



Case Study: Jotun

Company Profile

Established in Sandefjord, Norway in 1926, the Jotun Group is a matrix organisation divided into seven regions responsible for the sale of Decorative Paints and Performance Coatings (Marine, Protective and Powder Coatings) and now has hubs in Malaysia, Dubai and China. The company has 37 production facilities in 21 countries, 63 companies in 45 countries and is represented in over 100 countries around the world.

Jotun's Training Objective

Jotun's Middle East, India and Africa (MEIA) regional business unit engaged with Astutis to plan a series of health and safety training programs aimed at employees with various levels of responsibility across the business—from the Executive team through to Supervisors. Accordingly, Jotun needed a training provider that would be able to design and deliver accredited training programs that would meet both the diverse cultural requirements of their staff and its varied operational and technical activities. The key objectives of the training were set out by Morgan Artusse - Regional HSE Manager, MEIA as follows:

- To take HSE within Jotun to the next level
- To increase overall health and safety awareness throughout all levels within the workplace - from top managers to operators
- To reinforce the competences of Jotun HSEQ Representatives

Solution

Astutis appointed a dedicated account manager to work with Jotun to develop the best training programme for its staff and a preliminary onsite meeting was arranged at the Jotun regional head office in Dubai. The aim of this meeting was for Astutis to understand Jotun's target audience and learning needs, desired outcomes, preferred learning methods for staff and what organisational specifics such as Standard Operating Procedures (SOP's) and policies Jotun needed incorporated into the training.

The Astutis team identified two internationally recognised training programs that would meet Jotun's specific needs namely: IOSH Managing Safely and IOSH Safety for Senior Executives. Both courses were to be delivered onsite at Jotun's offices via an Astutis consultant, carefully matched with relevant industry experience.

IOSH Managing Safely would offer management and supervisor level employees a sound understanding of their responsibilities for overseeing health and safety within their teams or departments as well as the practical knowledge of how to identify hazards and risk. Traditionally delivered over 4 days, Astutis customised the course to include specific case studies and content from Jotun's safety management system. It was also clear that the employees attending the course needed hands on instruction on elements such as risk assessment; as a result Astutis included an additional workshop session for site walk-arounds, hazard spotting and practice at completing risk assessments while being coached by our experienced Tutors.

Aimed at executive level employees across the entire business functions, the IOSH Safety for Senior Executives course covers topics such as the legal, moral and financial business case for good health and safety, how to develop a positive safety culture and the importance of executive engagement in health and safety. Delivered over 1 day in a seminar style, Astutis also customised the content of this course to integrate Jotun's specific policies and case studies and gave its Executives some hands on experience of the safety management process.

These courses were initially rolled out at Jotun's regional head office in Dubai with 2 IOSH Safety for Senior Executives and 4 IOSH Managing Safely courses delivered by Astutis' Chartered (CMIOSH) Health and Safety Tutors. Following the success of these initial courses, the training program was rolled out to other operational centres across Jotun's MEIA region including India, Oman and Egypt.

Building on this initial round of training, Astutis subsequently delivered a NEBOSH International Certificate course for Jotun employees in Dubai with pass rates 40% higher than the current NEBOSH average and has designed a tailored 2 day Safety for Managers program for Jotun operations in Egypt.

Astutis Tutor David Bryan (CMIOSH) who worked closely with Jotun to design and deliver the training commented:

"Health and safety on any one project is largely influenced by the client. Jotun at all levels within the organisational structure, is concerned both with training, compliance and the attitudes and behaviours of staff towards the subject and as such fosters an integrated approach to health and safety within the workplace that is both visible and permeates through all levels of the hierarchy. The training process was a very positive one and I am sure that all attendees will return to their workspace with the knowledge that will enable both themselves and their colleagues to maintain the safe working environment required of a forward thinking organisation. I was delighted to deliver this training to such a receptive audience."

Training Outcomes and Feedback

The overall feedback based on Astutis' role in helping Jotun to outline its training objectives and deliver the agreed courses in a timely fashion and to budget has been outstanding. It was felt that armed with the knowledge gained from attending the courses run by the Astutis Trainers, Managers would be able to contribute to a safer working environment for the future of the organisation and its employees.

Morgan Artusse, Regional HSE Manager, MEIA at Jotun commented:

"Dealing with Astutis has been very easy and enjoyable from initial consultation through to course delivery. They know what they are doing and are adept at finding a suitable solution to fit a client's health and safety training need. I, myself attended few training sessions and have to say that the Tutors are fantastic. I am very happy to work with Astutis - especially my Account Manager with whom I am in regular contact. He has been very efficient in helping me to collect the outcomes and results of each training performed in the MEIA region"

Feedback from a NEBOSH attendee:

"Overall, the course had a great impact on my day-to-day work. As a production guy, I am now very well aware of all hazards in our routine activities as I know where to look. I can contribute more towards the safety of my employees."

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