

REVIEW OF THE YEAR 2021



As we approach the end of another challenging year, I wanted to take the opportunity to update you on all things PHSS...

The pandemic has impacted everyone differently and we've all had to adapt our ways of working. Our Virtual Safety Department (VSD) has come to life over the past 18 months and we continue to operate successfully in the UK and internationally using Zoom and Teams to connect and work with our clients. This has impacted positively on our carbon footprint which is highly topical, as our home city of Glasgow hosted COP26 and world leaders gathered to discuss and commit to addressing climate change.

We are currently experiencing a new variant of COVID, not what we hoped and unfortunately I am sure there will be more to come. Going forward I expect to see a hybrid approach to working. The use of online platforms can save time and money, but nothing compares with meeting face to face or visiting a new site or workplace. So while we all look forward to more collaboration with colleagues and clients, we still need to consider the planet and get the balance right for our own wellbeing too.

"going forward I expect to see a hybrid approach using a combination of online platforms and face to face meetings."

The pandemic has given many businesses - and people - time to reflect and it's no surprise that we, like many organisations, are going through some team changes. Projects Director, David Lamont and Business Services Manager, Jamie Burke are set to pursue new opportunities in different sectors in the New Year, while our Operations Director, Ian Gordon, steps into the world of consultancy. He'll still be working with PHSS on a part-time basis which is great news. I want to thank them all for their huge contribution to PHSS over the years and the positive impact they've had on the business.

With that comes a flurry of new faces too and we're building a strong team for 2022. At the helm will be Janette Heron, who joins us as Chief Operating Officer (more from Janette later). Not only is she a passionate, forward-thinking, highly experienced business leader, I can personally vouch for her as she's my sister! Together we plan to take PHSS from strength to strength and have very exciting plans for the future.



Iain Hyslop
Managing Director, PHSS

**WORLDWIDE
OFFICES**

4

**NUMBER OF
EMPLOYEES**

10

**NUMBER OF
CLIENTS**

90

**CLIENT SITE
INSPECTIONS**

600+

**ADVISOR
HOURS**

20,000+



EXCITING DEVELOPMENTS FOR 2022

Hi everyone, I am delighted to have joined PHSS as Chief Operating Officer and I'm so excited to be part of the business! I am already in week 4 and have really appreciated the warm welcome I have received from the entire team – thank you!

What started as a conversation about me getting involved on a part-time basis very quickly became about a full-time role! I am hugely passionate about running operations, my experience spans several sectors and I have had the pleasure of leading teams of up to 8,000 people. Over the past 4 years I have been operating at the COO / Managing Director level, giving me overall responsibility for the day to day operating of the business.

I am comfortable with numbers and analysis, but there is no doubt my preference lies in people - I enjoy nothing more than building a team and watching them achieve great things. I am direct, open and honest - what you see is what you get.

I believe in personal development and continuous learning. I am currently studying for a post grad qualification in Executive Coaching & Mentoring, I bring these skills into play in my day to day working life and find ways to incorporate them into my leadership approach. I am also excited about the opportunities to build this into our product set at PHSS.

"There is nothing more important for me than building a strong team, who are given accountability and coached with high challenge and strong support."

But enough about me - we have a number of new faces to bolster our team!

Chris Fyfe has joined as Senior H&S Advisor, he'll take over a number of Ian Gordon's clients in the UK and will be working with me on our forward resource planning. I'm sure his experience will prove invaluable and I'm excited to work with him.

Angela Maxfield has recently transitioned from a contractor to an employee. Angela is responsible for overseeing one of our unique and high-profile projects in the Balkans, which is set to continue through 2022.

Mrika Karaqi has been with us for a year now and is leading the charge in Kosovo, developing key partnerships with local organisations and nurturing fruitful relationships with clients and new prospects.

Rachel McGovern joined our UK-based Business Services team in the summer and with Jamie's departure, will be taking on a wider role - a challenge she's looking forward to getting her teeth into as we embark on an ambitious growth plan.

We are also **supported by a number of experienced consultants at PHSS**, who are experts in their field. Their skills cover health and safety, project management, behavioural safety and marketing, adding value across all areas of the business.

Since we moved out of our Hamilton location, we have been temporarily based at Charing Cross in the city centre of Glasgow. I'm delighted to say we have found a new permanent location for our head office. Still in the city, the office is being refurbished as we speak and we look forward to setting up home there in February 2022. Even more so and when we can safely, we look forward to welcoming you all to our new office!

Iain and I are evolving the business plan currently – we want to end this financial year in a strong position and to build on that for the future of PHSS. Yes things are changing, but there is one constant in our world and that is change. We want and need your input into this and I am really excited about our future and to us impressing our clients every day.

Thank you for your efforts and custom in 2021 and let's make 2022 a year to remember for our success.

Keep safe and enjoy the festive break, Janette.



**Introducing...
Janette Heron**

Chief Operating Officer, PHSS



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