



Health & Safety Site Inductions and Workforce Pre-enrolment

Process	Health and safety site inductions and worker pre-enrolment
Users	Site workers, site teams, health & safety personnel & site visitors
Hardware	Mobile phones, tablets, laptops and desktop PC's
Technology	Online web application
Software	Pre Enrolment by Colonel Duck Productions
Location	Various Willmott Dixon sites in the UK

Business Problem:

Principal contractors are required to collect information and communicate health and safety procedures, every day, during an initial onsite induction. This time consuming and repetitive process can undermine attitudes towards health, safety and quality delivery and detract from its intent to protect workers' health and wellbeing.

Business solution

Replace the traditional onsite induction with an online process that is compatible on a range of devices. The worker completes this process once every 12 months before they arrive on site. It collects all relevant information and provides them with job-specific health and safety information. Proof of competency is also recorded for verification by site management.

Background

Onsite inductions take at least one hour every day on a typical construction site. The presentation format creates a challenge for site teams trying to get a group of different types of workers with varying skills to engage with the health, safety and environmental information that is relevant to them.

Pre-existing Business Process

The nature of the relationship between supply chain companies and principal contractors usually means that many workers will work with the same principal contractor more than once in a year. Nevertheless, a worker is expected to provide his information and sit through an induction on each new site they arrive on.

This further exacerbates the problem in the industry with individuals disengaging with vital information because of how it is delivered. It also takes up a significant amount of time for both workers and site teams every day.

The Challenge

In 2014, Willmott Dixon approached Colonel Duck Productions to help improve the onsite induction process. At the time, presentations were delivered by members of the site team (sometimes more than once a day). In order to ensure that the information given to workers on site was consistent, the idea of creating a series of induction videos was proposed.

James Adie (Director of Colonel Duck) had previously worked with Willmott Dixon's Mark Tebbutt (Site Manager) and Ben Stoodley (Regional Safety Principle for the Midlands) to produce a hazard perception video for one of their sites. This was an interactive video presented in first-person that was used for training.

When Ben Stoodley was tasked with making the induction videos more engaging, he asked for James' help. After evaluating the current video, they concluded that it was the *process* that needed to be changed and improved.

The Solution

Working together with Willmott Dixon's health and safety team, Colonel Duck helped to breakdown and evaluate the site induction process.

In addition to the health and safety presentation, which was delivered to every new starter on the site, workers were also required to fill in a significant amount of paperwork as part of the induction.

This requirement for workers to complete paperwork, as well as sit through a health and safety induction, is common practice across the construction sector. It was at this point an opportunity to develop an industry-changing solution was identified.

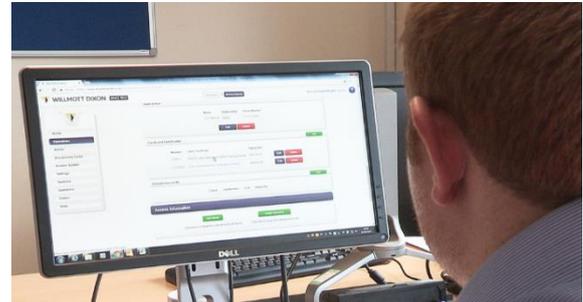


Building on the initial objective of creating a series of engaging health and safety videos, the opportunity to improve the experience even further and save time for all on site, was seized upon.

Colonel Duck developed a Pre Enrolment solution. At its' heart is a web application where all workers can securely enter their details. They can also view the required health, safety and environmental information *before* arriving on site and importantly can re-view it at any time they wish. Pre Enrolment is also interactive and can test the worker's comprehension of the material by way of multiple-choice questions.

This application was deployed by Willmott Dixon under the name of 'All Safe to Work'. It gave them a tool to collect all the relevant information in a secure digital environment. They were also able to deliver job-specific inductions and have evidence that the information had been understood and that qualifications were valid.

Consequently, workers were able to arrive at a Willmott Dixon site and get to work considerably quicker than before.



Development & Implementation

An early version was tested on a site in Leicester. Colonel Duck's James Adie spend two weeks sitting through over 100 Pre Enrolments for workers from a variety of different trades. The system was refined based upon their feedback and was then rolled out to a further 20 sites in the Midlands.

