

Setting the Tone as a Client

- **Creating the right environment for our people to thrive**
- **Health and Wellbeing – including Mental Health**
- **Secured by Design**

Clive Johnson

Group Health of Health, Safety and Security



Landsec

Setting the **tone** as a Client “Doing the right thing”

Our decisions have a ripple effect – they set the tone, which influences our supply chain.



Risk Aware, but not risk averse, acting **Responsibly**



Our Portfolio

Shopping centres

- Gunwharf Quays, Portsmouth



- Bluewater, Kent



Retail Park

- Lakeside Kent



Our Portfolio

Leisure

- Xscape, Milton Keynes



- Piccadilly Lights, London



Managed Office

- 20 Fenchurch St, London



Accor Hotels

- Novotel, Birmingham



Some of our Developments



1 New Street Square London



NOVA Victoria London



Westgate, Oxford

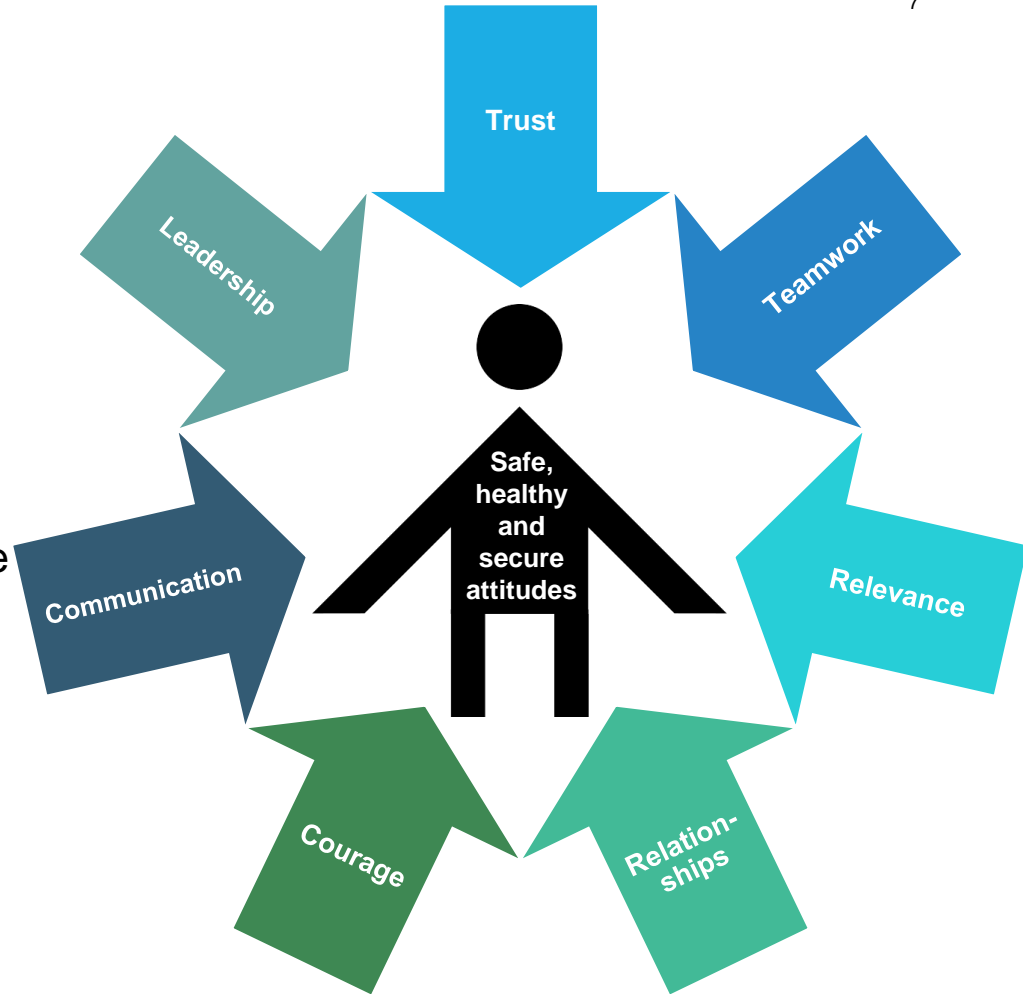


White Rose, Leeds

One Best Way

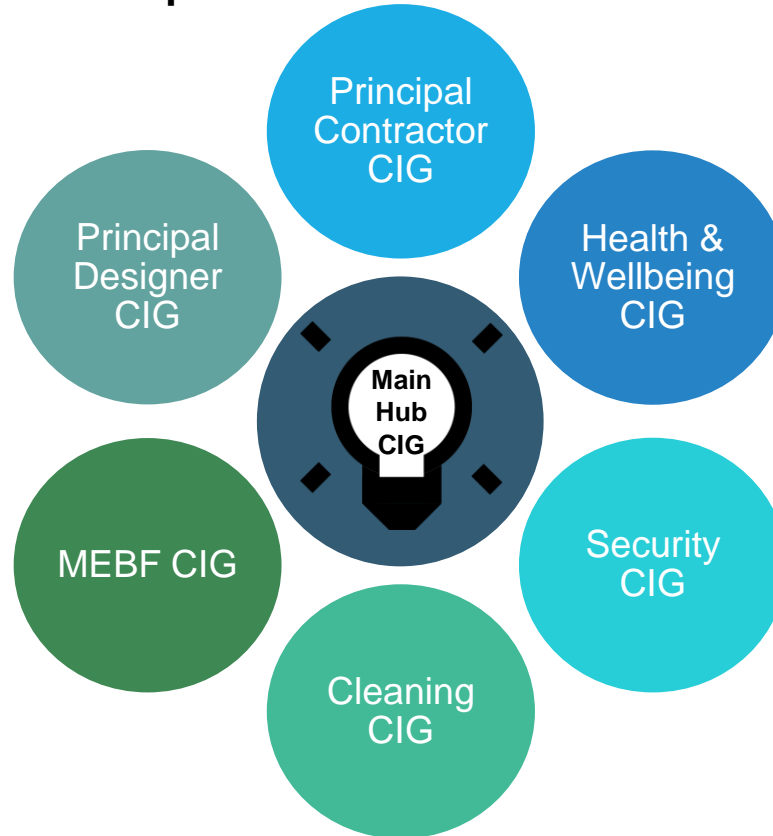
Consistency over a diverse portfolio

- Visible leadership
- Setting the right tone
- Open, trusting and transparent culture
- Willingness to speak up
- Encourage conversation
- Joined-up approach



One Best Way

Customer Improvement Groups



April 2015 – Senior Leaders Cohort Task

(how do we create an environment for our people to thrive)

An eight story building on the Strand London



December 2016 – Moved in to 80 -100 Victoria London occupying the 1st floor in a building we own and manage.

“We tailored your culture”



Health and Well Being

Evidence has shown that Health Risks have **not** received the same amount of attention as Safety?.

Seven million workdays are lost each year due to mental health problems in the UK. That's a cost to employers of approximately £2.4 billion per year.

We understand and are aware of Physical Health and its benefits – but why don't we look after our Mental Health?

Health and Well Being

Making health the hero: how employee communications providing the right environment can priorities mental health in the workplace.

Mental health is a fact of life. Everybody has their ups and downs, and work is a huge factor. But is your workplace offering the support employees might need?

Mental health problems do not discriminate. Anyone from the CEO to a front-of-house employee can suffer. In fact, it's estimated that **one in six** in the past week have experienced a common mental health problem.

