong. Whether that's through one of our qualifications or attending one of our events, reading one of our expert articles or registering for our Alumni, NEBOSH is here to support you.

NEBOSH Alumni

We'll continue to invest in the NEBOSH Alumni. It's free to join and provides members (people who hold a NEBOSH Diploma) with a range of benefits such as events, a journal, exclusive news and information, guest bloggers and early access to new qualifications.

Our Diploma Alumni members are based all over the world from 78 countries.

In the year ahead we're going to enhance our Alumni offer; we'll provide even more resources and more support to our members, accessible via new technology platforms.

For those people still working towards a NEBOSH qualification, we're going to give them even greater support. Using the same new platforms, our Learners will soon have access to a huge range of learning materials that complement their studies and the support provided by their Learning Partners. Learners will also be able to get their results online – no more waiting for an email!

What does all this mean? Access to ongoing study and career support, wherever you are in the world, whenever you wish to access it.

Brand advocates

When more than half a million people hold a NEBOSH qualification, it's no surprise that we have amassed a number of brand advocates over the years.

These people spread the word about the positive impact our qualifications have had on their careers as well as the people under their care.

In the year ahead we'll identify some of our top supporters and build even stronger relationships with them. We'll formalise a new scheme which supports and rewards the people who choose our qualifications in the pursuit of improved health, safety and environmental standards.

“At Ørsted, there is a real drive to be world class. Taking the NEBOSH Diploma has been a huge help. And of course, it is one of those things that gives people greater confidence in your input, knowledge and competence.”

Vanessa Hill

Senior Health & Safety Specialist, Ørsted,
and NEBOSH Alumni member



BEST IN FIELD FOR AWARDING TECHNOLOGY

Our information systems project will come to fruition this year, bringing lots of benefits to our biggest stakeholders.

A transformational project, it will have a huge and positive impact on the technical infrastructure of our business, bringing our systems up to speed with the latest current – and future – thinking in awarding technology.

Onscreen assessment and marking

With a new system in place, we'll be able to develop and offer onscreen marking and assessment for the first time.

What does this mean? NEBOSH – and our Learning Partners – will benefit from quicker set-up times, reduced costs and quicker lead times. We anticipate that this will be introduced with exams first, with practical assessments to follow.

What's more onscreen marking will reduce the amount of paper and postage we currently use for examinations. Not only will this have a positive environmental impact but, for our learners, we'll be able to publish results sooner.

Learning Management System

We're busy creating a renewed Learning Management System. It will give us the flexibility and capability to deliver a huge range of training for our learners, ensuring NEBOSH is the 'go-to' provider of lifelong learning for people, wherever they are in the world, wherever they are in their career.

This work will complement and support the achievement of our other strategic objectives, particularly; Best Products of any Awarding Body in our Field and Excellent Engagement with Learners.

“Engagement with our health and safety system across the organisation is really important to us. Having one in seven personnel NEBOSH qualified significantly raises our capability and competence levels and provides operational benefits.”

Peter Osborne
Senior Engineer, Biogen



BEST PRODUCTS OF ANY AWARDING BODY IN OUR FIELD

Our products – NEBOSH qualifications – are the foundation on which our success is built. They are recognised by people and organisations across the world, they are relevant to all kinds of situations and workplaces and they are respected by industry experts.

We must ensure that they remain this way. In the years ahead we'll invest in this function and expand our product offering to encompass training and learning materials. It will enhance and contribute to the achievement of the core of our mission: to be recognised as the global leading provider of high quality learning.

In 2019/20 this work will hinge around three key themes:

Our core range

We'll continue the development of our most popular qualifications. They'll remain relevant to modern workplaces and utilise the latest thinking in assessment methodology, to ensure learners are marked against the competences needed for a high-performing practitioner.



In recent years, we have been incredibly proud to partner with Great Britain's regulator, the Health and Safety Executive, to offer three new qualifications:

- NEBOSH HSE Certificate in Process Safety Management

- NEBOSH HSE Introduction to Incident Investigation
- NEBOSH HSE Certificate in Health and Safety Leadership Excellence

We'll team up with other respected, expert organisations to provide access routes for learners in all areas and at all stages of a health, safety, well-being, environmental or risk management career.

Bespoke qualifications

NEBOSH has been chosen by a selection of household names such as BP and the Metropolitan Police to develop bespoke qualifications. We'll use our expertise to help these – and other – organisations to raise standards in their unique organisations.