The changes that came out of this process included:

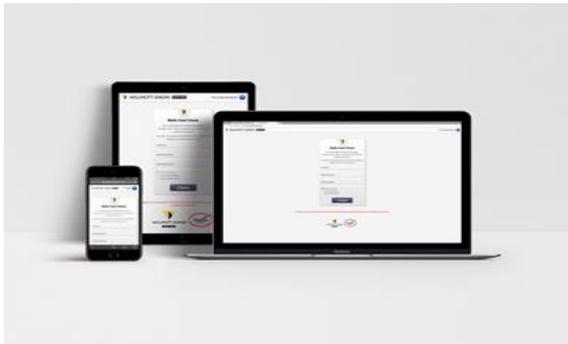
- Storing additional qualifications, in addition to workers CITB Skills Card
- Tailoring the induction to specific job roles
- Verifying that they had understood the information in the videos by developing a wider selection of multiple-choice questions.

Pre Enrolment is a web application and can be used on any device that supports a web browser, such as a mobile phone, tablet or PC. There was a tendency for older workers to prefer to use it on a PC in a site office (sometimes with the help of an administrator) while younger workers were happy to use it on their phone or on their own PC at home.

This flexibility aids adoption – workers who feel they need support can get it while those who are more confident can use it on their own. The application includes help pages and Colonel Duck introduced a 24/7 helpdesk. Along with a user-guide for workers and admins, these measures eliminated the need for formal training.

Language is an issue on some construction sites where English is not the first language for a significant number of workers. This is something that was considered at the outset and Pre Enrolment can support multiple languages, although this was not a feature that Willmott Dixon chose to use.

Pre Enrolment was rolled out nationally by Willmott Dixon across all their sites in January 2015.



Pre Enrolment Access System

Willmott Dixon's All Safe to Work system created a database of all personnel working on every site across the country. With this foundation, Colonel Duck continued to work with Willmott Dixon to realise the full potential of their induction solution.

By combining it with sign-in and sign-out information collected through biometric turnstiles, the solution provided Willmott Dixon with a real-time picture of operations across all their sites.

Encouraged by Willmott Dixon, Colonel Duck went on to develop the fully-featured Pre Enrolment Access System (PEAS).



PEAS can help make sites even safer by only allowing people with a valid Pre Enrolment onto site. It also saves more time for site teams, helping to collate information for KPI's and displaying them in a useful format for reporting.

"It monitors the CSCS cards and the Pre enrolment dates for us and locks them out of site if they expire... all in all it's a very good system"

– Nathan Taylor, Assistant Building Manager

Post-solution Business Process

The solution developed for Willmott Dixon by Colonel Duck has now evolved into a software product that is available across the industry. It is flexible and can be customised to suit any given company requirements.

It can fundamentally change the pre-enrolment process, freeing it from time and geographical location. This has many potential benefits:

Benefits

Site Teams are helped by:

- No longer having to deliver a long health and safety presentation to new starters
- No longer having to collect worker information and input it onto various systems
- Being able to immediately see whether workers have the right credentials for their role on site
- Being able to easily generate reports from worker data displayed in a consistent format
- Being reminded of when a workers' credentials are set to expire
- Utilising the information collected to analyse and report on KPIs

Workers are helped by:

- Saving time by completing a tailored induction at set intervals, instead of on every new site
- Getting to work sooner when on a new site
- Being reassured that everyone has had an induction delivered to a consistent standard
- Knowing their information is securely stored and used only with their permission
- Uploading their credentials and not needing to bring cards or certifications to site

Clients and Partners are impressed by:

- The commitment to communicating health and safety information
- The commitment to ensuring only the workers with right credentials carry out work on site
- The impact on efficiency for both the contractor and their supply chain
- More competitive reductions in costs that may be possible through the time and cost saving
- How easy it is to generate accurate Key Performance Indicators



Contractors / Subcontractors:

- Own a bespoke induction web application and control the development and changes
- Create a central database of all their workers
- Create a starting point from which additional systems can be integrated into or developed from
- Use a web application that can help ensure GDPR compliance
- Have access to aftercare that provides 24/7 support and ensures future relevance and value

Future Developments

Every six months Colonel Duck collates feedback on Pre Enrolment from operatives and site teams and uses this to plan future development. The system is already being used by companies other than Willmott Dixon and this has led to several enhancements.

