

“We have witnessed a massive increase in the volume of safety information now captured, allowing us to be on the front-foot and be proactive.”

Case Study: Malcolm Group

The Malcolm Group is a leading provider of Logistics, Construction and Maintenance services in the UK. Employing over 2,300 employees, the Group own 10 sites and have 12 customer sites. The logistics division provides warehousing at locations in Scotland, and northern and central England, primary and secondary road distribution and train services. The construction division undertakes civil engineering work ranging from roadwork and groundwork, to waste recycling. The rail division delivers goods to manufacturers.

Goals:

- Improve visibility and reporting of health and safety performance across all sites.
- Reduce administration time spent duplicating data entry.
- Improve employee accessibility to increase local ownership and improve reporting of near misses and incidents as well as sharing of best practice.

Approach:

- **Accountability:** Easily accessible pre-configured and customisable management reports provide real-time safety performance information.
- **Data integrity and visibility:** Dashboards configured to identify trends and accident hotspots. Tracking of every action in system log.
- **Driving efficiency:** Accessibility from any web-enabled device with no duplicate entries required.

Results:

- Significantly increased volume of near misses and incidents reported across all sites.
- Eliminated need for double entry of information, significantly reducing administration time.
- Policy, guidance and risk assessment documentation shared and accessed in one central place.

“Visibility has been key, without the Assure software we wouldn’t have had sight of several near misses and incidents across the business. Assure has given us the confidence that we have the evidence in place through effective reporting to remain compliant and protect against any potential claims.”

- Andy Rycroft, Group Health & Safety Manager, Malcolm Group

A proactive, employee-driven approach to health and safety:

The Malcolm Group prides themselves on their strong, inclusive safety culture and high safety performance.

The Group firmly believes in actively encouraging employees to get involved in health and safety, whether it is reporting a hazard, local ownership of actions or performing safety audits and risk assessments.

Considerable resource is invested in training, ensuring employees are equipped for tasks they are expected to carry out. They are also a Driver CPC approved training centre.

The Business Need:

The existing paper-based and email system in place wasn’t providing quality of evidence of processes and supporting documents for audit. Visibility was also proving difficult for site-based record maintenance, localised method statements and local risk assessments.

Sharing best practice and reference material wasn’t straightforward for employees or contractors off-site.

The Malcolm Group recognised there was a need to improve accessibility to health and safety for employees, to make it easy and straightforward for them to report hazards and near-misses, complete training and undertake risk assessments locally.

SHE Software Solution:

SHE Software implemented it’s health and safety solution, Assure, to remove the need for entry duplication, provide greater accessibility for employees and improve the quality of data reporting.

Assure was configured to replicate all existing templates, policies and procedures. Health and safety can now be completed via a web-enabled or mobile device on-site or off-site, reducing admin time by removing any need for double entry of information. Best practice and key learnings can be easily shared from one central place across the wider workforce.

The Malcolm Group have much greater visibility over health and safety, and confidence that reporting is accurate and up-to-date. The volume of hazards, near-misses and incidents reported has increased significantly from widening out assess to employees. Dashboard configuration and reporting allows trends to be identified and resolved at an early stage.