



KEY ACCOUNT

Create a safe workplace
and a thriving workforce
with a trusted partner.

sja.org.uk

Key Account Partnership.

A PARTNERSHIP DESIGNED WITH YOUR BUSINESS IN MIND

Many of the UK's largest and most respected businesses are among our Key Account partners.

You'll have specific and unique requirements for a partner that knows the workplace regulations inside out, understands your business and can put together a bespoke package that meets all your needs and satisfies your duty of care and your legal obligations.

Who better to trust with the safety of your workplaces and the wellbeing of your employees than St John Ambulance? A Key Account gives you and your employees access to the very best advice, training and supplies. We work with you for a seamless business experience.

**The nation's number one for
workplace first aid, mental
health and wellbeing, fire safety,
health and safety training
and supplies.**



A PARTNERSHIP THAT DELIVERS ON ALL YOUR NEEDS



UNPARALLELED SERVICE

- Dedicated account management
- Telephone/Skype meetings
- A personalised online training bookings portal
- Regular reports
- Bespoke prices
- Favourable credit terms
- Regulatory updates.

WITH NATIONAL SUPPORT

- The very best trainers in the business
- Around 260 St John Ambulance training centres across the country
- Customised training solutions
- Group training on your premises
- Over 30,000 courses every year
- The highest quality supplies delivered to your door.

AND PROVEN BENEFITS

- Our Key Account customers agree that they receive an unparalleled level of service from account management through to the quality of training and supplies
- 96% of our workplace training delegates said that they now have the confidence to save a life
- 94% of our customers would recommend our first aid, fire safety and health and safety supplies
- Our training is rated 'Excellent' on Trustpilot.



Key Account Partnership

**SAVING LIVES
STARTS WITH
THE VERY BEST
SUPPORT**

**ST JOHN AMBULANCE
KEY ACCOUNT**

**A PARTNERSHIP
THAT DELIVERS
ON ALL YOUR NEEDS**

Many of the UK's largest and most respected businesses across all sectors choose St John Ambulance to help them satisfy workplace health and safety regulations and safeguard the wellbeing of their employees and customers.

As a larger organisation, you want a training and supplies partner that can meet your very specific demands and that delivers the very highest quality service. We can provide a full suite of first aid, mental health and wellbeing, health and safety and fire safety training courses, and all the products that you need, to keep your employees and your business healthy.

It's our job to understand you and your specific requirements and then tailor our services to fit seamlessly with your business. With a St John Ambulance Key Account, you'll get the very best training for your employees; you'll have access to the highest quality first aid, health and safety and fire safety products; and you'll get this on terms that suit you and protect your bottom line.

There are very good reasons why we're the nation's number one. Find out how a Key Account partnership with St John Ambulance could genuinely benefit your business.

**WE TRAIN MORE
STAFF AND
EQUIP MORE
WORKPLACES
THAN ANY OTHER
PROVIDER.**

To open a Key Account today, email key-accounts@sja.org.uk or call **0344 770 4800** (Option 2)

A PARTNERSHIP THAT GIVES YOU UNPARALLELED SERVICE



Dedicated account management

Your Key Account Executive will be your single point of contact. You'll have a direct phone number and a personal email address to contact whenever you need, along with phone/skype as often as required. Your Key Account Executive's sole aim is to make sure that you're getting everything you need - and more - from St John Ambulance.



A personalised online training bookings portal

Your online bookings portal will be customised with all the courses that you want available for your employees with live availability of places across all our venues in England.

All your designated training bookers need to do is select the course they want, at the venue they want on the date they want, then enter the delegate details and in a few clicks, it's done.

All the information you need whenever you need it

You'll have access to a comprehensive set of reports via your St John Ambulance online portal. With a click of your mouse, you'll get a snapshot of training bookings across your organisation, delegate attendance on our courses, results, compliance data, spend and savings.

Terms that suit you and your bottom line

As a Key Account customer, you'll benefit from bespoke prices on training and supplies, offering you significant savings against our published prices. You'll also get favourable 30 day terms from the date of booking with all your training bookings.

We keep you on top of your legal obligations

All our services and products meet the very highest standards so that you know you're always meeting your legal obligations for workplace safety. We always keep our customers ahead of changes to regulations, and when things do change, we make sure that it's seamless for your business.

You'll be the first to hear about any new courses or products that we've developed to meet the changing demands that businesses in the UK face. Importantly, we'll always listen to you and make sure that you're at the centre of everything we do.

A PARTNERSHIP THAT GIVES YOU KEY SUPPORT

Quite simply, the best trainers in the business

A supplier of anything stands and falls on the quality of its products. Our customers consistently tell us that the quality of our training, and the professionalism of our trainers, is outstanding. Our trainers are qualified to the very highest standards and they bring real frontline experience into the training room. We pride ourselves on delivering engaging, practical training that will give your employees the skills and, importantly, the confidence to put what they've learned into action. It's not about ticking boxes, it's enabling people to be the difference between life and death.

Training that's customised for you

Sometimes 'off the shelf' training courses don't give you everything you need. We'll work with you to design the training that meets all of your health, safety and wellbeing requirements giving you the confidence that your employees will have the knowledge and the skills to deal with whatever comes along.

Truly unrivalled convenience

Wherever your employees are, we're there too. As a Key Account customer, you'll have access to around 260 training centres across the country. And with over 30,000 courses scheduled every year, you never have to wait for the training you need either. No other provider comes close to offering you this level of convenience.

The highest quality supplies

St John Ambulance doesn't just deliver training; we're a frontline first aid and ambulance service provider. Our own people demand the very highest quality supplies and you'll have access to the same products. With a St John Ambulance Key Account, your employees won't just be trained by the very best, their workplaces will also be equipped with first aid, fire safety and health and safety supplies that meet the highest possible standards.

GROUP TRAINING AT YOUR PREMISES

If you've got a group of employees that require the same training, they don't even need to leave their workplace.

We'll come to you and train them altogether in the place where they'll be putting their new skills into action.

No travel time, no expenses, no hassle; just the very best training.



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A PARTNERSHIP THAT GIVES YOU ABSOLUTE CONFIDENCE

There are lots of genuine benefits that a Key Account with us would give you. We don't just help you to tick boxes for the sake of legal compliance alone, we train and equip your people so that they can be the difference between life and death.

In fact, from over 8,000 responses from workplace training delegates surveyed after training with us, 96% said that they now have the confidence to save a life

What's more, 94% of our customers said they would recommend our first aid, fire safety and health and safety supplies.