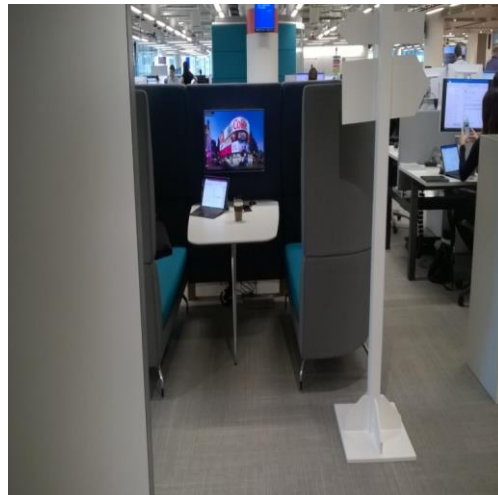
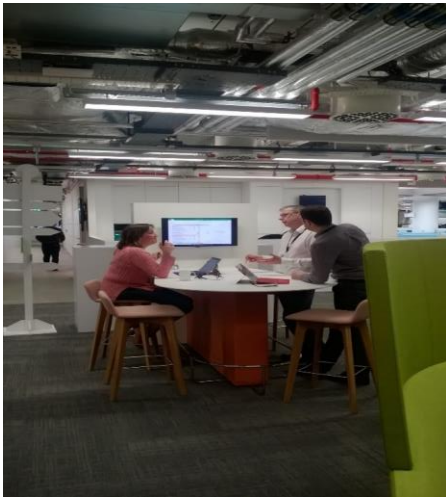
Health and Well Being

Educate your workforce

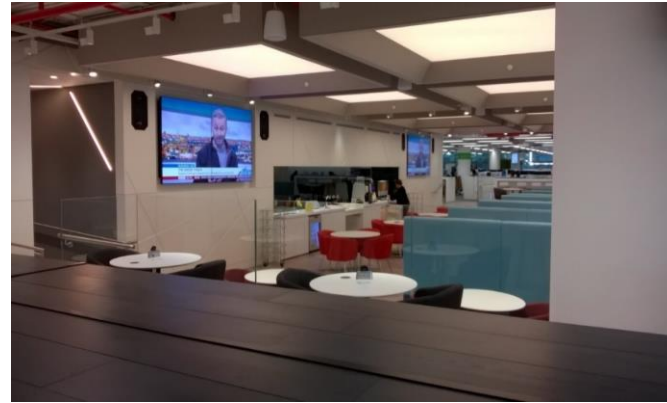
Line managers are the key to changing the mental health culture, yet less than half of employees say they would feel able to talk openly with their line manager if they were suffering from stress. Resolving this should be a priority.

“To provide the right space for our customers and our communities – helping businesses to succeed, the economy to grow and people to thrive”

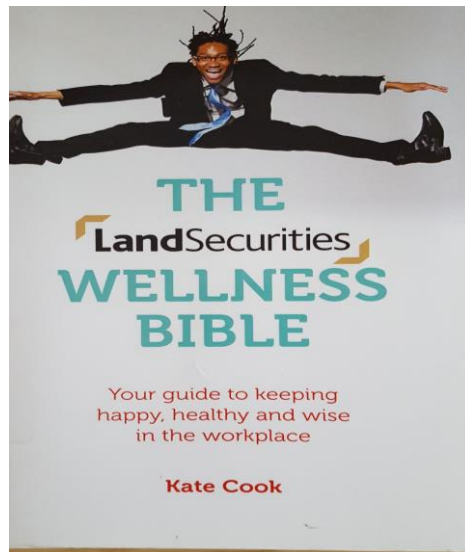
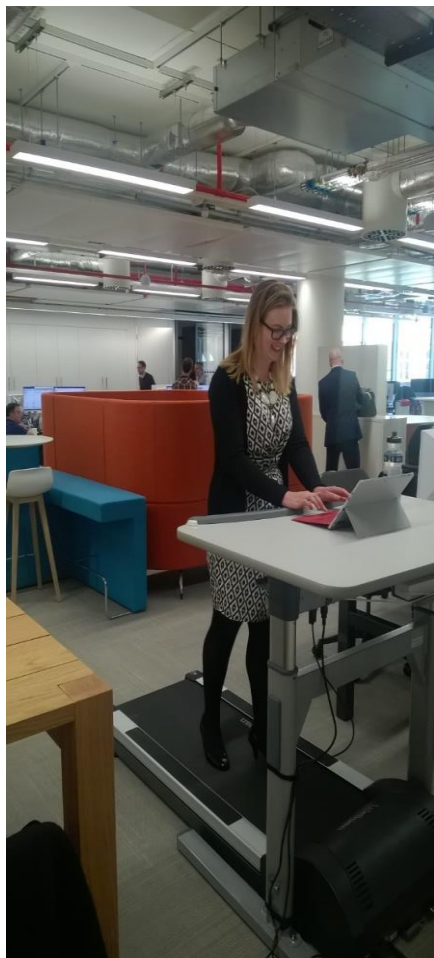
Health and Well Being



