



Head for heights

When communications giants Arqiva required help in providing medicals for its team of climbers, the company wasted no time in bringing Corporate Health on board. *Stephen Tyler* met the high-flying business to discover how its ascent has been benefited by the leading Occupational Health provider's market-leading services...

WHETHER situated in an office or a building site, it is fair to say that most modern workplaces come with their share of danger attached.

From slips and trips to pulls and strains, employees from companies spanning a host of sectors face a plethora of professional perils on a daily basis.

But unlike those of us with jobs focused firmly on terra firma, several members of communications infrastructure company **Arqiva** have the added complication of operating 1,000 feet off the ground.

Arqiva's high-flying team of climbers are tasked with maintaining broadcasting equipment at the top of towers across the country and regularly scale summits that would

“AS AN ORGANISATION CORPORATE HEALTH ARE PROACTIVE AND HAVE ALWAYS BEEN ABLE TO HELP US.”

Lorraine Cox, Arqiva

leave many shaking with fear.

Working in such precarious positions brings obvious risks, so it is of little surprise that Arqiva turned to Corporate Health to ensure its staff are fit for their roles and kept safe.

Lorraine Cox, the company's SHE Administrator, explained: “We have a number of climbers who climb masts across the country and we put them through a medical to make sure they are fit to do the job.

“That is where our biggest link with Corporate Health comes in and it is very important. Climber medicals are an industry standard rather than a legal requirement, however we want to make sure that, for instance, someone with a medical condition isn't climbing up to 1,000 feet.”

DEDICATED DELIVERY

With staff based all over the UK, keeping on top of the annual “climber medicals” could pose an administrative headache to Arqiva's busy team.

But the company, which owns the nation's TV broadcasting infrastructure and enables households to receive major stations including BBC, ITV and Channel 4, benefits from having a dedicated contact at Corporate Health. >>



arqiva

**CONTACT
CORPORATE HEALTH**

ONLINE
www.corporatehealth.co.uk
EMAIL
sales@corporatehealth.co.uk
PHONE
0330 330 3095

As the main administrator for Arqiva's account, Zoe Raimo keeps track of medical expiry dates and ensures that climbers due to undergo fresh tests are given appointments at times and locations to suit them.

Zoe said the arrangement has helped her to build up an excellent working relationship with Lorraine as well as with the climbers themselves, ultimately allowing her to provide Arqiva with an unrivalled level of service.

She explained: "Part of my role is to organise for them to visit clinics near where they are based to have their medicals carried out. The results come through to us and from there one of our Occupational Health (OH) Physicians is able to issue a fit certificate.

"I'm Arqiva's essential point of contact and I make sure that everything they need is dealt with as a priority.

"For instance, we have developed a database specifically for Arqiva with every one of their climbers on it so I know exactly when each one is due to have their next medical.

"That gives Arqiva the reassurance that someone is looking after their staff and ensuring they are in line with legislation.

"Lorraine knows she can contact me at any time and we are frequently in touch which has helped us to build

up a very good working relationship. I have also got to know a lot of the guys who climb through dealing with their tests and re-tests."

HEALTHY CHOICE

In selecting Corporate Health as its provider of climber medicals, Arqiva has also accessed a wealth of additional OH services.

Extra offerings introduced by Corporate Health through the partnership include everything from lung-function testing for staff doing soldering work to ergonomic assessments for van drivers.

The OH experts also bring their case management skills to bear by helping Arqiva manage long-term or frequent short-term absenteeism.

The business-focused process sees members of the Arqiva team fill in a referral form which is sent to a Corporate Health nurse who triages the case and decides on the next step, whether that is a telephone conversation with a nurse or face-to-face consultation with a doctor.

Zoe said: "We ensure that the appointment takes place and Arqiva get a detailed report. It helps ensure that their HR team are supported so that in turn they know how to best support their staff."

GROWING RELATIONSHIP

Since first being asked to tender

to become Arqiva's OH supplier of choice, Corporate Health has cemented the relationship by adopting a nothing-is-too-much-trouble attitude.

Lorraine said that Arqiva has benefited from the organisation's professionalism and punctuality and reserved special praise for the efficiency of its administration.

She said: "When we approached Corporate Health, our health provider at the time wasn't delivering an adequate level of service.

"I had already had a working relationship with [Corporate Health] stretching back to the mid-1990s and so we invited them to tender.

"We have found their administration function to be particularly good which makes things run very smoothly.

"Whoever you are dealing with, it always helps if you have a named person and are able to build a relationship with them.

"We look after more than 2,000 employees – not all climbers – and it is crucial that we can rely on a service provider to ensure that medical recalls are done promptly and results come through swiftly with recommendations over any issues.

"That is what we get with Corporate Health. As an organisation they are proactive and have always been able to help us." ■