

# CASE STUDY: Veolia Environmental Services

*"Safeguard has eliminated a huge amount of paperwork and vastly reduced duplication of effort."*

## ABOUT VEOLIA

Veolia Environmental Services is the UK's leading waste management company.

- Employees 12,500
- Revenue 2008 £1.23 billion
- Serves 75,000 commercial and industrial customers
- Provides a range of key services to over a third of the UK population through approx. 130 Local Authorities
- Capacity of handling half a million tonnes of waste through a network of material recovery and sorting facilities
- In 2008, Veolia's Energy Recovery facilities processed 1.4 million tonnes of municipal waste, generating the equivalent energy of 466,000 tonnes of coal

## PROJECT SUMMARY

Veolia Environmental Services uses Rivo Safeguard's Accident and Incident module. Over 1000 users regularly access the system from over 600 locations.

## SAFETY HEALTH & ENVIRONMENTAL AWARDS/ STANDARDS ACHIEVED

- Achieved ISO 9001, ISO 14001 and OHSAS 18001 certification for all sites across the UK.



Veolia Environmental Services is the UK's leading waste management company and is part of Veolia Environnement. The company is known for its integrated waste management and environmental services to local communities and industry. It provides a range of key services to over a third of the UK population through approximately 130 Local

Authorities across the UK. From refuse collection and recycling, to waste treatment and street cleansing services, we promote efficient and sustainable waste management solutions to suit local needs. With almost 12,500 employees operating in a network of sites across the UK, Veolia Environmental Services is committed to the highest standards

of operational health and safety.

## BUSINESS NEEDS

There was a need for a consistent and methodical approach to accident investigation and reporting, a system that could manage the demands of a multi-sited, multi-function organisation. In addition,



Rivo Software Ltd: Innovation Centre,  
Warwick Technology Park,  
Warwick, CV34 6UW, UK

Tel: +44(0)1926 311300  
Email: [enquiries@rivosoftware.com](mailto:enquiries@rivosoftware.com)  
Web: [www.rivosoftware.com](http://www.rivosoftware.com)





Veolia Environmental Services needed a way of identifying and reporting non-conforming loads and environmental incidents and wanted to encourage near miss reporting.

A variety of different reporting systems existed which were unable to produce the data in the format necessary for the Health & Safety Managers to easily analyse accidents and trends and effectively identify potential risks and hazards in order that preventative actions could be taken quickly.

#### **SOLUTION**

Safeguard was chosen as it was flexible enough to fit in with Veolia Environmental Services' existing processes and was easy to use and administer. It provides the Health & Safety Managers with the ability to produce powerful reports and generate the appropriate Key Performance Indicators to look at the performance of individual sites, as well as allowing Contract Managers and Supervisors the ability to look at trends within their own locations. It was rolled out in a very short time frame and now has over 1,000 users at over 600 locations.

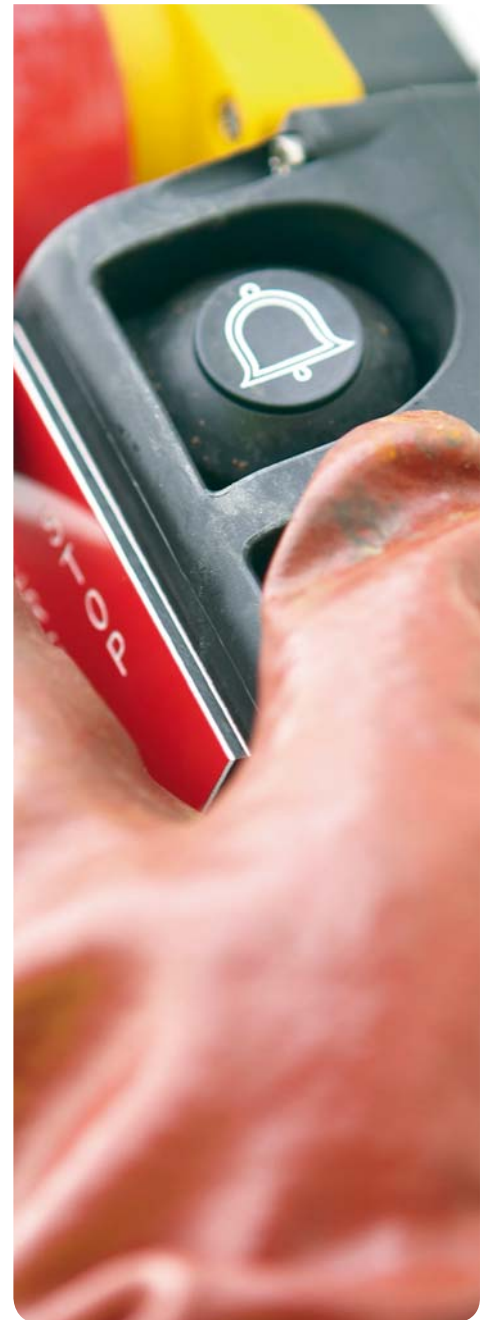
Since its initial implementation, the system now been extended to include tools to enable reporting of enforcing authority visits,

near miss and behavioural reporting as well as integrating the functionality to carry out and complete management system audits.

#### **RETURN ON INVESTMENT**

Glenn Davies, explains the difference Safeguard has made:

"As the Quality, Health Safety and Environment Director, responsible for the collation and management of the company data, Safeguard has eliminated a huge amount of paperwork and duplication of effort. Everything now is in one place so we don't have to hunt down the information from various different sources – it is all held centrally giving us clear visibility and control. The reporting function enables us to identify patterns and trends so that company-wide measures can be put in place to prevent reoccurrences."



Rivo Software Ltd: Innovation Centre,  
Warwick Technology Park,  
Warwick, CV34 6UW, UK

Tel: +44(0)1926 311300  
Email: [enquiries@rivosoftware.com](mailto:enquiries@rivosoftware.com)  
Web: [www.rivosoftware.com](http://www.rivosoftware.com)