Health and Well Being



Providing the right environment for people to thrive



4 AGILE WORKING TIPS

- 1 Don't sit anywhere agile for **more than 20 mins** without making a change in your position or stretching.
- 2 High benches with fixed stools, and soft seating without a table should only be used in **20 minute bursts**. Then **changing activity for 10 minutes** or more is recommended.
- 3 We recommend you sit comfy for **no more than 40 mins** without a brief change of position.
- 4 A change of activity can simply be **standing up or turning to talk to someone** – it's about giving your eyes a rest and changing posture.

One Best Way

Consistent approach across our diverse portfolio

- Health, Safety and Security is not just a department; it's integral to everything we do
- Clear governance
- Guidance documents, standards, policies and procedures
- HS&S training matrix for all our staff
- Defined Health, Safety & Security Objectives
- Collaboration is key – Customer Improvement Groups with our service partners and managing agents

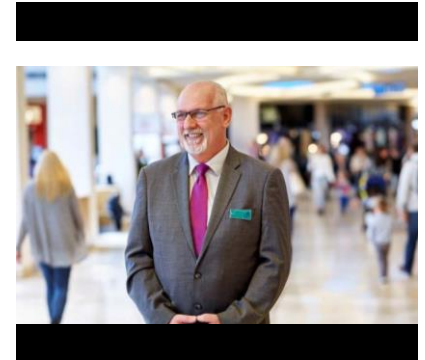


One Best Way

Health, Safety and Security Pledge

We personally commit to the following as we work together towards a common goal of creating healthy, safe and secure places to work and visit:

- We will never walk by when we see something that could cause harm
- We will be extra vigilant and report anything we find suspicious
- We will treat health like safety, caring for our own and others' physical and mental health & wellbeing
- We will continue to learn and develop new skills to help us go beyond compliance
- We will be open to new ways of doing things and challenge the norm
- We will support the Landsec “One Best Way” expectations



One Best Way

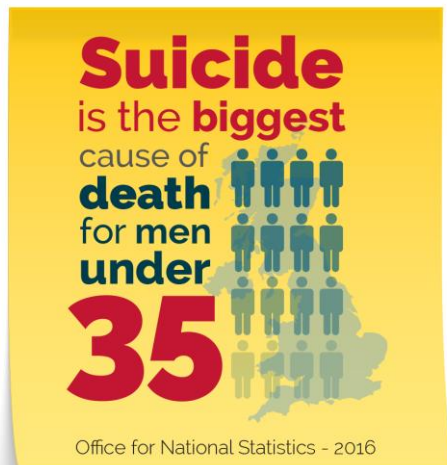
Health, Safety and Security Objectives 2017-18

1. Set the tone and push the boundaries as an informed and intelligent Client and Landlord.
2. Inspire visible leadership in health, safety and security.
3. Provide a vision for behavioural change for our employees and supply chain.
4. Deliver safe, healthy and secure developments without incident.
5. Provide safe, healthy and secure places for our people to work and our customers to shop and relax.
6. Treat health like safety across all our activities, with both physical and mental health in mind.



Head Office 100 Victoria London

Health and Well Being





Committing Construction to a Healthier Future

Vision

By 2025, construction is a leading industry for occupational health, wellbeing and disease prevention.



Mission

To unite the construction industry in eradicating ill health and disease caused by exposure to health hazards.





Balfour Beatty



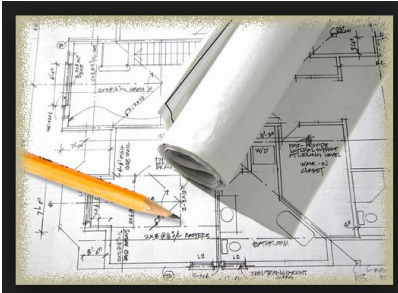
SKANSKA





Respiratory disease

Tackling mental health



Design for Health



Why our industry needs to act

UK Construction workers
at least 100 times more
likely to die from an
occupational disease
than from an accident.