We're rated Excellent on Trustpilot!



We take pride in delivering the highest quality training to people from businesses all over the country. We know our trainers and our courses are the very best, but don't take our word for it. Here's a snapshot of what people are saying about us:

"I have been a qualified first aider since 2010, and this is my 4th renewal. The style of teaching was fantastic, the knowledge and support brilliant, and the experience has been enough to make me want to volunteer with SJA."

"We have used St John's for many years to provide our practical first aid training, however this is the first time we have used them for Mental Health First Aid. The sessions were very professional, informative and all who attended were more than happy with the course and the ability of the trainer."

"St John Ambulance is very professional. I went into this 3-day course not knowing a thing about first aid and I left feeling confident. I've learnt some life changing techniques and skills. I now feel I can make a difference to someone's life when they need it the most."

"I would like to recommend St John Ambulance for their professionalism and capacity to transfer in a limited number of hours a really accurate picture about the risks and the solutions for a fire in your workplace."

"Completed a half-day intensive basic training. It was very effectively presented and, in my view, much more than basic. It enabled me to leave completely confident to evaluate a situation properly before taking or calling for appropriate action. Ironically, having not needed first aid skills for many years, 2 days after the course I was first on scene with a young lady having a seizure. I was completely confident, and the outcome was very good."

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**ST JOHN AMBULANCE
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A PARTNERSHIP THAT DELIVERS CONFIDENCE



Choosing to train all your workplace first aiders with St John Ambulance is right for your business in so many ways.

Compliance with workplace first aid regulations

The Health and Safety (First Aid) Regulations place the onus on you, the employer, to choose the right first aid training from a provider that meets the required standards. You can feel confident knowing that we meet all the standards required of a training provider by the Health and Safety Executive (HSE) and that our courses meet the very highest standards with the latest approved protocol. More businesses choose to train with us than with any other provider because they want a first aid training partner that unquestionably meets all the standards they need for legal compliance.

Expert training that you can really trust

St John Ambulance isn't just the nation's number one first aid training organisation, we're also the most experienced. We've been teaching people how to save lives since 1877 and have been right at the forefront of all the first aid protocol changes and technological advances that have occurred in that time. As co-authors of the First Aid Manual, the UK's only official, fully authorised training manual, we set the standard that others try to follow. Our trainers are the best in the business. They come to the training room with real frontline, lifesaving experience and are qualified to the very highest level to deliver engaging, practical training.

We don't just train first aiders; we train life savers

We're not here to simply help you to tick a legal box. We're the nation's leading first aid charity and our vision is for communities that save lives and serve each other. Your first aiders will return from our courses with the skills, knowledge and, importantly, the confidence to step forward in those crucial moments and save lives. In fact, from over 8,000 people who responded to a survey after training with us, 96% said that they now have the confidence to save a life. That's why we do what we do.

We can also equip your first aiders with the highest quality supplies

Our own frontline first aid services require the very best first aid supplies and the very same products are available to you. From first aid kits that meet the British Standard BS8599-1 and the consumable items you need to keep them stocked to automated external defibrillators, as a Key Account customer, you'll have access to our full range of over 2,000 products with discounted prices to suit your bottom line.

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FIRST AID TRAINING THAT MEETS ALL YOUR NEEDS

The first aid needs in your workplaces will be identified by a detailed risk assessment, with work practices, processes, premises and personnel fully considered. It's your legal obligation to ensure that all first aid needs are met with appropriate training. We'll be happy to offer guidance on what training you should consider.

CORE FIRST AID TRAINING



First aid at work

3 days (18 hours) | 3-year certificate

This course comprehensively covers the practical skills needed by first aiders in most workplaces. Unless your workplace risk assessment indicates that the shorter *Emergency first aid at work* course covers all your needs and is sufficient for compliance with the regulations, this is essential training for your first aiders.

First aid at work requalification

2 days (12 hours) | 3-year certificate

This course is for first aiders who've previously completed the *First aid at work* course and have a certificate that is due to expire. It covers the same comprehensive content as the three-day course but in two days so prior first aid knowledge and skills are a prerequisite and delegates must have previously held a *First aid at work* qualification.

Emergency first aid at work

1 day (6 hours) | 3-year certificate

If your workplace risk assessment indicates that first aid training covering emergency protocols only is sufficient, this course will help you meet your regulatory requirements.

	First aid at work	First aid at work requalification	Emergency first aid at work
The regulations	✓	✓	✓
Role of the first aider	✓	✓	✓
Managing an emergency	✓	✓	✓
Communication and casualty care	✓	✓	✓
Asthma	✓	✓	
Bleeding	✓	✓	✓
Bone, muscle and joint injuries	✓	✓	
Burns and scalds (minor)	✓	✓	✓
Burns and scalds (severe)	✓	✓	
Cardiopulmonary resuscitation (CPR)	✓	✓	✓
Chest pains	✓	✓	✓
Choking	✓	✓	✓
Eye injuries	✓	✓	
Fainting	✓	✓	✓
Head injuries	✓	✓	
Low blood sugar	✓	✓	
Poisoning	✓	✓	
Seizures	✓	✓	✓
Severe allergic reaction	✓	✓	
Shock	✓	✓	✓
Spinal injuries	✓	✓	
Stroke	✓	✓	
Unresponsive casualty	✓	✓	✓
Hyperventilation	✓	✓	
Effects of heat & cold	✓	✓	

ADDITIONAL FIRST AID TRAINING

Annual refresher

½ day (3 hours) | No certificate

As an employer, you're responsible for ensuring your first aiders are competent and maintain their skills. The Health and Safety Executive strongly recommends that workplace first aiders attend a short refresher course once every year during the three years that their certificates are valid. This course will not re-validate certificates.

Paediatric first aid

2 days (12 hours) | 3-year certificate

This comprehensive paediatric first aid course is for professionals looking after infants and young children. It covers first aid from minor accidents to major emergencies and meets Ofsted Early Years and Childcare Register requirements.

Emergency paediatric first aid

1 day (6 hours) | 3-year certificate

This course focuses on emergency scenarios. It's designed in line with Ofsted Early Years and Childcare Register requirements to supplement cover in addition to first aiders who've qualified on the full two-day *Paediatric first aid* course.

Automated external defibrillation (AED)

½ day (3 hours) | 1-year certificate

Cardiac arrest can happen to anyone and for each minute that passes without defibrillation, the chance of survival falls by about 10%. This course requires no prior first aid knowledge and gives your employees the confidence to use a defibrillator and administer CPR in a life and death emergency.

