

Ennstone

Aggregate Industry



Ennstone plc has the Entropy System in use primarily for health and safety management. Managers keep site-level information up-to-date with relatively short periods of usage per day. The main Board receive monthly reports and sharing of health and safety knowledge is possible across the entire organisation.

Ennstone, having expanded significantly its business operations in Scotland and England in 2000, realised that the range of activities within the enlarged organisation, such as quarrying, factory operations and contracting, was so varied that a system was needed to pull together health and safety, and environmental policies and procedures across the business.

Roger Baines was appointed as Health, Safety & Environment Officer in early 2001 and initially operated a paper-based system. However, updating and sending revised copies of documents was incurring significant postage, printing and administration costs. It was clear that a centralised IT-based system was needed. Ennstone first came into contact with Entropy International at an Institute of Quarrying meeting in Scotland and subsequently invited them to demonstrate the Entropy System.

The Entropy System did everything that Ennstone needed and offered a way for them to gain control over their documentation and available data. Meetings were held involving the Chairman, the Finance Director, Managing Directors and Operation Managers, allowing both the decision makers and those that would use the Entropy System on a daily basis to

consider its strengths. One other competing system was reviewed at the same time, but was found to have little functionality and was purely a document management system. An additional strength was that the Entropy System was already in use with other companies in the same sector. A visit was arranged for Ennstone to view a working Entropy System in use on-site at another company.

In August 2001, the Entropy System was purchased with the intention to use the Health and Safety module as the primary use, but also purchasing the Environmental and Quality modules so that integration could happen over time. Being able to integrate both health and safety, and environmental systems was an important consideration.

The Entropy System has increased awareness of health and safety management at Ennstone and because of this the Entropy System has helped lower accident and incident rates. The previous cost of distributing paper manuals has been saved. It now takes no more than a couple of hours to change and re-distribute major documents. More importantly, compliance management and risk management is improved and the value of health and safety information has increased.

About the Customer

Ennstone plc are a producer of aggregates, ready mixed concrete, asphalt, natural stone and reconstituted building products in England and Scotland, and a major surfacing contractor in Scotland. Ennstone Thistle and Ennstone Breedon make up the UK operations whilst Ennstone Inc operates in the USA. Group annual turnover for 2002 was £77 million.

Business Challenge

- Integrate systems for environment and health and safety
- Replace a paper-based internal system
- Have an effective shared system across all sites

Entropy Solution

- Increased value of health and safety incidents and accident information
- An effective communication tool that encourages sharing of information and time savings
- Reduced liability insurance by 20%

"The ability to share information is a major benefit. The Entropy System allows us to bring policies and procedures together and communicate them effectively across the Group."

Roger Baines, Director of Support Services, Ennstone plc

Every employee at Ennstone is able to view the information in the Entropy System, but Health & Safety Officers, supervisors and their administrative staff are the core set of users. Managers are given high-level access rights so they can use information from all sites, allowing them to share knowledge and improve the communication across operations. In the future, when Ennstone report publicly on their health and safety, and environmental performance, the Entropy System will mean that the required data can be easily gathered and verified.

Managers are trained at the head office in a 2-day training programme with the involvement of Entropy International when required. Managers then train other supervisors at their locations. At a new site, managers begin with a set of site policies and site guidance procedures, as well as initial employee data that has been entered centrally by the SHE

"Everything we wanted was available in the Entropy System, especially the ability to integrate health and safety, and environmental data. Ultimately, control of our information has led to significant improvements in risk and compliance management."

Roger Baines, Director of Support Services, Ennstone plc

and personnel department. From this, a template is used to help managers and supervisors populate the Entropy System with additional data and build a comprehensive picture of site-specific operations over time.

The template approach was developed with help from Entropy International. When the Entropy System was first available, the scope of what the System could cover was found to be too broad for managers who were using the System for the first time. The template solution meant that managers had an initial starting point from which to use the System

effectively, yet they still had the flexibility to expand to their own needs. Safety Officers and other support services use the System to generate reports, and monthly reports go to the main Board who are aware and supportive of the Entropy System.

Ennstone has found that once users experience the benefits that the Entropy System brings it is easy to get support for its use. A major benefit is the amount of time that the system can save a busy manager; once the initial data have been entered for a site, updating takes relatively short usage per day.

Another major benefit has been that the Entropy System alerts users to licence renewals and audit requirements. Because actions are flagged-up, deadlines are not missed, and time and money is not lost. In the quarrying industry, which is highly regulated, if, for example,

explosives licences are not renewed on time, quarries can be out of action for several weeks whilst the oversight is rectified. The Entropy System significantly reduces the possibility of this type of situation occurring.

Inspectors from the Health and Safety Executive and representatives from the Company's insurers have also been impressed by the Entropy System. Having the Entropy System in place helped Ennstone to reduce its initial annual employee liability insurance premium, quoted for 2004, by over £120,000.



Entropy Services

Entropy provide 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 alliances to optimise the services we offer, these range from innovative tools to specialist EQS, CSR and risk management knowledge.

About Entropy International

Entropy International provide 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 the UK Government.

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