Construction deaths from
suicide believed to be
potentially ten times
higher than that of fatal
accidents at work.



Mates in Mind aims to raise awareness, address the stigma of poor mental health and improve positive mental wellbeing in the UK construction industry.







Mates in Mind is a framework for the UK construction industry to raise awareness, address the stigma of poor mental health and improve positive mental wellbeing.

Who are your Mates?

<p>I'm Mates in Mind Aware</p> <p><i>I've started the conversation.</i></p>	<p>I'm Mates in Mind Wise</p> <p><i>I've participated in a half-day course on how to create a mentally healthy workplace.</i></p>	<p>I'm a Mates in Mind First-aid'er</p> <p><i>I've participated in a 2-day Mental Health First Aid course.</i></p>
		



A SAMARITAN HELPED ME SEE PAST MY PROBLEMS

Whatever you're doing, Whatever it's done to you. Call Samaritans. No pressure. No judgement. We're here for you. Any time.

116 123 UK
 0300 22 22 33
 samaritans.org

Let's get construction talking  



We are striving to raise awareness by addressing the stigma of poor mental health and improving positive mental well-being in the construction industry.

Simons Group Ltd

"Just knowing I'm not alone and have mates at work who know what depression looks like, has made a big difference to me."





Construction Industry Helpline
 0345 605 1956




**Be a mate
 Be the change**
 matesinmind.org

Lack of staff awareness and lack of expertise or specialist support are seen as making psychological risks, including mental health, harder to address by around a quarter of all organisations across all industries, including construction. (HSE, 2014)

 All construction workers
Start the conversation awareness session | 45 minutes

 Foreman, supervisors, line managers
Awareness training course | 3.5 hours

 Construction mental health champions
Mental Health First Aid training course | 2 days

Sometimes it can be difficult to balance the pressures of life, but there are people able to help you. Anyone. Your Employee Assistance Programme (where provided).

116 123 <small>UK</small>	Via helpline Call 0300 22 8896 or text 9433	Construction Industry Helpline 0345 605 1956
Mates in Mind is a registered charity in England and Wales No. 1172480 and a company limited by guarantee registered in England and Wales No. 10328686.		

CONSIDERABLE CONSTRUCTION

Spotlight on... mental health

1 in 4 people will experience a mental health problem in any given year. Let's end the stigma.

Helplines:
 Mind 0300 123 3393
 Construction Industry Helpline 0345 605 1956
 Samaritans 116 123



Mates in Mind uses awareness training to help you spot the signs of poor mental health and understand common mental health problems in the construction industry.

Improving the image of construction

SECURED BY DESIGN

Security now the third pillar of my accountabilities.

Why “It sits well with Health and Safety in preserving life”.

Protection of our people, customers and assets.

To provide safe, healthy and secure environments to work, shop and relax.

- **We** live in an ever changing world and we have to adapt. *“Are you equipped?”*
- **What** we thought in the past was the odd blip in the weather, we now have climate change, it’s the new norm.
- **Recent** events
- **Security** is now integral to everything we do
- **Engagement** with NaCTSO, CPIE, Local CTSA’s
- **Run Hide Tell** included in our all our inductions from office to development and ur shopping centres.

Security Design Risk Consultants are now part of our Design teams.

Landsec's process for developing an holistic security strategy, which is utilised to deliver successful outcomes on our properties and projects

Holistic security strategic planning occurs via a sequential process consisting of eight phases. Each phase of the process provides information that informs the next phase that follows

Risk, Threat & Vulnerability (RTV) Assessment: Threat & Risk Mitigation

Landsec's "Risk, Threat & Vulnerability (RTV) Assessment follows a CPNI (Centre for the Protection of National Infrastructure) recommended methodology to identify risk, threats and vulnerabilities that could affect our business.

It is conducted in accordance with the international standards outlined in ISO 31000:2009 Risk Management-Principals and Guidelines and it provides a foundation of nearly every security report and decision that follows in the "Holistic Security Strategy" Framework.