Training opportunities

We will introduce a suite of courses and learning materials, available via new access routes, that support ongoing training and development. It will ensure that we provide learning opportunities for people at any stage of their career. Whether they want to invest in a full qualification or short course, NEBOSH will have something to help.

“RoSPA’s Health & Safety Awards provide the opportunity for organisations from across the globe to celebrate excellence. Our friends at NEBOSH provide the world-leading qualifications that make it possible for staff to deliver award-winning performances...”

Errol Taylor, CDir, FIoD, FRSPH
RoSPA Chief Executive



CELEBRATING SUCCESS

People are at the heart of our organisation; it's no understatement to say that NEBOSH and its learners are in the business of saving lives!

We are incredibly proud of the many thousands of people who hold a NEBOSH qualification, and for those who have achieved a prestigious NEBOSH Diploma, we hold an annual NEBOSH Graduation and Awards Ceremony.

In 2019 this was held, once more, at the University of Warwick.

The event is one of the highlights of the NEBOSH calendar; Diplomates, friends and families travelled from 16 countries across the world to celebrate their achievements.

They were joined by Guest of Honour, Louise Taggart, SHP's "Most Influential Person in Health and Safety in the UK" in 2018.

"You should be incredibly proud of your achievements each and every day. It's not stating it too highly to say that you are among my heroes. You are illness preventers, injury stoppers, and environmental damage preventers."

Louise Taggart

Guest of Honour, 2019 NEBOSH Graduation





NEBOSH BEST CANDIDATE

Each year NEBOSH Best Candidate Awards are presented to the top performing learners from each

NEBOSH National General Certificate in Occupational Health and Safety

Andrew Bailey

Studied with SETA Training and Advisory Services

NEBOSH National Certificate in Construction Health and Safety

Ben James

Studied with Lighthouse Safety Training

NEBOSH Certificate in Fire Safety and Risk Management

Richard Hodgson

Studied with SHEilds

NEBOSH Certificate in Environmental Management

Tracey Mitchell

Studied with BEMAC Training

NEBOSH National Diploma in Occupational Health and Safety Unit B

Hannah Leach

Studied with Astutis

NEBOSH National Diploma in Occupational Health and Safety Unit C

Karen Aitchison

Studied with Astutis and

Hayley Spinks

Studied with British Safety Council

NEBOSH National Diploma in Occupational Health and Safety Unit DNI

Thomas Newbigging

Studied with RoSPA



AWARD WINNERS 2018/19

NEBOSH Certificate and Diploma qualification. In 2018/19 they were:

NEBOSH International General Certificate in Occupational Health and Safety

Qiang Zhang

Studied with Petromentor International Education

NEBOSH International Technical Certificate in Oil and Gas Operational Safety

Damien Catlyn

Studied with OSHE Consultants Corp

NEBOSH National Diploma in Occupational Health and Safety Unit A

Amy Walling

Studied with Cambridge Safety LLP

NEBOSH National Diploma in Occupational Health and Safety

Thomas Newbigging

Studied with RoSPA

NEBOSH International Diploma in Occupational Health and Safety

Danny Ward

Studied with CMI – the Communications & Management Institute

NEBOSH National Diploma in Environmental Management

John Shillito

Studied with the University of Hull



NEBOSH: **OUR YEAR IN NUMBERS**

OVER 400,000

PEOPLE HAVE ACHIEVED

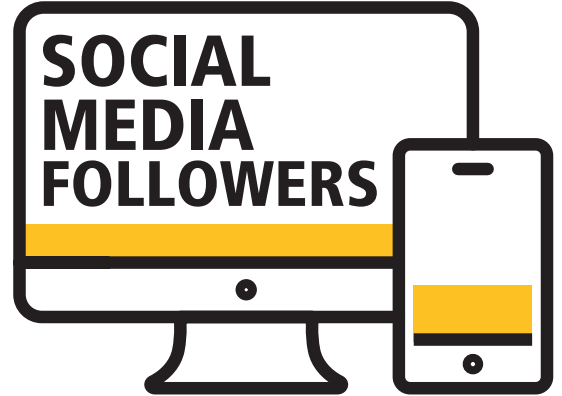
**A NEBOSH
QUALIFICATION**



**WE OPERATE
IN 132
COUNTRIES**

**OVER
100,000**

**SOCIAL
MEDIA
FOLLOWERS**

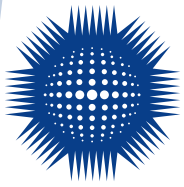


£8.9M
• TURNOVER •

OPERATING SURPLUS

£86,000

**ORGANISED
OR ATTENDED
40 EVENTS
AND EXHIBITIONS**



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