

# Developing a safety culture

– bringing employees  
together through IOSH  
virtual classroom and  
eLearning

**FUGRO**

## Background

Fugro is a Dutch multinational public company headquartered in the Netherlands. It specialises in collecting and analysing geological data, both on land and at sea. Employing approximately 9,000 people in 65 countries, Fugro serves clients around the globe, predominantly in the energy and infrastructure industries, both offshore and onshore.

Andrew McNeill is global head of training and competence at Fugro. He helped choose International Workplace at the start of the COVID-19 pandemic in 2020 to partner with the company to ensure the seamless training of over 1,000 staff.

Andrew says:

“We've been running IOSH Managing Safely ourselves since about 2014. We made a decision to adopt it as corporate standard for all of our supervisors and managers and we'd been running that quite successfully for five years up until early 2020. And then of course the pandemic hit and we had to put it on hold – our trainers weren't able to travel, people weren't able to meet. At the same time, we were also looking into Refresher training.

“We did a study of the market and sampled six different courses and in the end we decided that we liked the International Workplace Refresher course because it very much fits in with the way that we approach managing safely. It talks about getting managers to accept their managerial responsibility for the safety of their team, but it isn't a particularly legislative and legally focused course, which is good because we're an international company and the legislation changes from country to country. The course is very fresh and interactive and easy for people to learn, especially for those for whom English isn't their first language.”

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*“A very good speaker with high level of knowledge.”*

Luís Gustavo Fava D'Agostino



In 2021 the company decided to adopt the same approach for IOSH Managing Safely as it had a growing backlog of people who had joined the company or had been promoted into managerial and supervisory positions who hadn't yet undergone the training. The company piloted the full course and delivered 29 courses throughout the year.

## Virtual or eLearning?

Fugro's team evaluated the delivery options for the IOSH Managing Safely course, and ultimately recognised that people appreciate the interactivity and the opportunity to discuss issues with colleagues – an important component of this course. They decided to utilise eLearning course for the main body of the content, supplemented by three half-day webinars.

Says Andrew:

"I think, on the whole, people have been very happy with the approach that we've taken. There are always people who would prefer to be in classroom because that's just their style of learning. But the model that we've got has been fairly flexible; it's allowed us not to take people out of the workplace for three solid days, which is what we did when running classroom courses.

"Because of the lack of travel, we've obviously saved money there, but we've also benefitted from the lack of logistics issues that go with organising a classroom course. Delivering the course virtually and through eLearning means that people don't need to all be in the same place. We can mix and match people, which has the added benefit that they then share their experience more widely with colleagues from other offices as well, which also helps us develop the safety culture that we're trying to put in place."

The Managing Safely course is run through Fugro's own learning management system, which is connected to Workday, the company's HR system. International Workplace's courses are integrated into this system through its innovative

Content Connector, which means a line manager or HR manager can identify and report on learner at the click of a button, without having to involve anyone from either Fugro's learning/HR team, or at International Workplace.

"Being able to just click on one link saves people having to remember different logins," says Andrew, "so it's a really frictionless user experience."

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*"The course was well presented and the tutor was highly keen and helpful. The course certainly helped to open a wide perspective of the safety standards."*

Rahul Pakkath Rajan

## Tailoring the course

Ahead of the course, Fugro's global HSE manager briefed International Workplace's trainers, Kate and Claire, on some of its company policies and supplied documentation to them so they understood Fugro's approach to certain things. The trainers had enough awareness of what Fugro does as a business that, within the webinars, the conversations just developed. Andrew says:

"The idea was that people would bring their own situations to the discussion and then the trainer would be able to call upon the knowledge we'd provided plus the experience that they'd built up from running the courses, so we ended up with a much richer discussion. Mixing people from different parts of the organisation enables them to build up their knowledge of the types of operating environment they work in. As a business we work at sea a lot but we also do a lot of land-based work and then of course we've got people who work in the office so there's a number of different work environments with their own specific requirements."

## Why International Workplace?

International Workplace's facilitators worked closely with Fugro's team to ensure seamless delivery of training. Fugro work with marine crews and project crews whose schedules often change at quite short notice, which means they often have to alter attendance rosters for courses. "It's been an easy transition for us from delivering it from a classroom point of view to doing it virtually," says Andrew. "I think we've probably exceeded our expectations in how successful we've been with delivering the programme this way. People have got so used to doing things virtually now that they don't think twice. At the beginning of the pandemic, people were nervous about using their cameras, they weren't comfortable with the technology. There's been a rapid learning curve on our side, and it's an experience I think most people are comfortable with now."

Andrew continues:

"The quality of the material and the trainers have been excellent. The ease with which we've been able to work with International Workplace's team has made the switch very easy and quick. The company's general flexibility and willingness to work with us to address our issues has been the main advantage, leading to a very smooth experience."



Fugro has now **fully transitioned** its IOSH training to online **virtual classroom**, allowing global training to be easily delivered.



**93%**

of Fugro's learners rated the IOSH Managing Safely virtual classroom **good or excellent**.

*"Thank you for the course which I enjoyed and which helped me get in-depth knowledge of Health and Safety, Risk Assessments and all the related topics. Very helpful, many thanks to Kate!"*

Natalja Djoekina

*"The course was really useful and the course presenter did a very good presentation; overall a good experience of learning. Thank you once again."*

George Varghese

If you would like to know more about International Workplace's IOSH Managing Safely course, and how we can help you train your management team, call our sales team on **0333 210 1995** or email **[support@internationalworkplace.com](mailto:support@internationalworkplace.com)** for more information.