

Case Study

Evotix: Making Lives Easier for The Works Stores Ltd

Industry

Retail

Employees

525

Customer since

2021

About The Works Stores Ltd

The Works Stores Ltd is a value retailer based in the English Midlands, carrying an expansive range of books, art and craft materials, gifts, toys, games and stationery.

The Works is built on the core principles of value, variety and quality, with a network of 525 stores nationwide. Its mission is to inspire learning, creativity and play by offering a unique shopping experience and helping to fulfil lives across the UK.

Day-to-Day Challenges

Health and Safety Requirements at The Works Stores Ltd

As a widespread retail business, The Works' main health and safety challenge is the notification of accidents – namely falls within stores, manual handling injuries and violence against colleagues. Reporting accidents across all 525 stores to senior management in a quick and efficient way is an integral part of day-to-day operations.

The Works' health and safety team is responsible for carrying out risk assessments, including fire risk assessments, to assess what is currently being done to control risks and identify any further action required to keep risks at bay. Having a system in place that ensures store managers have instant access to risk assessment checklists is key for the safe operation of all stores.



Too much time and effort was spent recording dozens of accidents on spreadsheets every day.

Stephen Knowles, Health and Safety Manager at The Works Stores.

Solutions with Evotix

With a customer implementation consultant specially appointed to their case, The Works worked closely with Evotix to create a new, simple EHS system specific to shop floor use.

This digital solution enables employees across the organization to quickly access key health and safety information, report incidents straightaway and notify relevant team members of health and safety issues as they happen. Senior managers can also gain valuable insight into health and safety statistics across the organization.

Before Evotix

The Works used to:

- 01 Use manual processes to record data
- 02 Struggle to find key documents quickly
- 03 Rely on outdated reports to update senior management

Before calling upon Evotix, The Works used manual processes to record and report risk and accident data. Store managers would record data by hand which would then be input onto a spreadsheet and presented as reports to senior managers.

Without a centralized system in place, it was difficult for store managers to quickly locate the necessary forms and checklists required for risk assessments and accident reporting. Additionally, as a large organization with 525 stores, manually entering data took up a disproportionate amount of time and left room for error.

Relying on manual processes to enter accident data also meant the reports rapidly became outdated, making it difficult for senior managers to undergo an accurate assessment of incident rates and the response to them.



The Outcome

Accurate, easily accessible data

To eliminate all the clipboards and manual processes, The Works partnered with Evotix to implement Assure, their EHS software solution, across all 525 stores.

With visibility across all accident data, The Works can now review it very quickly – and it's all live. Rather than missing key data from the last 24 hours by having to enter it manually, the teams can simply view all up-to-date data. This allows directors to know exactly what's happening with accidents.

Assure takes the live submitted data and immediately notifies various people of incidents in-store – ensuring swift follow-up.

“We really like that the system captures live data to keep the right team members informed of an incident immediately. If we have an issue in store, such as a robbery, the system notifies the area manager and health and safety manager, as well as the profit protection team so it can be managed quickly and efficiently.”



Our store managers used to walk around with paper from numerous checklists crammed into their clipboards.

With Evotix, we've managed to fit all the information they need into two daily and weekly EHS checklists. It's been ground-breaking.

Reporting made simple

The Works' store managers wear lots of different hats and move between jobs quickly, so using slow manual processes was a challenge. Now, with an automated system, data can easily be accessed and adapted, and key documents including inspection checklists can be found within seconds.

Rather than simply ticking a box on a checklist, store managers can go through their store and take photos of potential risks and upload directly to the system. It's not only more interactive, but it also enables the maintenance team to immediately visualize what the risks are and act on them more quickly as notifications come through – rather than waiting for a phone call or email.

Assure has also helped The Works create a more robust investigation process for any incidents that do occur. Having easily amendable forms readily available on the system makes it easier for staff to carry out pre- and post-accident risk assessments.

“Implementing Assure has been life-changing. Not only does it take the noise out of accidents by clearly presenting teams with accurate, live data – it also frees up time to concentrate on other areas of the business that need attention.”

Stephen Knowles, Health and Safety Manager at The Works Stores.



The insights data dashboards are superb”

Better Visibility and Reporting

It used to be difficult for The Works' health and safety team to accurately report health and safety issues to senior managers, with data in so many places.

Now senior managers can be presented with live data – helping them understand what accidents are happening, when they are happening and exactly where they're happening, whether it's the shop floor, the stockroom or between deliveries.

Team members can share incident trends which can be viewed on a graph. This allows senior management to spot patterns easily, enabling them to identify opportunities for improvements and new ways in which stores can be kept risk-free.

"Having a readily accessible overview of incident trends across our stores means we can be a retail business that's proactive about health and safety."

Stephen Knowles, Health and Safety Manager at The Works Stores.



There's lots of software on the market right now, but after looking into it and using Evotix's system, its capability and adaptability made it the only one for us.

The guys at Evotix have done fantastic things for our business - **I can't sing their praises enough.**



Customizable, with Endless Capabilities

Any member of The Works team can use Assure to carry out spot checks. This makes it easier for area sales managers to report back on the data and immediately see which areas are good and which need improvement, so action can be taken swiftly.

As a large retail business, fire safety, thus regularly carrying out fire risk assessments, is a big priority for The Works. With Evotix Assure's Fire Assessment module, safety questions can easily be adapted and assessment scores reported directly on the module. The maintenance team will receive an immediate notification so any maintenance issues can be identified and fixed immediately.

A system dedicated to helping you cultivate a strong safety culture

By giving all colleagues access to risk and incident data, Assure is helping everyone across the business to look at safety differently – which is driving a major culture shift.

With round-the-clock support available, the Evotix help desk also made the onboarding process a dream. "The help desk team will either give you the solution to fix your problem or they'll fix it for you – they're amazing." **Stephen Knowles, Health and Safety Manager at The Works Stores.**

Evotix has helped The Works Ltd:

- Carry out regular risk assessments
- Follow up on risk or incident notifications faster
- Accurately report risk/accident data
- Ensure accurate inspections
- Improve communication across all teams



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Let's chat

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Our Evotix team is passionate about applying market leading technology to create safer, smarter workplaces, partnering with organizations that value people's safety, communities and the planet.

As safety professionals and long-term leaders in the Verdantix EHS Green Quadrant, our deep and practical insight addresses your evolving needs, helping you achieve your health, safety and sustainability goals.

Evotix: your all-around partner for the journey.

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