

MySafety: Increase Safety Culture and Performance with Intelligent Incident Data and Technology

OVERVIEW

The Co-op is one of the world's largest consumer co-operatives with interests across food, funerals, insurance, legal services and health. Started in 1863, Co-op today has over 57,000 colleagues. The retail sector is vulnerable to a wide range of incidents, from workplace accidents to antisocial behavior, as well as the verbal abuse and physical assault of colleagues. To ensure the safety of its workforce and improve the safety culture, Co-op decided to establish a new incident reporting and management system, accessible to all colleagues and contractors.

Co-op's safety strategy went beyond the collection and reporting of incidents and near misses. An important success factor for establishing a broad and efficient safety culture and protecting the workforce was to evaluate the collected data with advanced data analytics capabilities to spot underlying trends and risk profile sites, ensure compliance and enable better decision-making. Due to Co-op's complex safety requirements and the need to cover all its stores, future-ready mobile technology was needed.



Founded in: 1863



Retail Company



Manchester, United Kingdom

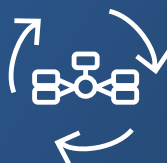
£11.2 billion
Revenue

57,000+
Employees

CHALLENGES



Easy access
to the incident reporting
tool for all colleagues
and contractors



Complex data
analysis requirements



**Need for
mobile** and
future-proof technology



**Enforce
safety culture**
and compliance

SOLUTION

SPHERA'S HEALTH AND SAFETY SOFTWARE

SpheraCloud Health and Safety Software was implemented at Co-op in October 2019. In addition to the Incident Management module, the solution includes further modules such as Data Collection, Action Items, Advanced Analytics, Risk Assessment and Audits. Based on the reporting tool's broad accessibility to all colleagues and contractors, the number of reported incidents has been high from the beginning and surpassed the one millionth event in July 2022. At first glance, high case numbers appear somewhat problematic, but each recording of an event provides valuable insights to predict and prevent future incidents.

As Co-op was dealing with a significant number of events that they had to triage, they have built logic into their system, which allows them to automatically classify incidents by their severity and automate reports and notifications. Their physical assault triage process has been recognized as market-leading by the U.K. National Business Crime Centre and is shared nationally to drive change for more safety in the entire industry.

MySafety includes advanced data analysis capabilities for automated classification of incidents, reports and notifications. Based on defined actions and the large number of 1.7 million audits, Co-op was able to monitor their safety compliance more effectively and protect their colleagues.

"With a fast-moving retail environment, we needed a system that was easy to access by all, that would provide great data, and that was future-proof as we began to roll out mobile technology. For this reason, we chose Sphera."

— Louise Atherton, Safety Business Partner, Co-op



RESULTS

The implementation of MySafety provided Co-op with an incident management system. It also helped them understand their business much better based on a wealth of data that allowed them to spot underlying trends, risk profile sites and stores for safety-related decisions. MySafety data helps support major crime campaigns in the U.K. and drives compliance by running 1.7 million audits, as well as inspections and early intervention initiatives to maintain the workforce's overall well-being. Together, this results in far-reaching cost benefits and improved operational productivity.



26% reduction
in high-severity accidents (in the last two years)



Insights from risk assessments **drive future strategies and focus**



Cost benefits
from less sick time taken / sick pay disbursed and fewer extra resources needed



Positive safety culture **increases workforce well-being**

Are you ready to improve your health and safety performance?

sphera.com/contact-us