

## MTC build upon their excellent safety record by implementing Riskex's Covid solution, "Safe2Day" to optimise staff engagement and support employees with virus-related vulnerabilities and "Covid Anxiety"



### Case Study:

Paul Fairbrass  
Head of Health and Safety  
MTC

### Website:

[www.mtcgroup.org.uk](http://www.mtcgroup.org.uk)

### Industry:

Justice Services

### About MTC

MTC provides justice services across the UK, specifically through its probation, custody and consultancy offerings to transform lives, build safer communities, and break the cycle of reoffending.

With a 1600-strong workforce, the organisation works hand in hand with the community, developing and building capacity to ensure that they can support vulnerable people and reintegrate them into society.

MTC's strategic approach to optimising its health and safety performance is predicated on building a "people first" safety culture, where the level of staff engagement in its health and safety management system is consistently high and workers are actively encouraged to amplify their "Safety Voice".

The company's excellent safety record was recognised by RoSPA this year when MTC became a winner of a RoSPA Gold award – testament to the fact that the business has achieved a very high level of performance, demonstrating well developed occupational health and safety management systems and culture, outstanding control of risk and very low levels of error, harm and loss.

### Client Need

At the onset of the Coronavirus pandemic, MTC was determined to continue to build upon its safety culture to help drive Covid-secure working practices – and importantly, provide employees with the confidence that the company were doing everything possible to keep them safe and well.

The additional challenges and risks created by Covid required MTC's safety team to "think outside the box" to develop new ways of working in both the short term and the ongoing "new normal". This required a review of how the company adapted its use of technology to facilitate both employees and people managers to have a conversation and consider what steps they can take to make sure they can do their job safely and help stop Coronavirus transmission at source.

## The Solution

As a result, MTC turned to their existing EHS software provider, Riskex who were developing a Covid health surveillance tool, Safe2Day. Both companies worked collaboratively to enhance the system to become a proactive employee health monitoring solution that helped address the disproportionate impact that Coronavirus has on individuals from a BAME background, and other virus-related vulnerabilities.

Safe2Day is a Covid-19 health assessment tool that helps employers assess who is fit to work, as well as provide confidence to staff that Covid transmission is being managed at source. In summary, the system has four key elements:

1. A simple self-assessment questionnaire that employees complete in less than a minute, capturing data on the individual employee and their household.
2. Management information dashboards for resource planning and Covid transmission risk management.
3. Task management to allow line managers to review and manage concerns at individual employee level – including uploading individual action plans.
4. A simple ongoing email mechanism to allow employees to update their status in a few seconds.

Paul Fairbrass, Head of Health and Safety for MTC explains why they selected Safe2Day to help manage Covid related risk: “first and foremost, we needed a solution that provided us with an accurate and up-to-date picture of employees personal circumstances to enable our people managers to have proactive conversations with their staff and agree personal action plans that would evolve as their individual circumstances changed. Rapid implementation was also key – working with a supplier who understood our business structure and complex requirements was paramount to land a solution quickly and effectively. Our historical relationship and the fact that they already had a solution that we could tailor very quickly were compelling reasons to partner with Riskex”.

## The Results So Far...

Since Safe2Day was rolled out across all MTC's UK-based operations in August, the business has seen great engagement from employees who have provided positive feedback that the company's Covid secure measures and health monitoring processes make them feel supported and safe. Paul explains:

"As an organisation, we recognise that the ongoing pandemic continues to cause anxieties for our people and so it's never been so important to proactively support each of them with personal action plans and demonstrate our commitment to keeping MTC a safe place to work. This potentially reduces any sickness that could have resulted from anyone feeling that we do not have the correct controls in place to address their specific concerns or vulnerabilities".

Paul finishes by commenting on the impact Safe2Day is having across the business: "the software has received great uptake and employees are really appreciative and supportive of how the tool is supporting them. Safe2Day has undoubtedly helped employees feel MTC is protecting them and keeping them safe in these uncertain times".

## Next Steps

MTC will continue to expand the scope of how the Riskex EHS platform (branded AssessNET) supports its health and safety strategy, and is currently planning to add further modules to manage Health, Safety and Fire Risk Assessment processes, as well as deeper reporting and data analytics capability via Riskex's new BI tool.

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