Customer story

"With HandsHQ, I was able to do the set of RAMS, sign it and send it within ten minutes. I cannot produce anything else with that speed and quality with anything else I do."

75% quicker
time saving per RAMS

50+ RAMS
completed each month

40 hours
time saved per week

Challenges

Trevor Baker is Senior Health, Safety, Environment & Quality Manager at Brown & Carroll, leading a HSEQ team of five people. He explains that prior to using HandsHQ to complete, manage and view the company's RAMS, the team had been relying on Word documents.

This sprawling collection of files included hundreds of RAMS – which were often up to 70 pages long and some of which were very out of date.

"Some dated back to Word 97 and none of the formatting worked," explains Trevor, "and we have five or six clients who use their own templates. It was a mess."

BROWN & CARROLL LONDON

Since Brown & Carroll was founded by Paul Carroll and Steve Brown in 1994, the company has established an outstanding reputation for creating and installing specialist joinery of the highest quality. With more than 250 employees, it delivers prestigious fit-out projects for some of the UK's finest buildings, including Kensington Palace and The Ivy.

As part of the delivery of these projects, Brown & Carroll produces around 50 risk assessment method statements (RAMS) each week.

In particular, the formatting of the documents was very time consuming. The quality was poor and rejections were a significant problem.

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>
> **Trevor Baker**
> Senior Health, Safety, Environment & Quality Manager
> Brown & Carroll

Solution

To make sense of this chaos, Trevor knew a better system was required. He began looking for RAMS software and found HandsHQ.

Trevor says, "The leadership team knew we were drowning in paperwork, so when they saw HandsHQ they were immediately sold. HandsHQ makes it so easy. And the look of the risk assessments is very good."

> "I was able to do it, sign it, and send it within ten minutes. It went straight to the right person and we got the permit. I cannot produce anything else with that speed and quality with anything else I do."

Previously, RAMS had typically taken between one to three hours to produce. An inelegant process of scanning in the files and sending them to clients would often lead to RAMS being rejected as illegible.

Now, users are guided through the RAMS production process by the HandsHQ software. The simple, step-by-step guided process means RAMS can be completed in less than ten minutes.

HandsHQ

Trevor shares the details of a recent job when he completed a set of RAMS in just 15 minutes. Instead of needing to go back to the office to produce the RAMS, he simply pulled out his phone and used HandsHQ.

"There was little risk attached, but the permit depended on a set of RAMS. I was able to do it, sign it, and send it within ten minutes. It went straight to the right person and we got the permit. I cannot produce anything else with that speed and quality with anything else I do."

Trevor says that without HandsHQ in such a scenario, the RAMS probably wouldn't have been received by the customer until the next day. Avoiding delays to installation work on customer sites isn't the only benefit appreciated by customers.

Using HandsHQ, the team is able to produce great-looking RAMS documents that are highly rated by Brown & Carroll's customers.

Trevor explains, "We can now turnaround a quality document very fast."
The team has eliminated the earlier difficulties around formatting. This has saved a huge amount of time for the HSEQ team. The information is more clearly laid out and easier to understand. The documents look great and are accepted by clients without effort.

Results

"When our RAMS go out to people now, it looks good, it looks fresh," says Trevor, "they know we know our stuff; they think 'someone's spent some time on this' – even if, funnily enough, it's taking us less time!"

> **"There's no question when it comes to renewal: everyone in the business realises I either employ someone else, or two admin staff, or I have HandsHQ."**

The new, improved process and better RAMS documentation means that RAMS are no longer regularly rejected by clients.

The time savings have transformed the work of the HSEQ team. In particular, the ease of creating templates has stood out as a real benefit. Overall, Trevor estimates that the time savings achieved equate to at least one full-time employee.

He says, "Without HandsHQ I would probably have had to employ somebody else to pick up the work. There's no question when it comes to renewal: everyone in the business realises I either employ someone else, or two admin staff, or I have HandsHQ."

About HandsHQ

HandsHQ is an innovative risk assessment and method statement platform for specialist contractors that reduces accidents, keeps projects on track and wins more work. Our dedication to simplifying the risk assessment process has made HandsHQ the most trusted RAMS platform in high-risk environments since 2013.

Used on over 90,000 projects across EMEA, our clients include BJF Group, Polyteck Group, G4S, Polypal and Barnwood Construction. Typically companies using HandsHQ experience over 80% time-savings on RAMS creation; 90% reduction in rejected documents; and upwards of 230% ROI in the first year.

Find out how HandsHQ can help your business at www.handshq.com or call us on 020 3318 4901

Adelaide Wharf Installation

Risk assessment

ℹ️ Add the activities you'll be undertaking for this project. You can customise the text to ensure your documents are site-specific.

☑️ General

	Reference	Risk assessment	Version
☑️	RA100	Contact with electricity from overhead power sources	● Latest version
☐	RA101	General office work	
☑️	RA102	Visually impaired people at work	● Latest version
☑️	RA103	Delivery of materials	● Latest version
☑️	RA104	Working with or around mould spores	● Latest version
☐	RA105	Working adjacent to a railway line	
☑️	RA106	Working in dusty environments	● Latest version
☐	RA107	Working in noisy environments	
☐	RA108	Working with or around combustible materials	
☐	RA109	Working in confined spaces	