



Customer Case Study



Robertson is a privately owned portfolio of individual companies working in construction, investment, development and facilities services throughout the UK. Robertson companies directly

employ over 1000 people and are developing across six market sectors. Operating throughout the whole of the UK, Robertson has a presence in Scotland, England and Northern Ireland. <http://www.robertson.co.uk>

1. Before buying SHE, what specific situation was identified, how was it identified and what problems or pain did it cause either you or the company?

Ensuring health and safety requirements were met with an expanding portfolio of projects had become difficult with the paper-based systems that were in place. Information from sites were not uniform which made ensuring compliance and identifying trends difficult.

2. Why did you pick a solution from SHE Software?

We looked at a number of health and safety software solutions, we even considered developing a bespoke system in-house. It became clear that developing an in-house system was not going to be suitable for us; just for an incident reporting system the development and support resource would be extensive.

The "one-stop shop" that SHE Enterprise provides for us means all our sites, from Invergornton to London, can access the system via the internet. The support offered by the SHE team is excellent, but SHE's ease of use means that the majority of issues can be dealt with by us internally and their pricing structure is very competitive.

3. How has the problem identified been solved?

Through the use of SHE Software we were able to identify trends in the types of injuries and immediate and underlying causes of accidents. From this information we found that during the period 1 April 2008 – 31 March 2010 manual handling injuries accounted for 33% of injuries and was biggest single cause of all injuries among Robertson FM employees.

As an employer, it was important for us to reduce these. We were already using SHE for accident/incident recording and activity risk assessment but we hadn't really utilised the manual handling risk assessment module. We set managers a task to identify all manual handling activities and we used the manual handling risk assessment tool to record the associated hazards and control measures.

We now have over 100 specific manual handling risk assessments in SHE all readily available to our employees.

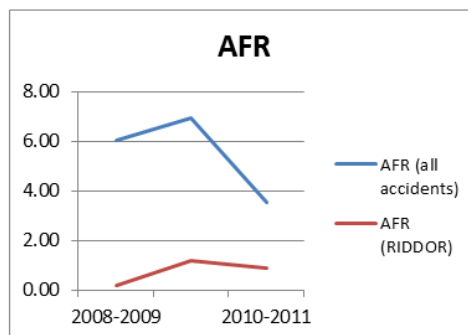
In addition to this a number of our employees attended manual handling train the trainer courses and we rolled out a programme of manual handling awareness training for all employees.

4. How can this be substantiated?

As a result we reduced the numbers of manual handling accidents from 12 in 2008/2009 and 13 in 2009/2010 to just 4 for 2010/2011 (12% of all Robertson FM employees injuries).



The overall AFR and RIDDOR AFR also reduced.



5. What advice would you give to prospective users when looking at similar systems?

Identify what your needs are; do you need an incident reporting system, or something that will allow you to manage all your health, safety and environmental recording and reporting in one place? Do you know where your health and safety challenges are? Do you want to be able to track continual improvement and monitor actions?