This also includes **Secure by Design - UK Police initiative supporting the principles of "designing out crime"**

Our Eight Phase Process

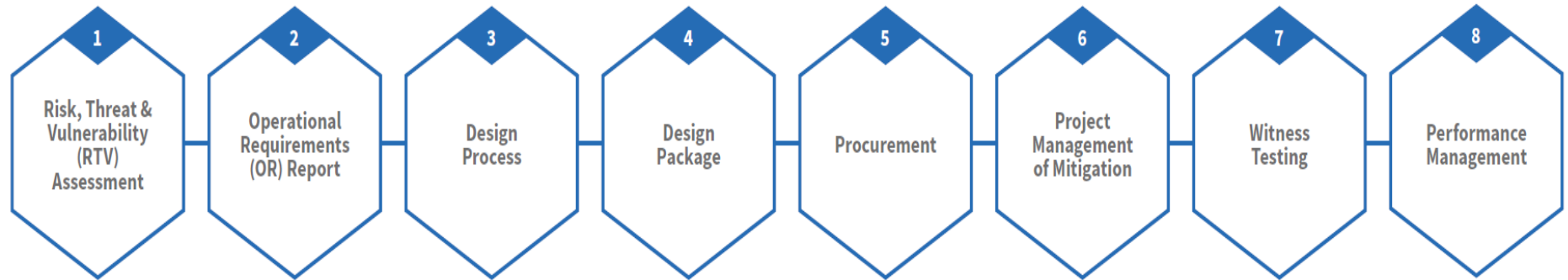
The process begins with the Risk, Threat, & Vulnerability (RTV) Assessment, which outlines the threats, risks, and vulnerabilities that security measures must address. The process then determines key

decisions that must be made at the strategic level and it allows operational requirements to be generated based on those key decisions. Technical designs and specifications that conform to the Operational

Requirements can then be drafted. These will enable a tendering process to procure any necessary new measures. Once new systems are installed, tested and certified, their benefits can be factored into an

updated risk analysis. The process concludes with an established plan for continual post-performance reviews and audits to ensure the security function continues to operate at its optimum.

Holistic, security strategies as best planned via a sequential process consisting of eight phases



The RTV determines and prioritises the risks, threats, and vulnerabilities facing your business

The OR Report identifies the requirements defined by the business stakeholders and aligns these with the risk mitigation needs

The Design Process translates the defined Operational Requirements and details the measures that need to deliver them

Technical specifications and layout drawings communicate the defined security solutions

Management of an RFP process to facilitate the selection of products and vendors to deliver the security requirements

The planning, monitoring and management of the implementation process to ensure delivery is on time and within budget

Witness Testing provides an independent review of the emplacement and functionality of deployed security solutions

The introduction of an audit and assessment process will ensure that security measures continue to perform at their optimum

Secure by Design - in more detail



Secured by Design (SBD) is the UK Police initiative supporting the principles of “designing out crime” through the use of effective crime prevention and security standards for a range of applications. SBD is owned by the Association of Chief Police Officers (ACPO).