AED requalification

2 hours | 1-year certificate

This short course is for those who've previously attended AED training and need to re-validate their certificates.

Anaphylaxis first aid

½ day (3 hours) | 3-year certificate

Severe allergic reaction can kill without immediate first aid and the UK is one of the top countries in the world for instances of allergies. Chances are you have employees with serious allergies and this course, approved by Allergy UK, could be vital.

Medical gas administration*

½ day (4 hours) | 3-year certificate

Your risk assessment may indicate a need for training in the administration of oxygen and/or analgesic gas. This course covers the storage and administration of medical gas and equipment which can assist with resuscitation.

* Available onsite only

Healthcare workplace resuscitation*

2 hours | 3-year certificate

This short course is essential for healthcare professionals and others working in a healthcare setting. It ensures proficiency in performing cardiopulmonary resuscitation (CPR) on adults. Those working with children should undertake separate training, such as *Paediatric first aid*.

* Available onsite only

Basic sports first aid

1 day (6 hours) | 3-year certificate

This course focuses on the necessary first aid skills to deal with a wide range of sporting incidents from bone, muscle and joint injuries to treatment of an unresponsive casualty.

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FIRST AID TRAINING THAT DELIVERS REAL BENEFITS

Our trainers

Quite simply, our first aid trainers are the very best in the business. What else would you expect from the nation's leading first aid charity? They come to the training room with real frontline lifesaving experience and qualified to the highest possible standard to deliver practical and engaging courses.

The training you need, whenever and wherever you need it

As a Key Account customer, you have access to around 300 St John Ambulance training centres right across England. Wherever your employees are, so are we. With over 30,000 courses scheduled every year, you never have to wait for the training you want.

Group training on your premises

If you've got a group of employees that require the same training, they don't even need to leave their workplace. We'll come to you and train them altogether in the place where they'll be putting their new skills into action. No travel time, no expenses, no hassle; just the very best training.

Training that's customised for you

Your risk assessments will identify exactly what your business's training requirements are and sometimes 'off the shelf' training courses don't give you everything you need. We'll work with you to design the training that meets all your requirements giving you the confidence that, from minor injury to major emergency, your employees will have the knowledge and the skills to deal with it.

Unparalleled service

Your responsibility is to make sure your organisation is meeting the requirements of the Health and Safety (First Aid) Regulations. Our job is to make that as straightforward as possible for you. With dedicated account management and a personalised online booking portal with all the information you need, whenever you need it, satisfying your legal obligations and protecting the wellbeing of your employees and customers couldn't be simpler.



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**ST JOHN AMBULANCE
KEY ACCOUNT**

**A PARTNERSHIP
THAT PRIORITISES
EMPLOYEE WELLBEING**



We all have mental health. We fluctuate between thriving, functioning, struggling and being ill - and possibly off work.

People with mental ill health, including common mental ill health problems and severe mental illness, can be in any of these groups. An individual can have a serious mental health condition but - with the right support - can still be thriving at work.

The statistics suggest that if you're not suffering from mental ill health yourself, you know someone who is. You may not realise that they're unwell and, indeed, they may not recognise that they're in need of support. The cost of ignoring mental ill health and employee wellbeing in the workplace is enormous, but with a few simple measures in place, employers can take positive action.

A policy for managing mental health and wellbeing in your organisation, which includes employee training, will help to create a positive and supportive workplace culture, free from stigma.

Your organisation will also benefit from an increase in productivity and a reduction in sickness and employee turnover costs. Analysis by Deloitte shows that where investments have been made in improving mental health, a positive return on investment has resulted.

It's not just good for the people who make up your workforce; it's great for your bottom line.

Speak with us today about our suite of Mental Health and Wellbeing training courses.

To open a Key Account today, email key-accounts@sja.org.uk or call **0344 770 4800** (Option 2)

MENTAL HEALTH IN THE WORKPLACE THE FACTS

A NATIONAL ISSUE...



THE ANNUAL COST OF MENTAL ILL HEALTH TO THE UK ECONOMY IS BETWEEN **£74 BILLION AND £99 BILLION**



70 MILLION DAYS' WORK IS LOST EVERY YEAR DUE TO MENTAL ILL HEALTH



£17 BILLION TO £26 BILLION COST OF REDUCED PRODUCTIVITY



£8 BILLION COST OF SICKNESS ABSENCE
£8 BILLION COST OF STAFF TURNOVER

THE TOTAL COST TO BUSINESS IS BETWEEN **£33 BILLION AND £42 BILLION** EACH YEAR. THIS IS MADE UP OF:

...THAT IMPACTS YOUR BUSINESS...



LESS THAN 1 IN 5 PEOPLE ARE AWARE OF THEIR EMPLOYER HAVING A WELLBEING POLICY

2 OUT OF 5 PEOPLE HAVE TAKEN A DAY OR LONGER OFF WORK DUE TO MENTAL HEALTH AND WELLBEING ISSUES



JUST UNDER HALF (45%) OF EMPLOYEES HAVE CONSIDERED LEAVING A JOB AND **1 IN 4** PEOPLE ACTUALLY HAVE LEFT A JOB DUE TO MENTAL HEALTH AND WELLBEING ISSUES



...AND THE PEOPLE WHO WORK THERE.



1 OUT OF 4 PEOPLE FEEL THEIR WORK IS CONTRIBUTING NEGATIVELY TO THEIR WELLBEING



2 OUT OF 3 PEOPLE FEEL UNCOMFORTABLE ASKING FOR A MENTAL HEALTH SICK DAY



300,000 PEOPLE WITH LONG TERM MENTAL ILL HEALTH LOSE THEIR JOBS EACH YEAR

THE BENEFITS OF MANAGING MENTAL HEALTH



30% OF BUSINESS COSTS (£8 BILLION PER YEAR ACROSS THE UK) COULD BE SAVED THROUGH INVESTMENT IN WELLBEING

YOUR MOST IMPORTANT ASSET IS YOUR PEOPLE. WHY WOULDN'T YOU INVEST IN THEIR HAPPINESS AT WORK?



EVERY **£1** SPENT ON WELLBEING DELIVERS POSITIVE RETURN ON INVESTMENT (AN AVERAGE RETURN OF **£4.20** FOR EVERY **£1** SPENT)

Information, statistics and figures taken from:

- St John Ambulance research, 2018 & 2019
- mhfaengland.org, 2019
- Thriving at work: the Stevenson / Farmer review of mental health and employers, October 2017
- Deloitte, Mental health and employers: the case for investment, October 2017

TAKING OWNERSHIP OF MENTAL HEALTH AND WELLBEING

Training for your leaders and employees is essential in helping to build a stronger, more resilient and productive workforce with an open, stigma-free culture that enables people to talk freely about mental health and find the right support when it's needed.

