



# British Sugar

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Transforming Safety with Rivo - a Case Study





**“Strategically we are more focused and we’re getting far more benefit from the way the time is spent. It has made the business more efficient.”**



British Sugar produces over 1 million tons of sugar – approximately half the UK’s sugar - and an additional 500,000 tons of animal feed from sugar beet pulp. The company has around 1,000 employees and 1,100 contractors working across its sites which include four state-of-the-art sugar beet processing sites and two distribution centers.

Sugar production involves a variety of hazards including containing potentially explosive sugar dust, operating heavy machinery and managing the delivery of up to one thousand lorry-loads of beet to each manufacturing site every day.



## The Challenge

Prior to 2003 British Sugar had an excellent health & safety record and had won industry recognition from The British Safety Council, RoSPA and had achieved OHSAS 18001.

However, in 2003 a company fatality led to an extensive review of the existing health & safety management policies and procedures. It was found that there was a gap between training people in the procedures and people actually following them. The review also highlighted gaps between their existing in-house accident recording system, which made it difficult and time consuming to compile monthly board reports from all the data related to accidents and near-misses from each of the sites. This manual process took precious time away from the safety team in analyzing incidents and taking corrective action.



# The Solution

The review team quickly realized that an efficient, centralized incident reporting system was needed to automatically collate incident data for board reporting. After reviewing various options, a decision was made to purchase and implement Rivo's system.

With Rivo in place, British Sugar has also been able to actively reinforce their existing procedures. For example, when a serious incident occurs both the health and safety team and a Board director are instantly informed and able to use Rivo to launch a thorough investigation, establish root causes and track actions through to completion. Automated alerts are then sent to remind managers to approve investigations and complete open actions.





## Results

By helping British Sugar to streamline their health and safety reporting processes and reinforce existing procedures, Rivo has made time for the H&S team to focus on driving down incident rates. As a result British Sugar has seen a 60% fall in injuries and recorded a 75% drop in RIDDOR accidents.

Following the success of the UK wide implementation of Rivo, the system has now been extended to sister company Silver Spoon.

# Benefits



## TOTAL EHS VISIBILITY & CONTROL

**Early visibility of incidents at senior management level has helped drive a culture shift to proactive health and safety management at British Sugar.**



## FAST DEPLOYMENT

**Deployed across 4 sites, for 2,000+ users providing enterprise risk management.**



## EASE OF USE

**Rivo is designed with occasional users in mind so it's intuitive to report an incident even if it's the first time you've used the system for several months.**



## HIGH PERFORMANCE SOFTWARE

**British Sugar's factories operate 24/7. Rivo supports this with high performance software that is available 100% of the time.**



## ONE CLOUD

**One version in the cloud, means British Sugar get more innovation, faster, from any browser.**