

# Case Study: Olympia London

Olympia London is an exhibition venue, conference centre and live-event space, catering for events of every size, bringing modern facilities and British heritage together.



## Key fact summary

- Uses and shares health and safety best practice
- Reduced accidents year after year
- Internal audit activity developed

## Products

- Have been members of the British Safety Council for over 12 years
- British Safety Council training courses used included level 1 and level 2 NEBOSH Certificate and NVQ levels 4 and 5
- Five Star Occupational Health and Safety Audit.

## Business issue

The Five Star Audit and later an advisory audit achieved Olympia's objective of a detailed study of what the company does and how it does it, giving clear feedback on what the team do well and where room for improvement, all in a positive way. Each of these exercises resulted in company wide change and development of staff, which is reflected in the improved standards and consistent quality of the teams.

## What happened? And the impact

No single area was lacking or failing. Instead, they took the opportunity to set higher benchmarks across the company and provided the tools to achieve them.

Their Safety Committee became the Safety Forum, the agenda had a more open structure and communication improved. They remodelled their internal audit activity and made it more personal to each department or team, gaining more interest by using their vernacular. They also got one department to audit another rather than being dependent upon the safety team.

Michael Anderson, Group Head of Health and Safety describes the benefits: "So, small changes, subtle differences and long term gains – happiness is a journey, not a destination, and a safe and happy workforce makes that journey a pleasure."

Good business is built upon strong foundations, the British Safety Council training is a part of that and along with the benefits of membership, simple things like the guides (which are always being taken and used), the magazine and its articles and messages continue to provide strength in the ongoing development of that business. Membership with the British Safety Council assists Olympia in its constant mission to prevent dangerous work activity that in turn contributes to reducing accidents year after year.

## Size

One venue, seven spaces. With an immense history since 1886 recent renovations have given the venue flexibility for events of all sizes, employees around 150 staff

## Location

West Kensington

## Sector

Events



I have been a firm believer in the British Safety Council since the late 1980s; it established a range of training that has always been practical and proportional, not just theoretical. That works for events, frankly, that works for everyone!

**Michael Anderson**

*Group Head of Health and Safety  
Olympia London*

