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Airsweb 2017

CASE STUDY

SEVERN
TRENT
WATER

Severn Trent Water

Severn Trent Water almost doubles reporting with Airsw eb workplace health and safety software.

The Issue

A software change meant a new incident reporting system was needed.

Severn Trent Water previously used the Lotus Notes online application suite for health and safety incident reporting and occupational health matters. Details of hazards were reported both into Lotus Notes and a third party system depending on its classification, this meant splitting the information.

As the company had moved to a Microsoft email platform a new system was needed to track incidents, near misses and hazards all in one location. Severn Trent Water wanted to improve its understanding of incidents reported and hazards being identified.

The Result

Severn Trent Water increases monthly reporting from 7,000 to 13,000.

Airsweb provided Severn Trent Water with its modular Accident and Incident solution, configured to meet the needs of the company. The system is accessed via a standard web browser so reporting can be done on

location and more promptly by employees and contractors. Just 40 people were formally trained, with training deployed widely across the company via simple e-learning modules.

The Opportunity

One size does not fit all.

Severn Trent Water invited a number of suppliers to propose an incident reporting solution. The company understood that in order to influence behaviour where both employees and contractors were more proactive in reporting hazards or near misses, the reporting needed to be more accessible and intuitive.

Airsweb was among several companies that presented solutions. However, it was the only company to configure its incident reporting service to meet the exact needs of Severn Trent Water during the selection process.



“When we reviewed the presentations, of which there were about five, we noticed that the only one that changed each time was from Airsweb,” Sarah Young said. “Each time we gave feedback, Airsweb listened to what we had to say and configured their service so that it gave us what we wanted. We needed a company we could work alongside, and Airsweb proved from the very beginning that we could do that with them.”

Average monthly hazard reporting has increased from 7,000 to 13,000.

In addition, using the Corrective Action/Preventive Action (CAPA) tracking methodology through the Action Tracking solution, also provided by Airsweb, has ensured that Severn Trent Water is more proactive in taking action to eliminate potential hazards. The data is also used much more effectively for safety talks.

“Where we previously had a ‘feel’ for where we had issues, we now know. We can set goals and priorities and target actions more proactively.”

Sarah Young, Severn Trent Water, Health and Safety Reporting Manager.

“We get great support from Airsweb,” Sarah added. “We have a good working relationship and there is no ‘them and us’. They’re always there to discuss things and work things through.”

Reaffirming this working relationship, Sarah is on the Airsweb User Committee, a group of Airsweb customers who meet quarterly to discuss the product and its future development and evolution. The emphasis on partnership working ensures the Airsweb product meets the needs of Severn Trent Water now, and will likely play a growing part in the company's health, safety, quality and environmental functions in future months and years.