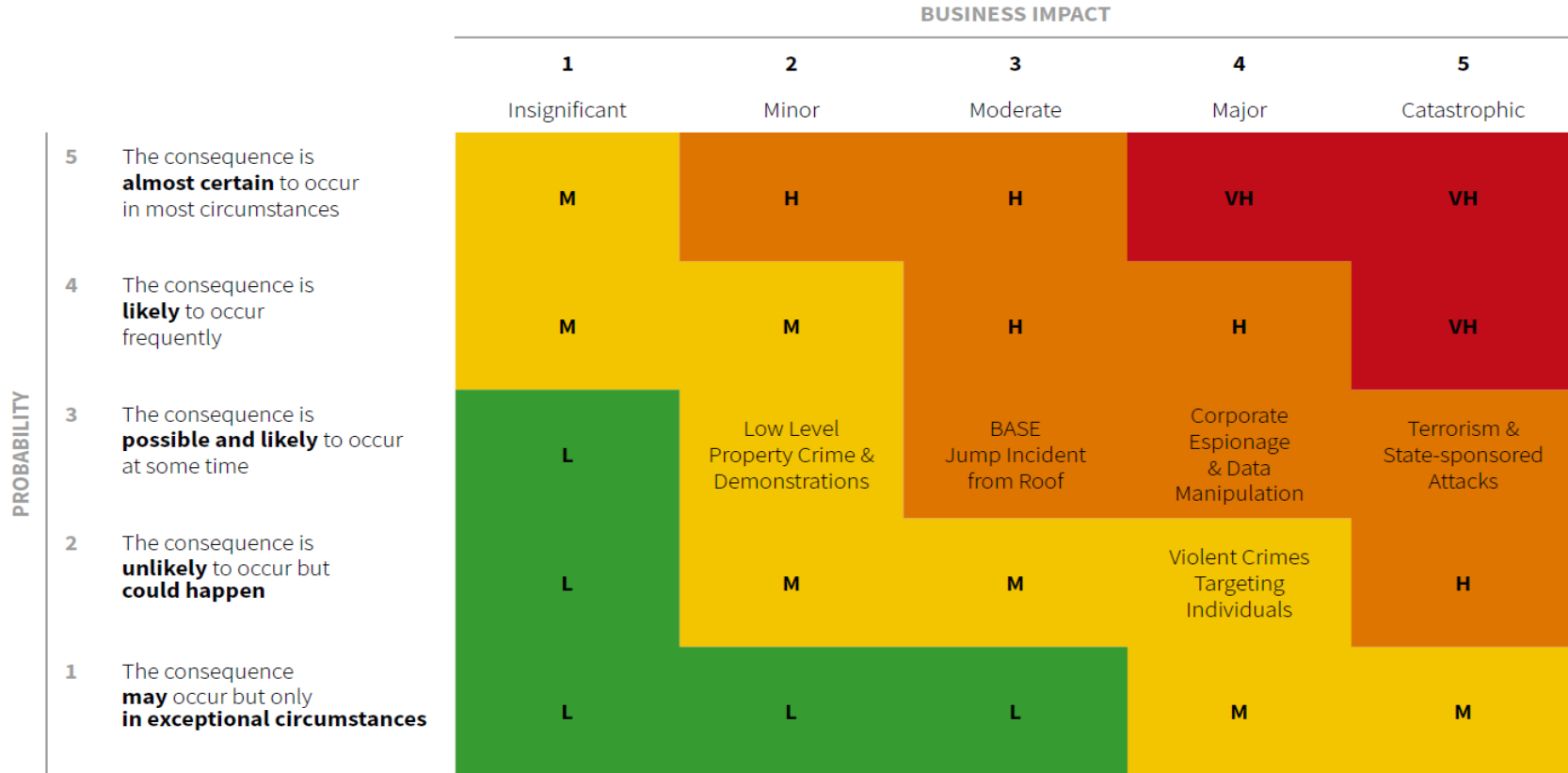
Secured by Design supports one of the Governments key planning objectives - the creation of secure, quality places where people wish to live and work.

Assessing the risks facing your business is an interactive, fact finding process.

Our expert consultants begin by interviewing relevant stakeholders, and staff members and key leaders to develop an in-depth understanding of our assets.

They then **survey** the premises, noting ways in which threat factors could potentially affect critical business processes and activities.