By embedding our suite of mental health and wellbeing training across your organisation, you can:

- drive positive, long term cultural change across your organisation as part of a robust policy
- give your people the tools to keep themselves and their colleagues healthy
- build greater resilience and a stronger, happier and focussed workforce
- stop preventable mental health issues arising by building a supportive culture
- empower people with long-term mental health conditions to thrive at work
- encourage and help people to access support when it's needed, for a faster and full recovery
- significantly reduce the costs associated with mental ill health.

How to get started

A Government commissioned report* outlines six core standards, giving a framework for a set of actions that can be quickly implemented:

1. Produce, implement and communicate a mental health at work plan

Your plan should outline the approach to understanding, improving, protecting and monitoring the mental health of all employees, understanding the risks and building resilience. It should include training, and the support available to those who need it.

2. Develop mental health awareness among employees

Appointing trained employee *Mental Health Champions* and *Mental Health First Aiders* to offer peer support, and providing training for employees to develop their knowledge, understanding and resilience will help to overcome the stigma around mental health and build a stronger, more resilient workforce.

3. Encourage open conversations about mental health and the support available

This is about creating an environment in which employees feel able to talk openly without judgement. Consider appropriate training for all your line managers and team leaders so they have the understanding, skills and confidence to hold appropriate conversations.

4. Provide employees with good working conditions

Good working conditions where all occupational physical and mental health risks are assessed and appropriate measures implemented will allow everyone to get on in work and thrive. When employees are healthy and happy to be at work, everyone benefits.

5. Promote effective people management

Training in resilience building, understanding mental ill health, offering appropriate support and ensuring their own behaviours are positive is an excellent way to approach better people management. It's also vital that people who've been absent from work have a well-managed return.

6. Routinely monitor employee mental health and wellbeing

This is a key part of good occupational health and wellbeing management and should form part of your workplace wellbeing plan. Sickness and absence data can be used to spot problems and focus support. Employee surveys, mood trackers and other tools can help to improve communication and understanding of the risks.

* Thriving at work: The Stevenson / Farmer review of mental health and employers, October 2017

MENTAL HEALTH FIRST AID TRAINING



Our MHFA courses have been developed by and in partnership with Mental Health First Aid (MHFA) England.

Adult mental health first aid 2 days

Training for Mental Health First Aiders

In the same way as learning physical first aid, MHFA teaches people how to recognise those crucial warning signs of mental ill health and feel confident to guide someone to appropriate support.

Mental health first aiders are trained to:

- ▶ spot the early signs and symptoms of mental ill health
- ▶ start a supportive, non-judgemental conversation
- ▶ assess the risk
- ▶ encourage the person to access appropriate professional support or self-help strategies
- ▶ escalate to the appropriate emergency services, if necessary
- ▶ maintain confidentiality as appropriate
- ▶ complete critical incident documents as and when necessary
- ▶ protect themselves while performing their role.

On completion of the course, delegates will receive a *Mental Health First Aider* certificate.

Adult mental health first aid 1 day

Training for Mental Health First Aid Champions

MHFA Champions play a key role in overcoming the stigma around mental health and creating a positive and open working culture.

Training will give MHFA champions:

- ▶ an understanding of common mental health issues
- ▶ knowledge and confidence to advocate for mental health awareness
- ▶ ability to spot signs of mental ill health
- ▶ skills to support positive wellbeing.

On completion of the course, delegates will receive a *Mental Health First Aid Champion* certificate.

Adult mental health first aid ½ day

Training for everyone in Mental Health First Aid Awareness

This four-hour session will provide an understanding of what mental health is and how to challenge stigma. This course is ideal for helping to raise mental health awareness and drive cultural change across your organisation. It will give people the skills to support their own and others' positive wellbeing in the workplace.

What your employees will learn on the course:

- ▶ an understanding of what mental health is
- ▶ factors which affect mental health
- ▶ an overview of common mental health conditions and how to spot their signs
- ▶ an understanding of how to support mental health in the workplace.

On completion of the course, delegates will receive a *Mental Health Aware* certificate.

Youth mental health first aid 2 days

Training for Youth Mental Health First Aiders

This course is for anyone who works with or supports young people aged 8-18, such as school staff and youth workers. Certificate holders will be given the skills to spot the triggers of various mental health issues, the confidence to reassure and support a young person in distress, as well as supporting a young person with a long-term mental health issue and provide guidance to further help if required.

Youth Mental Health First Aiders are trained to do the same things as an Adult Mental Health First Aider (see top-left), but training is geared towards the very specific mental health needs of younger people.

On completion of the course, delegates will receive a *Youth Mental Health First Aider* certificate.

WELLBEING AND RESILIENCE TRAINING

We've teamed up with IOSH and The Wellbeing Project to offer courses to help you manage health and wellbeing, and build resilience across your organisation.

Resilient managers 1 day

Training for line managers and team leaders

This course provides those who manage or lead others with practical strategies, tactics and tools to confidently lead wellbeing conversations, respond appropriately, nurture a good working environment and proactively support the whole team.

What you will learn on the course:

- the benefits of leading and enabling your staff wellbeing
- recognising the early warning signs of ill health
- skills to proactively support individuals who may be struggling
- how to approach wellbeing conversations with confidence.

Resilient you 1 day

Training for everyone

This course is designed for everyone in your workforce. It enables people to understand what resilience is and how to build and maximise it in themselves. Training will reduce the risk of burnout and illness by introducing key principles and healthy boundaries.

What your employees will learn on the course:

- how to build and maximise your own resilience
- how to reduce the risk of burnout and illness by embracing some key principles
- knowledge to access inner drive, confidence and think positively
- tools to face the future with optimism.

IOSH managing occupational health and wellbeing 1 day

Training for leaders and managers

This course is designed to give leaders and line managers the confidence, knowledge and skills to manage the health and wellbeing of their employees. You will learn how to assess risks related to occupational health and put measures in place to build a healthier, happier and more productive workforce.

Training will give leaders and line managers:

- an understanding of the benefits of health management
- the steps to a health needs assessment
- skills to support a health management strategy
- skills to manage health risks.

On completion of the course, delegates will receive an accredited IOSH certificate.

