

Introduction

Our client is a national organisation with a number of specialised and diverse businesses that provide services across a number of sectors. Due to the nature of their businesses, our client wanted a full understanding on how comprehensive and fit for purpose their Health and Safety Management System was.

Our Brief

Initially, Conformity Plus were approached by our client to conduct a full review of the Health and Safety Management System that they had in place across the business. Due to the nature of their businesses, the client wanted to fully understand whether the current systems that they had in place were sufficient in providing all employees with the safest possible working environment. There was a clear focus to significantly reduce accidents and drive a change in culture across the organisation, ensuring that they were market leaders in Health and Safety with a continuous focus on improvements.

Our Solution

Conformity Plus carried out a detailed review of the Health and Safety Management System to ensure that the correct systems and processes were in place. The review included carrying out thorough audits across all business units. On completion of the audits, there were a number of non-conformances identified, ranging from not having sufficient risk assessments in place to producing poor accident investigation reports. These non-conformances had the potential to cause our client significant risks across their business and also made parts of their processes inefficient.

A main aspect that we worked closely with our client on was on accident investigations. During our audit it was clear that employees completing accident investigations hadn't been trained sufficiently to undertake a full root cause analysis investigation. This resulted in the same type of accident happening repeatedly as the root cause hadn't been identified, and as a result accident levels and frequency rates that were already high were increasing month on month. Conformity Plus fully analysed the accident investigation process and implemented a number of remedial actions. The full reporting process was changed to focus on understanding all root causes of accidents and there was a significant amount of work carried out focused on upskilling employees who were responsible for completing accident investigation for their business unit. This remedial plan has now been completed and our client are reporting a 75% reduction in the number of monthly accidents along with a significant reduction in frequency rates. This has also significantly reduced costs associated with accidents and led to a significant reduction in accident claims.

Case Study

Health & Safety

As a result of the full Health and Safety review, our client gained a clear understanding of how the organisation was performing. Conformity Plus worked with our client to put recommended measures in place and as a result there have not only been a significant reduction in accidents, but a general shift in the culture of the business in relation to Health and Safety with a new focus on monitoring Health and Safety performance. There are now detailed weekly, monthly, quarterly and annual Health and Safety reports generated and these are reviewed at dedicated meetings. Our client now has a Health and Safety Management system in place that is able to support their business moving forward.

Additional Information

As a result of our successful service to our client and the relationship that has been built, they have now engaged with Conformity Plus to support their business with all of their Health and Safety requirements. We delivered a retained model where we visit our client's offices and sites monthly to review policies and procedures and to support with accident investigations, along with any other support that they require.