



EVOTIX

Case Study

DEBRA & Evotix: Reporting Made Easy

Industry

Charity

Employees

7,000+

Customer since

2022

DEBRA is an international medical research charity that supports individuals and families affected by epidermolysis bullosa (EB).

Often referred to as “the worst disease you’ve never heard of,” EB is a rare and genetic connective tissue condition that causes the skin to become extremely fragile and blister with any friction.

At least 5,000 people in the UK (and 500,000 people globally) live with the devastating condition and it affects an estimated 1 in 20,000 births in the US.

Donations and proceeds fund services for families impacted by EB and contribute to medical research into the condition. In 2021, the organisation’s total charitable spend was £1.89 million.

Day-to-Day Challenges

With a multitude of charity shops in operation, DEBRA's main challenge was identifying hazards, managing the incident reporting process and conducting audits regularly and efficiently.

DEBRA staff cannot predict the number of donations that would arrive on any given day and stockrooms were often cluttered, making trip hazards difficult to identify and manage. Implementing a system for reporting accidents to senior management quickly and efficiently was essential to daily operations.

DEBRA's retail managers also conduct branch visits to check store cleanliness, stock management and general health and safety to optimise performance. Without a uniform approach and limited ways to identify and communicate areas of improvement to the wider team, senior management had no visibility of the data being gathered.

Stockrooms were often cluttered, making trip hazards difficult to identify and manage.



Before Evotix

As Liz Darke, Health and Safety Manager at DEBRA, reports, "Without a simple system to help us track in-store incidents, hazards and near misses, many went unreported, leaving us in the dark as to what actions we should take to better safeguard our staff."

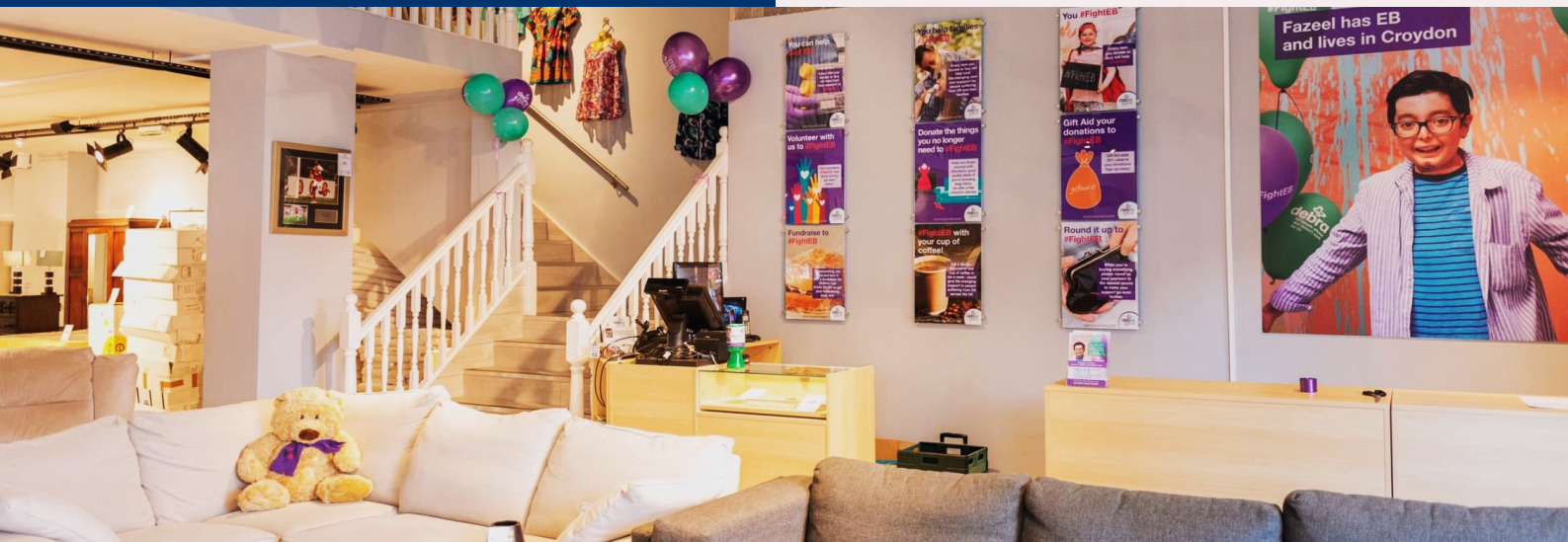
DEBRA used to:

- 01 Use manual processes to record accident data
- 02 Struggle to accurately identify near misses
- 03 Find it difficult to collate data from branch visits, preventing accurate trend analysis

With Evotix

With the help of a dedicated customer implementation consultant, DEBRA was able to configure Assure to streamline accident reporting, risk assessment, audit management and so much more – all within one compact, simple system.

