Edrington deploys P2W from GEMsoft7 to implement best practice safety processes across all Scottish sites.

EDRINGTON

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Edrington makes some of the world's best known Scotch Whiskies and other premium branded spirits including The Famous Grouse, Highland Park and The Macallan. As well as the whisky distilleries, the company also owns a number of manufacturing and bottling plants, with nine sites in total across Scotland.

As a manufacturing business with large plants distilling and bottling spirits, Edrington is regulated by COMAH – the Control of Major Accident Hazards Competent Authority and is regularly inspected to ensure it complies with their guidance regarding explosion and large fire risks.

The company has always had social responsibility at its core and ensuring the safety of its workers and contractors, as well as the general public, is a primary objective of the organisation.

The Challenge

As part of a recent project to standardise engineering operations across all of the Scottish sites the Health and Safety team were tasked with reviewing all of their Health and Safety processes. The team's objectives were to identify and benchmark the

best practices within their industry against the current processes in use across their sites, in order to highlight any gaps and areas for improvement. Based on these findings the team was then tasked with implementing a best practice harmonised system across all nine sites.

A major component of a company's health and safety processes is the safe management of work carried out at the company's sites - generally referred to as the Permit system. Within Edrington, the team faced the challenge of reconciling the different processes, rules and systems spread across the nine sites, ranging from paper permit books to spreadsheet based check lists. These systems had no automation or workflow behind them and therefore no consistency in the application of rules and decision making, or any means to warn management or the users if regulations were not being followed properly. For instance, while some sites were using permits for routine, non-

hazardous work, contractors at other sites were occasionally doing hazardous work without the correct permits and associated documents in place.

Decision making was therefore inconsistent across the company. "The same risks were being handled differently across different sites," said Julie Manuel, UK Health and Safety Manager. "Creating company-wide Health and Safety or Contractor Management reports was difficult because the data was in so many different formats, so visibility of the combined operations was very limited and there was no efficient way to audit all of the different systems." It was recognised early on in the project that a company-wide electronic system to handle work permits and their associated Risk Assessments and Method Statements (RAMS) would improve visibility and eventually help to enforce a standard set of Safety management processes across all the Scottish sites.

P2W - The Solution

The Health and Safety team at Edrington chose P2W, GEMsoft7's electronic Permit to Work and Contractor Management system because they liked the flexibility that P2W provides; it can easily be configured to match their processes, rather than the other way around. "The other systems we looked at could only offer one set of processes out of the box, and any changes to reflect our way of working would need to have been undertaken as quite expensive and time consuming enhancements," said Julie Manuel.

Edrington first started talking to GEMsoft7 in 2014 and P2W went live in October 2015. "What we also liked about GEMsoft7 was that we felt our business mattered to them and they were enthusiastic about our project. We were able to have face to face conversations with them, which which made the configuration and setup process much easier. The team at GEMsoft7 have a detailed knowledge, not just of the P2W technology but of the underlying Health and Safety procedures, the legislation, and how other organisations put this into practice most effectively. They even

helped me manage the project and offered invaluable advice about how to get the system up and running quickly and effectively without some of the pitfalls which larger projects sometimes generate."

The Benefits

Just over a year on, P2W is driving significant improvements in Edrington's Health and Safety performance and this has been officially recognised by COMAH's Competent Authority inspectors. "P2W's reporting functionality allows Edrington to demonstrate to the external inspectors that we are consistently improving our required performance levels." said Julie Manuel.

P2W is also driving forward improvements in Contractor Management. "One of the key benefits of P2W that we immediately recognised is that it drives consistency and therefore the quality of work." This has been particularly useful in enforcing standard processes which all of the internal staff and external contractors must adopt and record when undertaking hazardous work and maintenance. Risk Assessments

and Method Statements (RAMS) now follow a prescribed template which all contractors must adopt. "It gives us a much greater level of control, with the ability to assess these documents more meaningfully. The contractor star rating system allows us to analyse the safety performance of contractors and to challenge those contractors who don't meet the standards we require."

There are now around 50 active P2W users at Edrington, including individuals from all of Edrington's contractors across all nine sites. P2W is used for project based, routine or reactive maintenance. Edrington hold six monthly best practice forum meetings with 10 to 20 of the key users to gather feedback from users on their experiences of working with P2W. This has led to further refinements in Edrington's P2W workflow to match their own working practices, including a reduction in the number of authorisations required for routine work. The users appreciate that P2W has already improved work planning. Jobs, projects and resources can be planned in advance more efficiently, leading to fewer reactive jobs having to be undertaken at the site.

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The Future

Edrington are now working with GEMsoft7 to adopt the Isolations Management functionality in P2W, developing further their contractor management functionality and using P2W on tablets so the information is easily accessible where the work is being performed. "P2W is really helping us to drive forward our consistency and quality of work," said Julie Manuel, "which in turn leads to a safer working environment for our staff and contractors and the general public."

About GEMsoft7

GEMsoft7 created P2W to enable work to be performed in a safe, compliant and efficient manner. It's sole focus is on researching, developing and implementing techniques to ensure P2W continues to offer its customers a unique, configurable, best of class solution to the challenges they face in providing safe working environments for their staff, contractors and members of the public. The P2W user base now includes organisations (large and small) across a wide range of sectors, including Oil & Gas, Airports, Manufacturing, NHS, Mining, Manufacturing, Finance and Defence, and across the UK, Europe and North America.

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