One Best Way – Risk, Threat and Vulnerability Assessment

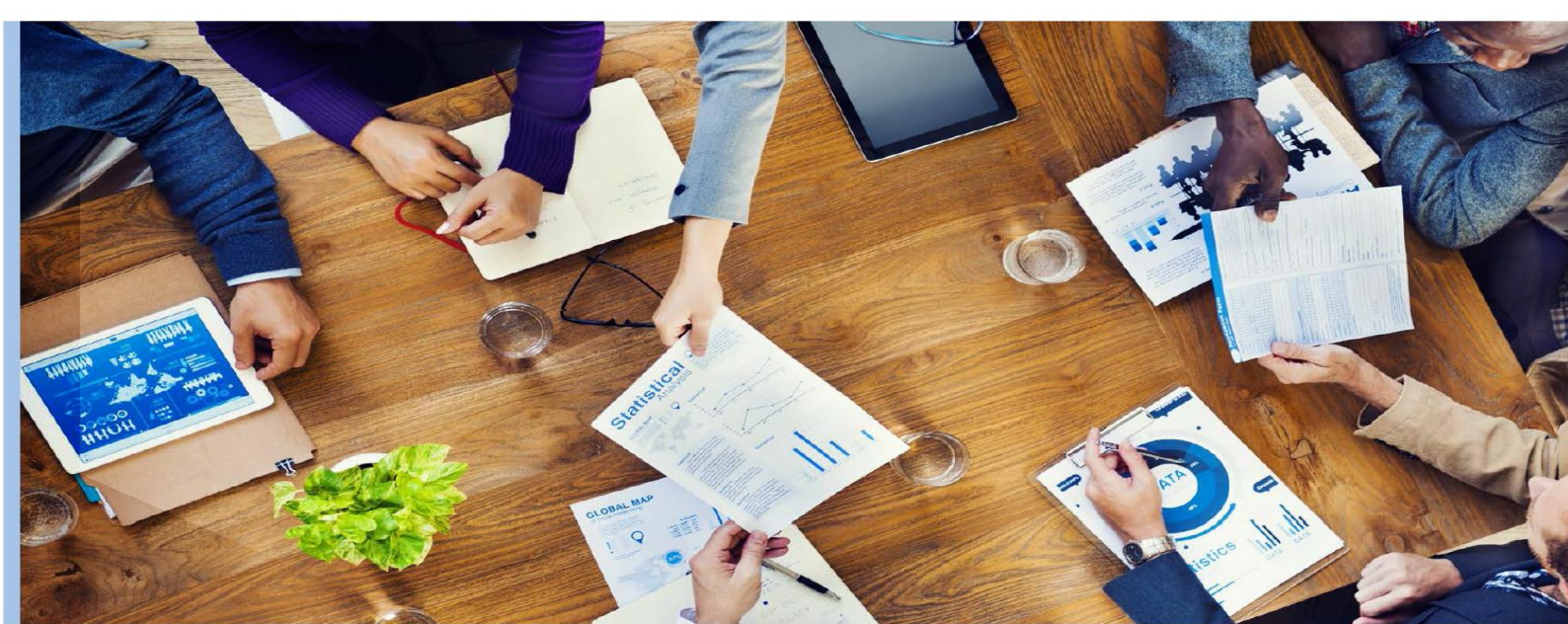


After any security measures are deployed they should be comprehensively inspected and tested by an independent assessor.

Witness testing procedures begin with an inspection to verify that the equipment installed matches the technical design and specifications produced at design stage. Our procedure then test and certify that the standalone features of security systems, including HVM, CCTV and others function as intended.

Finally the procedures test that the systems perform in a coordinated manner sufficient to achieve the holistic security plan.

By looking at design specifications, they can submit proposals that are required to meet the needs of our future. Its important that the procurement process is run in an organised fashion. It is also essential that it is delivered with a high degree of integrity and transparency wherever possible.



Hostile Vehicle Mitigation

PAS 68 2013 - Impact test specifications for vehicle security barrier systems is the latest BSi's Publicly Available Specification for vehicle security barriers. It has become the UK's standard and the security industry's benchmark for HVM (Hostile Vehicle Mitigation) equipment, and is the specification against which perimeter security equipment is tested as part of the ongoing research to prevent VBIED (Vehicle Born Improvised Explosive Device) attacks.

PAS 69 2013 - Guidance for the selection, installation and use of vehicle security barrier systems PAS 69 complements PAS 68 specification by providing guidance on the product installation.



FRONTIER PITTS - HOSTILE VEHICLE MITIGATION
PAS 68 ANTI TERRA RANGE





Providing a Safe, Healthy and Secure Environment – because you have people that count on you to get home.

**Safe, Healthy and Secure
Attitudes**

**Your family need you
safe
and in good health**

**You have people who count on you
to get home safe and in good health
each night – your kids, your partner,
your parents.
So take care, so that you can go
home to your family.**



“The decisions we may today will protect our future”