



Restorative Practice at DS Smith

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Our vision

To be the leading supplier of sustainable packaging solutions

Our Story

Why Restorative Practice?

- **Improve our employee engagement**
- **Build a community**
- **Improve communication**
- **Consistency across site & shift patterns**
- **Consistent Management**
- **Proactive approach not reactive**
- **Improve our performance**
- **Encourage professional challenge**

good

to *great*



Our Journey

- **All employees on site trained (consistent message)**
- **Managers - 2 days**
- **Non-managers – 1 day**
- **Contractors**

Visual Changes – Explicit Practice





Working with the Community



- **Use of Restorative Language**
- **Repairing relationships**
- **October Training days**
 - No Agenda Chats followed by circles
- **First Circle – Yesterday!**
 - Quality Circle
 - Learning points

What Next?

- **Embed it into the culture**
- **Circles**
 - H&S
 - Quality investigations
 - Repairing relationships
- **Relationship with Ardagh**
 - Sharing best practice
 - Improving working relationship
 - Improve our customer experience
- **Make it the norm**



Thank You

Merci

Grazie

Danke

Gracias

Tack

Tak

Köszönöm

Dziękuję

Děkuji

Kiitos

Dank je

The Power of Less®