



# HEALTH & SAFETY PORTAL AT MARSHALL AEROSPACE

## **MARSHALL** HEALTH AND SAFETY

***The United Kingdom's leading privately owned Aerospace Company, Marshall Aerospace, used CamAxys Ltd, now CSR Performance Ltd, to develop a portal to disseminate health and safety information to over 2,000 employees.***

The Marshall Aerospace Health & Safety Portal developed during the project uses Oracle portal technology, a web-based application for building and deploying e-business portals. The SHEPMIS Portal provides Marshall Aerospace directors, employees, customers, partners, suppliers and other community members with access to health and safety related information and applications through a secure, reliable and personalised web interface.

Phil Sprinks, who became Marshall's Health and Safety Advisor/Domestic Fire Officer in 1997 after previous senior HS&E roles in the Royal Air Force and Police, initiated the Safety Health and Environmental Management Information System (SHEPMIS) Portal project in February 2002. The aim was to develop technology that in due course could become part of the daily routine of every employee across numerous companies and sites comprising the Marshall Group including at Cambridge Airport, Stansted, Lichfield, Petersfield, Swindon, RAF Lyneham and RAF Brize Norton.



The Marshall HS&E team in conjunction with technical and marketing experts from CamAxys defined the immediate priorities and the "wish list" for future implementation. There was a deliberate decision to extensively use colour and graphics and to design Web Forms that exactly matched the hard copy forms long used for recording HS&E data throughout the company.

### Customer Profile

The UK's leading privately owned Aerospace Company, specialising in design, development, maintenance, modification and conversion of Military, Civil and Corporate Aircraft.

Founded 1909 as an automotive Chauffeur Hire Business for the undergraduates of Cambridge University.

Operates from its own airfield site in Cambridge with 1.2 million sq ft of covered floor area and some of the world's largest heated hangars.

Handles aircraft ranging from Cessna to AWAC and C-130 Hercules.

### Requirements

A web-based Portal to disseminate Health and Safety information to over 2,000 personnel across several sites.

### Solution

In 2002, CamAxys Ltd deployed Oracle9iAS portal technology, a web-based application for building and deploying e-business portals to create the SHEPMIS Portal.

Direct input capability to the CamHealth® Accident/Incident module.

Real-time accident/incident statistics available from the CamHealth® database.



As Phil Sprinks remarked: *The only limits to the Portal content are our imaginations and the imperative to include relevant data. One of the initial challenges was to make the Portal straightforward and enjoyable to use by people at every level. By exactly matching existing hard-copy forms on the web (both for input purposes and when printed out) we made it simpler for all types of users to input data and to become rapidly familiar with using the Portal.*

*We also ensure that the entire site is attractive on the eye and conveys highly positive and upbeat messages, albeit with a strongly educational emphasis. Basically, we wanted to balance fact and fun because the two in combination achieve better learning outcomes.*

The Portal was operational by early May after existing Novell Netware software was replaced and

a new NT server installed to run the Oracle database and portal technology. The H&S and IT departments have collaborated effectively in the Portal project, which forms part of a comprehensive re-launch of the company's Intranet. Initially, the Portal was aimed at directors, managers and risk assessors and, once they were convinced of its value in terms of imparting information and helping to manage risks, it was opened up to a wider audience with workstations positioned in strategic locations around the sites.

Phil Sprinks is more than pleased with the outcome: *The SHEPMIS Portal provides a means of delivering a wide range of health and safety information and applications to a large*

*number of people from a wide range of different audiences. It gives everyone a dedicated single point of entry to a comprehensive range of SH&E-related information. This includes details on our Health and Safety personnel; policies and procedures; current news; training course dates, delegates and successes; trials of Personal Protective Equipment and Respiratory Protective Equipment; Handbooks and Manuals on topics such as Fire, and minutes of meetings from committees such as Executive Policy, Safety Action Groups, Traffic Management, Road Safety Review and Fire Safety Policy. Digital photographs can readily be added to the Portal to illustrate topics of current interest. There are no limits to the information we can make available via the Portal, which is a major step forward in our ability to communicate Health and Safety messages company-wide.*

-  [Login](#)
-  [Home](#)
-  [Policy Statement](#)
  - [Statement](#)
-  [Online Manuals](#)
  - [Health & Safety](#)
  - [Fire Safety & Emergency Instructions](#)
-  [Directors](#)
  - [Headlines](#)
-  [Accidents](#)
  - [Accident Statistics](#)
  - [Reporting an Accident online](#)
-  [Training](#)
  - [Programme for 2002](#)
  - [Outcomes Programme](#)
  - [Programme Administration](#)
-  [PPE/RPE](#)
  - [Trails](#)
  - [Hearing Protection](#)
  - [Eye Protection](#)
  - [Gloves](#)
  - [Foot Protection](#)
-  [Road Traffic](#)
  - [Accident 'Hot Spots'](#)
  - [Minutes of Meetings](#)
-  [Risk Assessment](#)
  - [Forms](#)
  - [General Information](#)
-  [Fire](#)
  - [Fire 'Hot Spots'](#)
  - [Minutes of Meetings](#)
  - [Fire Safety Manual](#)
-  [Archive](#)
  - [Road Traffic](#)