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**ST JOHN AMBULANCE
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**A PARTNERSHIP
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HEALTH AND SAFETY
EXPERTISE**

As a large organisation, you'll understand that a robust approach to good health and safety is essential in protecting your employees, your visitors and your bottom line. It's not just a box ticking exercise to satisfy legal obligations, it's simply good business practice. There are many reasons why we're the ideal health and safety partner for your business:

Recognised health and safety specialists

We specialise in practical health and safety training. In fact, we're the UK's leading face-to-face training provider of courses accredited by the Institution of Occupational Safety and Health (IOSH), the world's biggest professional health and safety membership organisation, with market leading, industry-wide recognised qualifications.



We're also a leading approved provider of British Safety Council training. The British Safety Council has been helping businesses to achieve the very highest health and safety standards required by law for over 60 years.

With training expertise

Our trainers come to the training room with a wealth of frontline industry health and safety and compliance experience. They're qualified to the highest standards to deliver practical and engaging courses that will give your employees the skills, knowledge and confidence to apply what they've learned in their everyday work.

And a focus on what's right for your business

Our courses cover everything, from health and safety management to courses that give all your employees a grounding in their roles and responsibilities. Training is focussed on practical application in the workplace so you can know that wherever you go in your organisation, you'll find best practice in action and safe, healthy and productive employees.

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SPECIALIST TRAINING AND RECOGNISED QUALIFICATIONS

As a large organisation, health and safety management will be one of your top priorities. Our training will give those responsible for workplace safety a solid grounding in the regulations and appropriate measures required for compliance as well as industry-wide recognised qualifications.

Robust health and safety management is worth nothing if employees aren't aware of their responsibilities and best practice. Our courses for all employees are ideal for employee induction programmes so that everyone knows their role in workplace safety and employee wellbeing.

TRAINING FOR HEALTH AND SAFETY MANAGEMENT

Managing safely

4 days (24 hours) | IOSH certificate



This comprehensive course for your managers and supervisors focuses on the practical actions needed to manage health and safety and resources. It covers identifying hazards, assessing and controlling risks, investigating incidents and measuring performance. Candidates who successfully complete the written assessment and workplace risk assessment will receive a certificate from IOSH.



Risk assessment

1 day (6 hours) | BSC certificate



A comprehensive risk assessment is the essential first step to managing health and safety in all workplaces. Delegates on this course will learn how to identify hazards and risks and put controlling measures in place, in line with the Health and Safety Executive's guidance. Those who successfully complete the online assessment after training will receive a British Safety Council Level 2 certificate.

Display screen equipment risk assessment

1 day (6 hours) | BSC certificate



Display screen equipment (DSE), such as computers, is found in almost every workplace and bad practice can cause long lasting health issues. Delegates on this course will learn the principles of ergonomics and how to carry out a DSE risk assessment in line with HSE guidance. Those who successfully complete the online assessment after training will receive a British Safety Council Level 2 certificate.



TRAINING FOR ALL EMPLOYEES

Working safely

1 day (6 hours) | IOSH certificate



This IOSH qualification meets the government's guidelines for introductory health and safety training and conforms to the HSE's Passport Scheme syllabus. It covers the responsibilities when handling resources, risk in the workplace, environmental protection and improving safety performance. Candidates who successfully complete the multiple choice and hazard spotting assessments will receive a certificate from IOSH.

Moving and handling principles

½ day (3 hours) | 3-year certificate

Manual handling, work involving awkward or tiring positions and sitting at a computer for long periods are the main causes of debilitating musculoskeletal disorders such as back and joint pain. This can result in employee absences that cause significant cost to businesses. This course is essential support for all employees and will help you to meet your obligations under the manual handling regulations.



Moving and handling people*

½ day (4 hours) | 3-year certificate

If your organisation's work involves moving and handling people, such as in healthcare or care services, this course is essential for your employees. The course focuses on how to minimise handling and lifting, and includes guidance on handling aids and risk assessment.

* Onsite training only



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A HEALTH AND SAFETY PARTNERSHIP THAT DELIVERS REAL BENEFITS

Some of the UK's biggest organisations across all industries choose St John Ambulance to train their health and safety managers and employees and equip their workplaces. Here are just some of the reasons we're their chosen health and safety partner:

Compliance with health and safety regulations

Our training will give your managers a full understanding of your obligations as an employer and the appropriate measures needed to comply with the regulations and safeguard your employees and visitors.



Approved training and industry leading accreditation

You need to be sure that your employees are getting the very best health and safety training. St John Ambulance is the nation's leading face-to-face training provider of IOSH health and safety courses and we're also an approved training centre for British Safety Council courses.

Unrivalled convenience across the UK

As a Key Account customer, you'll have access to around 300 St John Ambulance training venues across the UK so wherever your employees are, so are we. With courses scheduled regularly across the country, there's never a delay in getting the health and safety training you need either.

Customised training on your premises

If you've a group of employees that require the same training, we can come to you and tailor the training to your exact needs. There are loads of benefits to having employees trained together in the place where they'll be applying their health and safety knowledge.

The highest quality health and safety supplies

In addition to our training, we can equip your workplaces with the very best products. From personal safety equipment and clothing to signage; first aid supplies to fire safety equipment; and evacuation chairs to defibrillators, we can supply everything that you need. As a Key Account customer, you'll benefit from savings against our standard prices so your bottom line is also protected

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TRAINING IN FIRE PREVENTION AND MANAGING EMERGENCIES

The number of trained fire marshals that you need in your workplace will depend on key factors identified in a fire risk assessment. The number of employees, any shift patterns and the layout of the premises and location of safe emergency assembly areas must be considered. We'll be happy to help you ensure you're compliant with the Regulatory Reform (Fire Safety) Order 2005.

There are two courses to choose from for your designated fire marshals:

Fire marshal

½ day (4 hours) | 3-year certificate

This course blends theory and practice and covers the prevention of fire. Your fire marshals will also learn how to manage the situation safely in the event of a fire emergency to evacuate the premises quickly and calmly before emergency services arrive. They will gain an understanding of the different types of fire extinguisher with practical guidance for using them safely.

Fire marshal refresher

2 hours | 3-year certificate

This brief course is for those who've previously qualified as fire marshals on a St John Ambulance course or one of a similar standard. It gives your fire marshals the opportunity to update their fire safety knowledge, refresh their practical skills and renew their certificates for a further three years.



