

Barhale

Construction Industry



Barhale's needs were specific. They can have any number of sites operational at one time, being used for a few days or up to three years, and involving a few people or an entire team. Entropy International successfully provided a cost effective solution based on the customer's needs.

Health and safety is a key corporate driver at Barhale. A safe working site is not just one on which accidents do not happen, but also one on which the risk of an accident happening has been managed out.

Continuous improvement is also critical. All levels of management strictly enforce adherence to statutory regulations, and site managers, in particular, are encouraged to take a strong day-to-day interest in achieving their corporate environmental goals. Barhale achieved ISO 14001 accreditation for their Telecoms Division in April 2002, with work underway to achieve accreditation throughout their operations.

In 2002 a paper-based system was still in use and different divisions were developing systems that were taking divergent approaches. It was clear that an integrated single management system was needed.

The improvements in document management and knowledge management that the Entropy System provides, is in line with Barhale's best practice approach. Employees are strongly guided by the company Vision, Mission & Values statement that was written in 1985 and can be seen clearly posted around offices and throughout the organisation:

Barhale's Values are:

- We put safety at the top of every agenda
- Good communication is important in everything we do
- We are focussed on providing a high quality service

- We enjoy an excellent team spirit
- We adopt a caring approach towards people and our environment
- We take pride in what we do
- Our relationships are based on trust and integrity

The Entropy System will reduce Health & Safety incident costs but its major role is to drive compliance with construction industry regulations, control the vast amount of Health & Safety information required within the industry, eliminate complexity and improve consistency.

One specific concern was the need to address the issue of site licenses for the Entropy System. Working together with Barhale, Entropy International negotiated and agreed upon an approach that allowed license transfer across sites when they were needed. Because of this, the Entropy System was considerably more cost effective and it demonstrated the way in which Entropy International are willing to provide a solution based on the customer's needs.

Although the system is in the early stages of implementation, system benefits and process improvements have already begun to be realized, particularly in the ease of availability of people's records.

About the Customer

Barhale is a leading provider of civil engineering contracting and infrastructure services to blue chip clients, with four main UK regional operations. They are experiencing an unprecedented time of growth. Four years ago annual turnover was £25 million. Today it is £100 million.

Business Challenge

- Provide a single integrated system
- Improve compliance with industry regulations
- Control vast amounts of Health & Safety information
- Eliminate complexity
- Improve consistency

Entropy Solution

- A cost effective solution to multiple changing sites
- Supporting ISO 14001 certification across all operations
- Immediate improvements in environmental performance

"Barhale are also audited against the Achilles standardised Safety, Health, Environment and Quality assessment. As soon as we implemented the Entropy System our rating on the environmental criteria increased from 50 to 86%." Mike Belson, Company Health, Safety & Environment Manager

Mike Belson, Barhale's Company Health, Safety & Environment Manager, was responsible for bringing the Entropy System into the company when he joined in 2002. The major issues for them were around Environmental Management. ISO14001 certification is relatively new, with one of their four divisions having certification and work under way to achieve accreditation throughout their operations.

Entropy International's approach was based on asking "what do you need", rather than the more common approach of telling a customer "you need this". This was a considerable (and unusual) benefit. Mike Belson, Company Health, Safety & Environment Manager

Discussions took place between Barhale's Safety Committee, Quality Manager, Managing Director, HR Department, IT Manager as well as people from Training and Engineering. After just two months of discussion the complete Entropy System was purchased. Following a further two-month training period it was piloted over three months, with a roll-out of the system taking place in 2003.

Entropy International also provided a training programme for ten mentors at Barhale who will roll-out training across the organisation. Contract Managers, Operations Managers, Site Agents, Team Engineers and Foremen are amongst the 150 people being

trained to add site and company data and use the Entropy System effectively.

Above this in the company structure, the Regional Managers, Operations Director and Group Operations Director will use the Entropy System to access and retrieve up-to-date information across the company's operations when they need it.

For Barhale, the most unique aspect of Entropy International was that they are customer driven. Entropy International's approach was based on asking "what do you need", rather than the more common approach of telling a customer "you need this". This was a considerable (and unusual) benefit.

Another unexpected benefit was the ability for Barhale's clients to have access to select company information via Internet access. In this way Barhale are finding that they are not only ahead of their competition in the management of EHQS information but in front of their clients as well. This is a major benefit when being assessed for future contracts.



Entropy Services

Entropy provides you with the professional services to implement and roll out the Entropy System, from installation to training, consulting services and technical support.

Alongside our own expertise, we have built partnerships to maximise the services we offer, these range from innovative tools to specialist EQS, CSR and Risk management knowledge.

About Entropy International

Entropy International provides software solutions that enable organisations worldwide to improve environmental, social and economic performance, thereby contributing to global sustainability.

We enable companies to improve risk management, internal control, external communications and overall corporate performance.

Our solution includes an enterprise risk and performance management system and services to address corporate governance and corporate social responsibility issues.

Entropy International's customer base includes companies such as BT, Cable & Wireless, Carillion, Diageo, GlaxoSmithKline, Philips, Toyota GB, Vivendi Universal, Vodafone and UK Government.