



CASE STUDY

Costain | Personal Safety – March 2026

Introduction

The personal safety of our teams has never been more important.

With over 2 million reports of violence and sexual offences, and around 700,000 incidents of violence at work in 2024/2025, Costain is committed to raising awareness and mitigating the risks of personal safety related dangers.

As our teams continue to work flexibly, and with an increased geographical spread, the opportunity to reduce such risks has never been better.

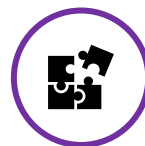


Overview

Costain saw an opportunity to develop and deliver a bespoke suite of personal safety related material back in 2014.

Since then, content has evolved to incorporate emerging risks, including social engineering, a method of deception used by organised criminal gangs (OCGs) to manipulate individuals into divulging information for fraudulent purposes.

Content includes general and specific risks and delivery methods range from toolbox talks, lunch and learn sessions, to in person workshops.



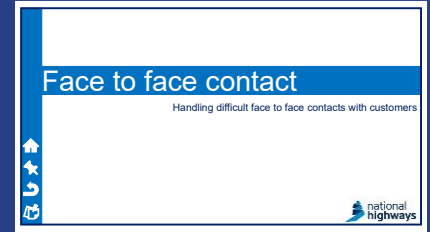
Challenges

- Creating content to cover such a wide range of risks.
- Determining the most appropriate level of content, and delivery method.
- Regular and ongoing turnover of staff.
- Raising awareness that awareness material exists.



“Richard kindly offered his time and experience to help us develop in person guidance which had been requested by the business. His knowledge and experience has been invaluable and together we’ve put together a really great tool. I’m confident it will provide our people with a really useful resource to support them in the future!”

Victoria Greenwood, National Highways Customer Development Team



Action Taken

Our approach to this initiative involved subject matter experts from across Costain, including ex-police officers, security specialists, legal, safety, health and wellbeing, customer experience, and our roads consultant team.

In 2020, awareness sessions were rolled out to limited National Highways groups and networks, and then in 2025 it was expanded to a wider audience through the collaboration board customer- sub group.

In 2025, content was adopted by National Highways to use within their 'face-to-face, handling difficult contacts with customers' guidance, although further engagement and adoption is planned for 2026.

Material includes:

- Personal and corporate responsibilities.
- Understanding when we're at risk.
- How and why situations escalate.
- Safer conversations.
- Frontline worker safety.
- Safer end-to-end journeys (i.e., on foot, around transport hubs, public transport, hotels, etc).
- Public meetings, home & land visits.
- Situational awareness.
- Marauding attacks/ terrorism.
- How to escape from an attack.
- Seasonal safety (i.e., office parties).
- Social engineering.
- Social media auditors.

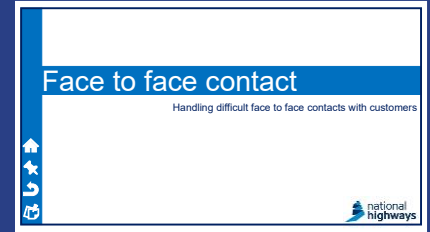


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home
safe
and well



Results

This ongoing initiative continues with pace. An update was presented to the Highways Safety Hub in February 2026 and it is intended to incorporate some of the material within roadworker abuse week in November 2026.

Feedback has been extremely positive, and comments from delegates include:

“This session was a real eye-opener, I had no idea about many of the things covered”, “I would highly recommend attending one of the lunch and learn sessions”, and “this awareness not only helps keep you safe at work, but also when you’re going about your everyday life”.



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