- Adding greater consistency to the database, such as standardised supply chain company names
- The ability to record delivery information and ensure delivery drivers are given any relevant safety information
- Expanding the ability to integrate with other existing IT systems

Return on Investment

As with any system that provides 'soft' benefits, particularly those associated with quality, or in this case safety, it is difficult to truly assess their value.

However, Pre Enrolment also saves a significant amount of time, which is something that can be assessed with a reasonable degree of certainty. Since Willmott Dixon started using the system across all their sites in January 2015, they have saved approximately 13 man-years.

The average site manager spent at least 1 hour per day delivering site inductions and processing the worker information for each site. Pre Enrolment eliminated that and saved about 29 hours per manager per month.

Assuming an average site manager's salary of £46,800, Pre Enrolment therefore saves approximately £650 per site manager per month.

Pre Enrolment is charged for on a monthly per-site basis. There is a diminishing per-site rate depending on the number of sites on which it is used and a per-worker supplement for larger sites with more than 50 workers using the system.

This model is flexible and Colonel Duck will work with potential customers to find a model that suits them. However, at current rates this means that even when used on a *single* site by up to 50 workers the return on investment is less than a month.

The graph on the next page illustrates the potential savings from using Pre Enrolment on multiple sites.

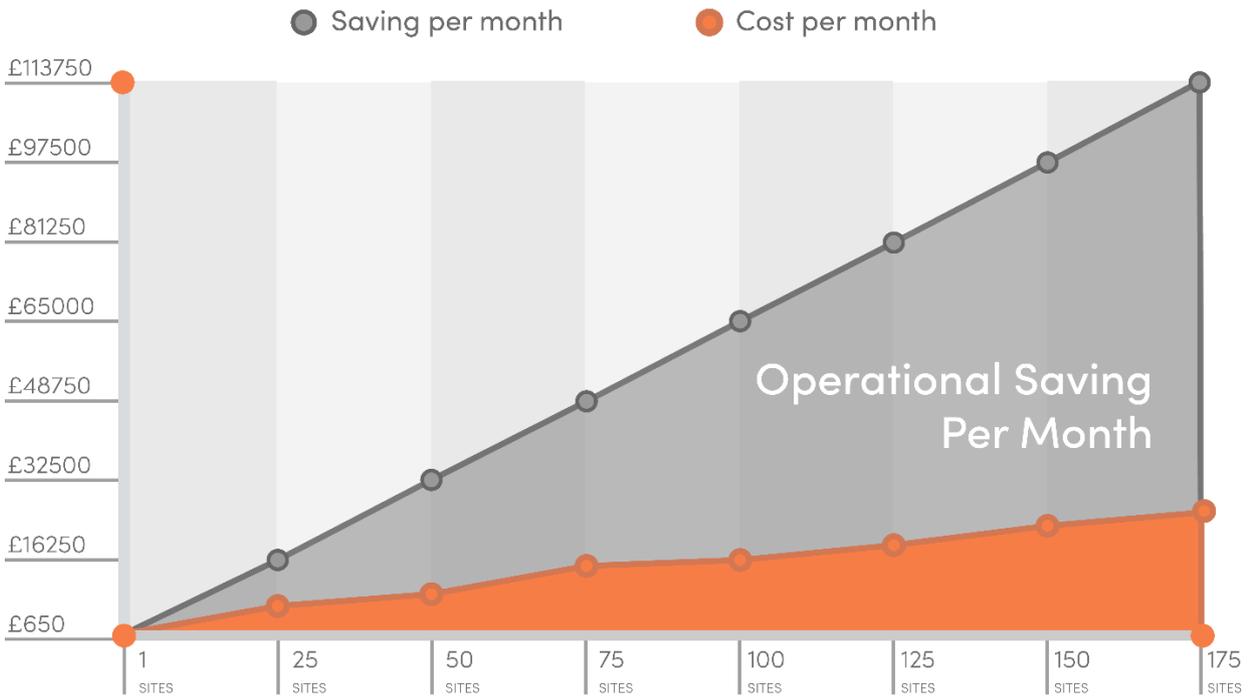


For more information about Pre Enrolment:

Visit <https://www.preenrolment.co.uk>

or contact COMIT:

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