

Adcock introduces HandsHQ to bring greater uniformity to its RAMS documentation

**67%**

Saving in administrative effort

**High client satisfaction**

Positive feedback on RAMS documents

Challenge

Adcock was using Word and Excel documents as the basis of its [risk assessment method statements \(RAMS\)](#). This resulted in a high variation in the quality of output and a lack of uniformity. Furthermore, the production of RAMS was time consuming and expensive.

Bob Wright, SHEQ Manager at Adcock, knew there had to be a better way. He explains, "As we expanded our business and especially as we went into the major construction groups, we needed to ensure quality documentation, especially around revision numbers and versioning."



Adcock Refrigeration and Air Conditioning designs, installs and services commercial, industrial and individual residential systems across the UK. With nearly 60 years in business, it is proud to be family owned. The fast-growing business is built on the foundations of true customer service, high standards and the loyalty and dedication of its highly trained engineers.

Solution

Bob began looking at a variety of solutions, trialling a number of different software applications. He recalls, "The [HandsHQ software](#) performed better in the trials we ran. It gave us the confidence that we would be producing documentation of the quality we wanted when the work was client-facing. We liked the professionalism and the presentation of the documents."

"The HandsHQ team was more client-focused, as well. They engaged with us more than the other vendors. It gave us that comfort blanket we needed. We knew we'd be well looked after."

"It ensures the RAMS are more focused and relevant to the individual jobs."

Bob Wright
SHEQ Manager

Adcock began using HandsHQ to produce RAMS for its customers in 2019. While Bob initially set up the information in the system, it is now widely used by the contract engineers and service managers across the business who produce RAMS. It is in use across all of Adcock's eleven branches.

Result

Across the eleven branches, engineers and managers produce [Risk Assessments and Method Statements](#) for clients, tenders and bids on a daily basis. Bob estimates that the total number produced ranges from between 50 to 200 per week.

"From a branch perspective, it's certainly a time-saver," Bob says. "It also ensures the RAMS are more focused and relevant to the individual jobs."

The introduction of [HandsHQ's RAMS software](#) has saved the business considerably in terms of administrative effort. Instead of the eleven administrators working on RAMS documentation for the branches, only three are now required for this work. This represents a FTE saving of 67 percent.

Bob reports, "HandsHQ was embraced by our workforce very quickly because it is so easy to use. It's particularly easy to edit down or beef up the RAMS according to what's required for the work. At the same time, we know that the quality of documentation will be high. We've had very positive feedback from our clients. They are pleased with the way we now present the RAMS information."

Adcock is pleased with the way its use of HandsHQ is helping to drive up quality. Bob says, "For us, the most useful feature of HandsHQ is the fluidity – to be able to make revisions as and when you need and have that recorded in the document. That sits well with the BIM model and the requirements of CDM and the management of health and safety regulations. It ties in particularly well with our quality management system."

"By managing our RAMS in HandsHQ, we're meeting and exceeding industry standards and driving best practices in the industry."

Bob Wright
SHEQ Manager

Furthermore, the new digital documents can be worked on by the staff in the field. By updating the RAMS via their mobile phone, authorised personnel ensure the records are kept up to date. Everything is recorded centrally and can be easily shared with clients.

"By managing our RAMS in HandsHQ, we're meeting and exceeding industry standards and driving best practices in the industry," says Bob. "HandsHQ plays a big part in reducing workplace hazards and the risks associated with them."

"The level of customer service we receive from HandsHQ is superb," Bob continues. "Issues are few and far between but they are always dealt with very quickly, with immediate feedback. I like the help guides in the portal and the webchat. The software is very reliable, it gives us a comfort factor when communicating with our clients."

The business could not be happier with its choice of RAMS software. Bob says, "HandsHQ looks good for our engineers – it's very intuitive and so easy to use. And it looks good for our clients – who love the way we now present our RAMS."

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

 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
<input checked="" type="checkbox"/> RA100	Contact with electricity from overhead power sources	 Latest version
<input type="checkbox"/> RA101	General office work	
<input checked="" type="checkbox"/> RA102	Visually impaired people at work	 Latest version
<input checked="" type="checkbox"/> RA103	Delivery of materials	 Latest version
<input checked="" type="checkbox"/> RA104	Working with or around mould spores	 Latest version
<input type="checkbox"/> RA105	Working adjacent to a railway line	
<input checked="" type="checkbox"/> RA106	Working in dusty environments	 Latest version
<input type="checkbox"/> RA107	Working in noisy environments	
<input type="checkbox"/> RA108	Working with or around combustible materials	
<input type="checkbox"/> RA109	Working in confined spaces	