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A PARTNERSHIP THAT COULD SAVE LIVES

Fire can be devastating to businesses, employees and their communities. In just one year* the fire emergency services attended over 15,005 fires at workplaces in England with 17 fatalities and over 1,000 injuries. It's robust fire safety measures and quality employee training that keeps these statistics from being much worse.

Compliance with fire safety regulations

The Regulatory Reform (Fire Safety) Order 2005 requires the responsible person for a work premises to carry out a full fire risk assessment and ensure there is a sufficient number of competent persons (fire marshals) to implement emergency procedures in the event of a fire. As a Key Account customer, we'll work with you to make sure you have the right number of trained fire marshals on your premises at all times.

Approved by the Institution of Fire Engineers

We're proud that St John Ambulance is approved by the IFE, the international organisation for fire professionals, to deliver *Fire marshal* training to businesses. By training your fire marshals with us, you can be assured that they're getting training that meets the very highest standards.

Unrivalled convenience across the UK

As a Key Account customer, you'll have access to around 300 St John Ambulance training venues across the UK so wherever your employees are, so are we. With thousands of fire marshal courses scheduled every year, there's never a delay in getting the training you need either.



Training on your premises

There's a real benefit to training your fire marshals in the place where they'll be putting their newly gained knowledge and skills into action. If you've a group of employees that require *Fire marshal* training, our trainer can come to you.

The highest quality fire safety supplies

In addition to training your fire marshals, we can equip your workplaces with the very best fire safety products, from extinguishers and blankets for safely combatting fire to clear signage to aid safe evacuation in the event of a fire. As a Key Account customer, you'll benefit from savings against our standard prices so your bottom line is also protected.

The difference between life and death

There can be no half measures when it comes to fire safety and training your fire marshals with us and equipping your workplaces with our high-quality fire safety supplies will ensure that they're able to put appropriate measures in place to mitigate the risk of fire. In the event of a fire emergency, the quick and calm actions of your trained fire marshals could save lives.

* Government 'non dwelling' fire statistics data for 2018/19

A PARTNERSHIP THAT DELIVERS QUALITY AND VALUE

We're a frontline first aid and ambulance service provider and our people demand the very highest quality supplies. As a Key Account customer, you'll have access to the very same products. Whether it's first aid, fire safety or health and safety products, we deliver on both quality and value.

Whatever you need; we've got it

We stock over 2,000 products, from defibrillators to fire safety equipment, personal protection equipment, clothing and equipment for safe emergency evacuation.

St John Ambulance brand quality

The St John Ambulance branded range demonstrates the best value for money while performing to the highest standards. These are the products that our own first aid and ambulance services use, so quality is guaranteed.

Delivered to your door, wherever you are, whenever you need it

Our standard delivery aim is to have your order with you within five working days*. If that's not soon enough, then we can get it to you on the next working day. We can even have it with you by midday the next working day with our Omega 12 service†. Or by 10am with our Omega diamond service†.

Products that protect your employees. Prices that protect your bottom line

We're confident that our standard product prices are the best in the business, which is why we offer a Price promise** to match the price if our customers find the same product for less elsewhere. As a Key Account customer, it's even better. You'll get bespoke discounted prices on all the products you want for your workplaces.



* Working days exclude Saturdays, Sundays and bank holidays.

** Terms and conditions apply. Visit sja.org.uk/pricepromise.

† Premium delivery services are not available to some remote areas of the British Isles and not available on selected products.

A PARTNERSHIP THAT DELIVERS EVERYTHING YOU NEED

First aid kits and consumables

It's your legal responsibility to make sure your employees have quick and easy access to appropriately stocked first aid kits at all times. We can supply your workplaces with our high-quality St John Ambulance branded first aid kits, conforming with the latest British Standard (BS 8599-1:2019), and all the first aid consumables that you'll need to keep them stocked.



Defibrillators

Cardiac arrest can happen to anyone and for each minute that passes without defibrillation, the chance of survival falls by about 10%*. Automated external defibrillators (AEDs) are easy to use, even without prior first aid training. We supply defibrillators from leading manufacturers such as ZOLL, Philips, Stryker, Martek and Cardiac Science. What's more, if you buy your AED from us, we can deliver a short on-site training course to your employees, so they have the confidence to use it in an emergency and deliver the all-important CPR.



Health and safety supplies

We stock just about everything you need to stop the spread of germs and harmful bacteria in your workplaces, including sanitisers and disinfectants, spill kits and sharps disposal kits. We can also stock your first aid rooms with essential furniture and equipment, in line with Health and Safety Executive guidelines.



Fire safety equipment

We supply fire extinguishers suitable for any class of fire along with stands for easy access in an emergency, fire blankets, and all the fire safety signage that you need. Everything we sell meets the highest safety standards and comes with appropriate kitemark certification.



Personal protection

From face, eye and ear protection to safety clothing and footwear; whatever your employees need to protect themselves while at work, we can supply it. It's our aim to make sure your employees are safely protected from head to toe by quality products without costing an arm and a leg.



Emergency evacuation equipment

Fire and safety requirements and emergency response guidelines stipulate that all occupants, including those with impaired mobility and disabilities, can evacuate a building in an emergency such as a fire, when lifts should not be used. Our extensive range of immobilisation and transportation products enable you to move people quickly, safely and comfortably. Speak with your Key Account Executive about equipping your workplaces with our bestselling Evacusafe™ chair along with RoSPA approved training for up to six people in each location.



* ERC guidelines 2015

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A PARTNERSHIP THAT SAVES LIVES WHEN YOU'RE UP AGAINST THE CLOCK

When someone's heart stops, you're up against the clock. In fact, the chance of survival drops by about 10% for each minute that passes without defibrillation.

Why equip your workplace with defibrillators?

Cardiac arrest can happen to anyone at any time. There are about 60,000 'out of hospital' cardiac arrests every year in the UK. Using an automated external defibrillator (AED) and performing CPR within three minutes of a cardiac arrest can improve a person's chance of survival as much as 70%.

Easy to use - by anyone

AEDs are really easy to use by anyone, even without prior first aid training. Simply attach the sticky pads to the casualty, switch the AED on and follow the straightforward voice prompts. The AED will measure the heart's rhythm and determine if a shock is required. If a shock is needed, you'll be prompted to stand back and the AED will do it all. You'll then be prompted to start CPR. Some of our AEDs will even help you to deliver CPR correctly.

Buy your AEDs from us and we can train your employees too

We've equipped many of the UK's leading businesses with AEDs and we could do the same for you. We won't just supply you with the defibrillators, we can come to your premises and train your employees how to use them - and how to give the all-important CPR. An AED couldn't be easier to use, but a short training course will give your employees that added confidence to act without hesitation when it really matters.



