

Highland Spring

Highland Spring – Case Study

Company Profile

Highland Spring is now the UK's leading supplier of bottled and was founded in the Ochil Hills in Perthshire, Scotland in 1979. Their headquarters in Blackford, Perthshire, includes one of Europe's most modern bottling plants exporting water to over 50 countries worldwide.

Business Needs

Highland Spring required a flexible solution to completely automate the training and risk assessment process for DSE and Manual Handling. They had looked at online safety training solutions before, but felt that the overall quality of the learning experience was poor. As well as the quality of the learning experience, another key requirement was that the reporting had to be both comprehensive and flexible to enable the training to be as flexible as possible.

Solution

ICS Safety was chosen as it is flexible enough to fit in with Highland Spring complex Health & Safety requirements. ICS Safety worked with the company and its Health & Safety executive team to automate the delivery of Manual Handling and a complete DSE Solution.

Benefits

By deploying the solution, compliance levels have been improved, and the overall profile of Health and Safety has



been raised. There also has been considerable cost and time savings by automating the training, risk assessment and follow up processes, resulting in more time being spent on pro-active safety management. Since the solution is fully web-hosted, home workers were also trained in the solution.

Highland Springs Health and Safety Manager, Jonathan Neale commented:

"The Learnsafe solution represented a truly meaningful learning experience and the feedback from all of our staff- office, production and warehousing, has been very positive. The service and value offered by ICS Safety has been second to none."