Assure's straightforward, accessible reporting process has been instrumental in encouraging widespread communication around incidents and near misses. "We didn't realise how much violence at work, stealing and assault incidents were occurring in our charity shops until we implemented Assure", says Darke.





Effortless Accident And Hazard Reporting

"It wasn't until we rolled out the Assure hazard reporting system that we realised how much of an issue housekeeping is and could identify ways to improve it," Darke says.

The team's ability to identify trip hazards through Assure initiated regular premise reviews, enabling staff to assess how to move and package stock to make processing faster, simpler and safer.

Since switching from paper to an online form, accident and near miss reporting has skyrocketed.

Near miss reports have increased from 2 in 2021 to 83 in 2022, giving managers a clearer overview of new risks and the specific actions that must be taken to tackle them.

Following the success of Assure, DEBRA invested in tablets for staff and volunteers to increase engagement. In an organisation where not all staff are IT confident, Assure's simplicity was a key factor in its success.

This increase in reporting reveals the extent to which the use of a pen-and-paper system stifled reporting and offered insight into the changes DEBRA needed to make to keep their shops safe.



DEBRA has seen accident reporting rise by 256%, with a similar increase in near miss reporting. Having not occurred prior to Assure, hazard reporting has also risen significantly.

The Solution

More visibility with regular branch visits

"With more visibility over health and safety issues across all 105 of our branches, we're better poised to take swift action against them," Darke says.

The use of paper reports for branch visits made sharing results and implementing tangible improvements difficult.

With Assure, managers can carry out these checks on their phones and results can be directly uploaded to the system, enabling teams to act on recommendations instantly.

After branch visits, managers can update senior management with data regarding trends. This gives them the chance to identify opportunities for improvements and track their progress across each store.



We've never been so proactive about safety. It's empowering. The new safety system has played a pivotal role in changing the culture around health and safety.



Why Evotix

The paradigm around health and safety has shifted

Shop staff used to hesitate to air health and safety concerns. Since DEBRA implemented Assure, putting health and safety at the centre of operations, employees have reported feeling genuinely cared for. Access to tablets that help them easily communicate their concerns mean that safety issues are now flagged much more frequently.

This increase in employee engagement has given senior management more access to recommendations from the shop floor, helping to make operations safer and more efficient.

The new system has also expanded the capabilities of DEBRA's management staff in providing mental health support to volunteers living with EB.

With Assure, DEBRA has created a safeguarding form which volunteers and employees can easily access. Senior management receives a notification as soon as one is filled out, enabling them to take a hands-on approach to safeguarding.

Endless Capabilities

DEBRA has configured Assure to fit perfectly around all of its health and safety goals, including its accident, near miss and violence at work reporting forms.

The team now uses Assure to execute a variety of key activities, including GDPR reporting, recording monthly compliance checks and carrying out staff induction.

The ability to quickly configure a form to meet a variety of needs has proven incredibly helpful.

DEBRA hopes to leverage Evotix's expansive capabilities by making use of other modules to get even more visibility of health and safety data across branches. Considering the ease with which previous tweaks have been made, the team is confident this additional feature will roll out successfully.



Almost everything' is configurable," **Darke states.** "I don't think there's any module we didn't change even slightly. Being able to easily tailor Assure to our needs has massively enhanced our ability to set and smash health and safety goals.

As DEBRA's staff has discovered, Assure helps organisations manage all aspects of health and safety — rather than just one area.

"We didn't understand how flexible Assure was until it was implemented. Besides risk assessment and accident reporting, there's just so much you can do with it," Darke says.

From the first phone call, Evotix's specially appointed customer implementation consultant has taken the time to understand DEBRA's top safety and business priorities.



They really listened to what we wanted and helped us understand what the system could do," Darke says.

"If we wanted something specific done, they'd either do it for us or show us how to do it.

We customised pretty much every form, but the configuration was so easy.

Our customer implementation consultant made the extent of configurability clear, and it's allowed us to do so much more with Assure than we expected!"



Darke calls Assure "the most successful system that we've had put in. The staff have all taken to it and we have big plans to purchase more modules in the future. Its capability never ceases to surprise us. We've been so happy with our experience of working with Evotix and the value the system brings to DEBRA that we've already recommended the system to two other organisations!"

To date, Evotix has helped DEBRA:

- ✓ Accurately report accident data
- ✓ Identify hazards easier and faster
- ✓ Follow up on risk or incident notifications faster
- ✓ Conduct more regular audits and branch visits
- ✓ Ensure employees play a more active role in health and safety
- ✓ Implement a safeguarding form to protect staff
- ✓ Prioritise refurbishment
- ✓ Manage water quality
- ✓ Introduce regular compliance checks
- ✓ Invest in tablets as a result of engagement



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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 organisations 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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