

Case Study



c2c leads an innovative approach to risk management using the RiskWise App

c2c is an award-winning train operator that runs the UK's most punctual trains from London to the Essex Coast. Known for its innovation and commitment to safety, including being awarded a five star rating by the British Safety Council, c2c strives to provide the best service for its passengers and earn the lifetime loyalty of its customers by consistently delivering a high performing service.

c2c approached the S₂ Partnership and RiskWise in need of an offline app that would enable their duty managers to carry out planned general inspections of their stations without the need for pen and paper and mobile or Wi-Fi signal. Driven by the need to make cost savings, improve efficiencies and effectiveness of audits, c2c selected the RiskWise App to undertake their safety inspections across 26 stations.



“By using the RiskWise App we have reduced the time it takes to complete audits by over 50%.”
– Mark Manser, c2c

The introduction of the RiskWise App has enabled teams to improve efficiencies. Custom built questionnaires, tailored to each station, allow duty managers to carry out monthly safety checks on platforms, canopies and announcement boards effectively halving their resource allocation and significantly reducing administration. By using ‘remembered responses’ within the questionnaires time spent completing inspections has been reduced by a further 80%.

The RiskWise App allows staff to carry out inspections offline on mobile devices and take pictures whilst on-the-go, the gathered data in RiskWise is then compiled into a PDF report which is submitted to c2c's internal helpdesk for action resolution.



“We love it, it's easy to use, no more walking site for hours with a clunky clipboard.”
– Scott Walker, c2c

The information and audit trail provided are vital for c2c station management and other third parties including the British Transport Police.

c2c is now working closely with the RiskWise team to review the benefits that other areas of the system could provide for incident reporting and to other facilities within the National Express group.



“The close contact and support we receive from our account manager is key to us.”
Mark Manser, c2c

About The S₂ Partnership

The S₂ Partnership has been providing specialist Health, Safety, Fire & Environmental consultancy to the commercial property sector since 1999. Working closely with clients in the UK and Europe, the S₂ Partnership holds a strong reputation for providing a high-quality, bespoke and practical service. With services ranging from consultancy and training to risk management software, the S₂ Partnership provides a range of solutions for optimal risk management.

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S₂ Partnership Ltd
Intelligent Risk Management