Speak with your Key Account Executive about equipping your workplaces with AEDs today. It could be the best investment your business ever makes.



To open a Key Account today, email key-accounts@sja.org.uk or call 0344 770 4800 (Option 2)



	Cardiac Science Powerheart® G5 AED	Philips HeartStart® HS1	Physio-Control LIFEPAK® CR2	ZOLL AED 3™
Fully automatic version	✓		✓	✓
Semi automatic version	✓	✓	✓	✓
Voice prompts	✓	✓	✓	✓
CPR compression rate and depth feedback	✓			✓
Automatic self-testing (unit readiness)	✓	✓	✓	✓
Wifi enabled			✓	✓
3G option			✓	
Universal electrode pads (Adult/child/infant)			✓	✓
Infant/child electrode pads available	✓	✓		
Battery	4 year replacement guarantee	4 years standby	4 years standby	5 years standby
IP rating	IP55	IP21	IP55	IP55
Warranty	8 years	8 years	8 years	6 years + 2 additional years if you register on Zoll site.



We stock a comprehensive range of AEDs from leading manufacturers. Semi-automatic AEDs simply require the user to push a button to deliver a shock when prompted. Fully automatic AEDs will simply advise the user to stand back and will deliver the shock without the need for pressing a button.

Wifi and 3G enabled AEDs will send alerts to let you know if anything with the unit needs attention while the AED is on standby.

Above are just four of our best sellers. Speak with your Key Account Executive about our full range of AEDs.

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**ST JOHN AMBULANCE
KEY ACCOUNT**

A PARTNERSHIP THAT PUTS YOUR BUSINESS ON THE MAP

We listen to our customers. Our Key Account clients told us that one thing that would make their life a lot easier is a customised online system whereby their employees, wherever they are, can quickly and easily book places onto St John Ambulance courses within the agreed contract. They also wanted quick and easy access to information about training spend, qualifications and compliance. We went away and developed the Major Accounts Portal, or MAP.

MAP is the easiest way for anyone in your organisation that needs to book training to access the information they need and book places on our courses. It's also the easiest way for you to get comprehensive information about your St John Ambulance Key Account.

You tell us what you need and we deliver the perfect solution. Isn't that how a training partnership should work?

Speak with us today about putting your business on the MAP.

YOUR PERSONALISED ONLINE BOOKING PORTAL

Customised to your requirements

When you become a Key Account customer, your contract with us includes the training that you want available for employees across the organisation. Your personalised MAP gives you exactly what you want and cuts out the rest.

Live information on all our courses

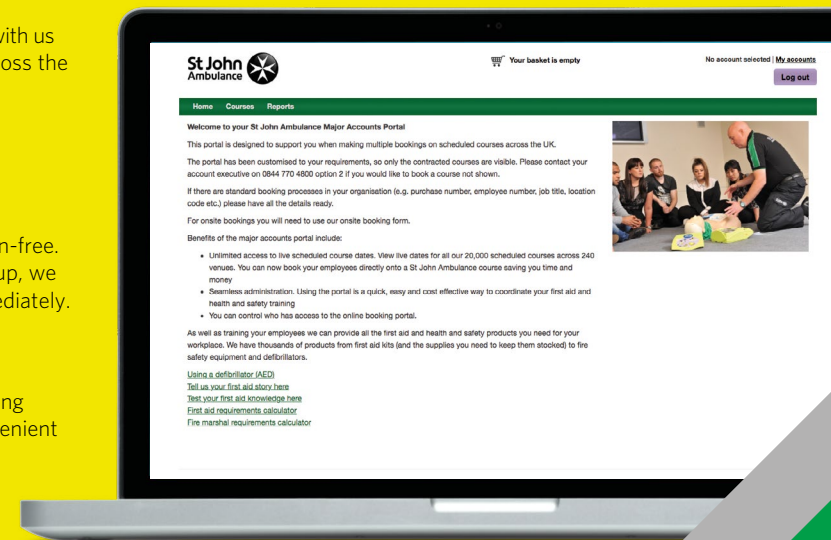
MAP gives you real time information on place availability on courses across all our venues, so booking is totally frustration-free. Our dynamic scheduling means that as courses get booked up, we introduce more to the schedule and these are on MAP immediately.

Booking training couldn't be easier

All your colleagues need to do is open MAP, select the training that they want, enter the location and choose the most convenient venue from around 260 training venues across the country. Then just add the delegates details and click to confirm. It couldn't be easier.

The information you need at the click of a mouse

MAP gives you fast access to all the information about your colleagues' training with us that you could want. With the click of a mouse, you can get a snapshot of training bookings across your organisation, delegate attendance on our courses, results, compliance data, spend and savings.



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**ST JOHN AMBULANCE
KEY ACCOUNT**

**A PARTNERSHIP
THAT SAVES
LIVES**

**St John Ambulance is the UK's leading first aid charity.
Our vision is for communities that save lives and serve each other through volunteering for health and first aid.**

Our customers are doing a lot to help achieve this vision. Your trained physical first aiders and mental health first aiders are all potential heroes. They leave our training courses with skills and confidence, ready to step up whenever needed. And they don't leave their lifesaving abilities behind when they clock off work. They're ready to jump to action at work, at home, in their communities, wherever they are. They're the reason that we do what we do.

The money that your organisation spends with St John Ambulance, on training your employees and equipping your workplaces, also goes a long way to helping us achieve our vision. Every penny of our surplus profits goes directly into our charity work in communities across the nation.

Thank you!

It needn't stop there though. There's a lot more that we can do together...

To open a Key Account today, email key-accounts@sja.org.uk or call **0344 770 4800** (Option 2)

AT ST JOHN AMBULANCE WE SAVE LIVES

You already know that we train people in workplaces and communities with lifesaving skills but there's a lot more to St John Ambulance:

Our volunteers

People right across the country give up their time to volunteer with St John Ambulance. This includes over 15,500 adult volunteers, more than 6,500 Badgers (our youngest volunteers), and in excess of 2,700 Cadets (aged 10 to 17). Whether they're first aiders, on the front line helping people in communities and at events; clinical professionals such as doctors, nurses and paramedics; youth workers, helping to inspire the next generation of lifesavers; or learning the skills needed to play a vital lifesaving role in their communities, they're the lifeblood of our charity. It's vital that we keep them trained, equipped and ready to help whenever and wherever they're needed.

