



# EVOTIX



Case Study

## Driving Safety Forward: Group Lotus & Evotix

Industry

Automotive

Employees

2,300+

Customer since

2020

Group Lotus is a British manufacturer of high-performance sports cars. With a history of success in Formula One, Lotus vehicles are known for their efficient, lightweight construction. The company also operates a third-party engineering service, Lotus Engineering.

In recent years, Lotus has focused on developing all-electric sports cars. Today, the company manufactures three models: the Emira, the Evija and the all-electric SUV Eletre. Headquartered in Norwich, UK, the company employs over 1,300 people worldwide.

# Day-to-Day Challenges

Health and Safety Coordinator Andy Pointer describes the company's Norwich factory as a place of "constant movement," bustling with workers, machinery, cars and equipment. In such a busy environment, staff on every level must engage with health and safety policies and procedures to ensure the safety of those working on the floor.



Most of the risks that we see come from the shop floor.



Andy Pointer, Health And Safety Coordinator



But the company's cumbersome paperwork-based processes didn't encourage workers to engage with safety. Lotus' EHS team, led by Safety, Health and Environment Manager Nick Anderson, struggled to promote their use.

In addition, the paper system made it difficult for Lotus to take corrective actions after an incident.



With paper systems, you end up with folders and folders of paper and it becomes irrelevant. And there's no good follow-up from a paper system. You'll never get reminded: have you done this? Have you checked this? This is now overdue. So that's a big thing.

Aaron Saddleton, Supervisor





## Before Evotix

While employee engagement was Lotus' overarching safety challenge, other issues presented significant difficulty.

For example, as Lotus experienced rapid development across multiple sites, the company's EHS team found it difficult to manage contractor activity, maintenance and installations of equipment.

Lotus also found it challenging to manage safety data in a comprehensive and productive way. **"We had a ton of data already but generating reports from that and presenting it to our stakeholders was difficult,"** Anderson says.

With no effective way to organise or analyse safety data, Lotus' EHS team was unable to put it to use.

## With Evotix

Since implementing Assure, Lotus has seen a **vast improvement in employee engagement with health and safety**. The system continues to surpass Lotus' expectations, says Anderson:

In addition to increasing engagement, Assure has transformed the way Lotus handles reporting, recording and analysing safety data, making it possible for Lotus' EHS team to ensure that safety concerns are addressed.



The numbers speak for themselves. **We've increased engagement big-time** and found value quickly with Evotix Assure.



The various capabilities across the platform allow us to **improve our safety stance** and follow up on incidents.



# The Outcome



## Transforming Safety Data

Since implementing Assure, Lotus has transformed multiple safety processes including hazard spotting, contractor management, risk assessments and near miss reporting.

In 2021, Lotus used Assure to launch Make It Safe, an ambitious hazard-spotting campaign. **“Our main objective was to get people more focused on what was happening around them and take ownership rather than leaving it for someone else to fix,”** Anderson says.

In 2021, the company received 5,000 hazard reports and ended the year with a 98% close-out rate.

**5000**

hazard reports

**98%**

close-out rate

Lotus employees have worked with the EHS team to create over **600 detailed, relevant risk assessments**.

Lotus now manages a streamlined contractor register, making it easier to control contractors' insurances, competence certificates, permits to work and more. **“Implementing Assure took our contractor management from zero to one hundred,”** Anderson says.

Anderson says near miss reporting was non-existent before the company implemented Assure. Now, the EHS team has been able to encourage workers to regularly report near misses.

## Speed, centralisation and visibility

Employees at Lotus have constant access to the portal via phone or tablet and are able to report hazards, near misses and incidents immediately. This has been a game changer at Group Lotus, allowing for quick reactions from the EHS team.

Additionally, managing contractors has never been easier for the company. Assure has made permits to work, certificates of competence and insurance documents organised and accessible. As Anderson explains:



Everything's instant now. We can have everything on that system, under one roof, for all our people, and it becomes the go-to place.

Organisation-wide visibility has also improved. Assure allows the EHS team to monitor contractors with ease. **“We don't have to walk around on-site just to find out who's doing what,”** Anderson says. **“We can just log in and see everything that's going on.”**

# A Configurable System

**Assure's flexibility is an invaluable resource for Lotus.**

By configuring the system to their specific needs, the company has realised **Assure's full potential**.

In addition to using the software for EHS processes, the company has shifted several internal processes onto the mobile app. For example, frontline workers are able to order PPE and contact mental health first-aid workers via the mobile app



That's what I like about [Assure]. It's not just off-the-shelf. You can tweak it and have it do what you want it to do. We've pushed the boundaries of what the system was initially offered to us for.

Nick Anderson, Safety, Health And Environment Manager

## Promoting multi-level engagement

Lotus has used Assure to engage senior managers on an unprecedented level.

The company recently rolled out a **robust audit schedule**, giving executive directors monthly opportunities to engage with their team directly on health and safety.

In addition, by offering employees access to the portal, the EHS team has **given employees ownership over health and safety**.



## Saddleton Explains:

"By actually **inputting information into the system themselves**, they are triggering the actions and then they're notifying the supervisors and managers to **actually take the action they're raising**."



## Why Evotix?

Lotus was looking for a centralised, user-friendly system that could boost engagement and streamline the processing of safety data. But what, ultimately, made them choose Evotix?



What I liked about Evotix was the personal touch the team brought.

"The support we get from Evotix has been good. We have a customer success manager, and we speak quite regularly. We've maintained contact with the implementation specialists we initially worked with to discuss improvements," Anderson says.

To date, Evotix has helped Lotus:



Create relevant, detailed risk assessments



Organise and analyse safety data



Improve employee engagement



Foster a culture of ownership around health and safety

For the future

## Lotus Plans to continue to make the most of Assure.

"For the future," Anderson says, "we have to continue the work we're doing on improving health and safety behaviours. If our supervisors, team leaders and managers can continue to modify their behaviour and increase engagement with health and safety, then it will ultimately improve the behaviours of the people doing the job."



We're just at the start of that journey.







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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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