Our youth programmes

Our youth programmes give young people the opportunity to learn first aid alongside other important life skills. Our fun and adventurous Badger Setts are packed with activities for children aged 7 to 10 so they can learn important life skills in an exciting and safe environment. At Cadets, it's all about fun, community and developing skills for ages 10 to 17. Our Cadets learn first aid, and volunteer within communities across the country.

Our work with schools

We believe that all children should have the opportunity to learn first aid in their schools. The enthusiasm of children for learning first aid is inspirational. Our specialist schools trainers visit primary and secondary schools and academies across the country, teaching lifesaving skills that could stay with them for a lifetime. We're dedicated to building a generation of lifesavers.

Our First Aid services

In a life and death emergency when time is critical, waiting for the emergency medical services to arrive can seem like an eternity. Our range of services delivering first aid, from Community First Responders to emergency response support, can be the difference between a life lost and a life saved. Our CFRs are highly trained volunteers living and working in your communities, wherever you are, equipped with defibrillators, oxygen and more. They respond quickly to emergency calls and arrive at the scene to assess the situation and deliver lifesaving first aid in those vital minutes before an ambulance arrives.

Our local community projects

We have projects running in communities across the country; The homeless service provides first aid and primary health care to homeless and vulnerably housed people in Sussex; the St John Home in Whitstable provides residential and nursing care for older people; The Priory Nursery in Stevenage is an award-winning day care centre for young children of all abilities and needs.

**Find out more about
our charity at
sja.org.uk/whatwedo**



TOGETHER WE CAN STEP FORWARD IN THE MOMENTS THAT MATTER

Become a Corporate Partner **Other ways you can support our charity**

When you choose to support St John Ambulance, you improve the care and outcomes in emergencies in societies we both care about. As our corporate partner, you can help us put more life savers in communities in ways that are mutually beneficial for your business.

Our Partnerships team can work with you to engage with the communities where you operate, and where your employees and customers live. We'll compliment your corporate and social responsibility goals and build stronger teams through fundraising and volunteer activities.

You could benefit from:

- ▶ support from a dedicated account manager and local fundraising coordinator
- ▶ co-branded marketing and fundraising collateral
- ▶ support from our award-winning PR and Communications team
- ▶ coverage to recognise your support on our website, news pages and social media
- ▶ project reports on the impact of your support
- ▶ places in key fundraising events, such as the London Marathon
- ▶ access to our historic museum event space in London for corporate events.

If a full Corporate Partnership isn't for you, there are lots of other ways that you can support our work:

Employee fundraising

Fundraising for St John Ambulance is a fun way for your company to build strong teams, engage with local communities, and raise vital funds for us. We'll help with ideas, materials and support.

Charity of the year

Choose us as your charity of the year and you'll raise funds to help us teach first aid and save lives - and inspire your employees and customers. We'll provide all you need to make your fundraising and promotional activities a success, including a programme tailored for your business and access to our award-winning PR team.

Event or project sponsorship

We offer plenty of choice, from events like our annual Everyday Heroes award ceremony, to project work in schools and with our volunteers. We'll tailor your sponsorship to include promotional and corporate hospitality elements that will excite your staff, customers and suppliers.

Support in kind

Donations are not just about cash. We can get great value when a business supports St John Ambulance by donating its own time and expertise. The beauty of support in kind is that, by saving on costs it allows us to concentrate our funding on our charitable initiatives. Support in kind could include use of your spaces, supplies, equipment, and your professional services.

Speak with your Key Account Executive about how your company can support our charity.

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WHAT WE DO


DIRECTLY DELIVERING FIRST AID:


OVER 15,500 TRAINED AND EQUIPPED ADULT FIRST AID VOLUNTEERS.
OVER 9,200 YOUNG VOLUNTEERS, AGED 7 TO 17

EVENTS SERVICES: OVER 21,589 EVENTS ATTENDED IN 2018

 **MORE THAN 104,000** PEOPLE TREATED

1,300 VOLUNTEERS PRESENT AT THE LONDON MARATHON 

 **22** CARDIAC ARREST TREATED, **64%** OF CASES ACHIEVED RETURN OF SPONTANEOUS CIRCULATION

 MEDICAL SUPPORT AT AN AVERAGE OF **186 FOOTBALL MATCHES PER MONTH**

AMBULANCE SERVICES:

 **SUPPORTING THE NHS**

  **OVER 900** VEHICLES

 **5,762** FIRST RESPONDERS CALLED OUT IN LONDON AND FIRST ON THE SCENE IN 64% OF THE CASES, PROVIDING TIME CRITICAL CARE

EQUIPPING THE PUBLIC:

FREE INFORMATION:

 **17,526** FREE FIRST AID GUIDES DISTRIBUTED IN 2018

 **OVER 167,157** FIRST AID APP DOWNLOADS

 **2,273,149** ONLINE VIDEO VIEWS

DIRECT TRAINING:

269,000 ON WORKPLACE COURSES IN 2018

4,971 PEOPLE TRAINED TO MENTAL HEALTH FIRST AID 

 **OVER 1,300** PEOPLE PROVIDED FREE PUBLIC DEMOS TO **6,000** MEMBERS OF THE PUBLIC AT OUR EVENT RESTART A HEART

YOUNG PEOPLE:

113,000 SCHOOL PUPILS RECEIVED FIRST AID TRAINING IN 2018

WE SUPPORTED **1000** YOUNG PEOPLE TO PARTICIPATE AT EVENTS 

 STUDENT VOLUNTEERING UNITS IN **OVER 40** UNIVERSITIES

59% OF CADETS EXPRESSED AN INTEREST IN BECOMING A HEALTHCARE PROFESSIONAL 

SUPPLYING EQUIPMENT

5,155 DEFIBRILLATORS PROVIDED IN 2018 

 **47,695** FIRST AID KITS PROVIDED IN 2018

CAMPAIGNING AND LEADERSHIP:

PROMOTING THE IMPORTANCE OF FIRST AID:

 **AWARD WINNING PR**

 **EVERYDAY HEROES - CELEBRATING FIRST AID LIFESAVERS**

POLITICAL CAMPAIGNING:

 **EVERY CHILD A LIFESAVER** WE BELIEVE ALL SCHOOL PUPILS SHOULD **LEARN FIRST AID**

 **FIRST AID REQUIREMENT FOR DRIVING TESTS**

* Restart a Heart Day was in partnership with the British Heart Foundation, the British Red Cross and regional ambulance trusts.

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**WHEREVER
YOU ARE,
SO ARE WE**



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