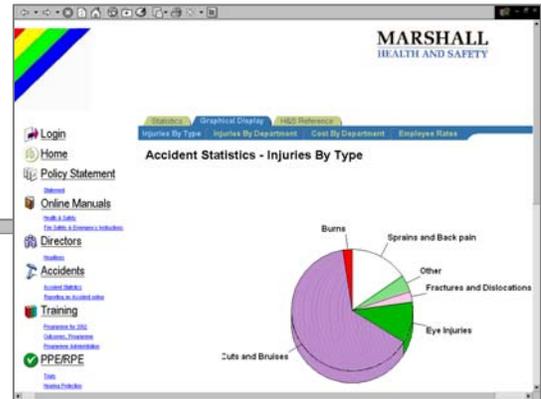
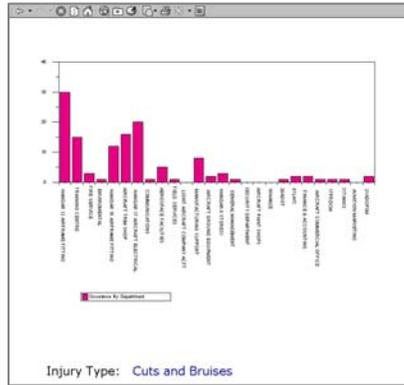


Marshall Aerospace are users of both the Accident/Incident and COSHH Management modules of the CamHealth® safety management system from CamAxys Ltd. The Accidents section of the SHEPMIS Portal allows users to submit details of accidents and incidents via a Web Form that automatically updates the CamHealth® database and which is e-mailed to relevant managers as well as being printed on a dedicated printer in the H&S department.

Users can also access a range of statistics that are updated in real-time as they interact with data managed in the CamHealth® database. ODBC links to MS Excel facilitate a range of tabular and graphical reports. Available reports are: Injuries by Type, Injuries by Department, Accidents Cost by Department and the Number of Accidents/Rate per 100 employees. To generate the reports, users enter a date range for the start and end of the required period and data is extracted automatically from CamHealth®. The ability to see the costs of individual events, such as an eye injury or a fall, has been a powerful tool in focusing attention on the commercial consequences of not minimising risks. Data by department, not readily available by means of manual assessment, has also been vital in focusing training and other management effort on the areas of greatest concern.

The Portal is also used to notify accidents and incidents directly into the CamHealth® database. A clear user interface enables each user to input factual data on events, location, severity and personnel. The Action Planning tools within CamHealth® are a vital component in the management of risk - enabling managers to see at a glance whether assigned actions have been closed or are overdue. Compliance with actions is expected to be high once these tools are fully implemented.

The majority of injuries sustained at Marshall Aerospace are cuts and bruises, followed at a considerable distance by eye injuries, sprains/back pain, fractures and dislocations. The majority of injuries are sustained in the hangars where airframe-fitting operations are undertaken. Of the days lost to injuries in 2001, over 60% were attributable to just four accidents (two falls, a trip and a fractured finger). Reporting of incidents is not incentivised in any way other than the widespread awareness across the company that reporting is a legal requirement that also serves to protect workers and assists in prevention.



Users are only permitted to view data a

for which they are authorised, with confidential areas (specifically, the Director's Page) accessible only by those authorised with a "single sign-on" authentication user name and password. All other areas of the site are

open to every user.

Phil Sprinks and his team, supported where necessary by external specialists, provide comprehensive training courses on Fire, Workplace Risk Assessment, Aircraft Design Office (ADO) Graduates H&S Awareness and IOSH Management for supervisors and line managers. Details of each course, including a twelve-month timetable, course outline and learning outcomes are available on the Portal. Over 800 personnel, including permanent contractors, from Marshall Aerospace and Specialist Vehicles undertook some aspect of HS&E training in 2001, ranging from subjects as diverse as COSHH risk assessments to bandsaw use, working in confined spaces and on scaffolding, and up to five-day IOSH accredited courses.





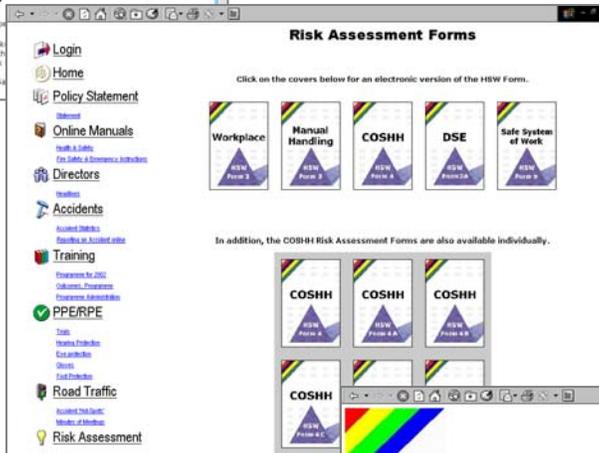
The PPE/RPE section of the Portal provides information on hearing, eye, hand and foot protection, and the suitability of available equipment for different activities. Outcomes of PPE/RPE equipment trials are also regularly updated.

The Portal is expected to assist in the meeting of targets for the reduction of injuries by enhancing employee awareness of risks and of support facilities such as PPE and RPE. A major improvement at Marshall Aerospace in the awareness of risk over the last four years has seen a 40% reduction in the number of accidents and incidents - an outstanding achievement recognised in 2002 with a coveted RoSPA Gold Award, the first ever such award for a Marshall company.



Information on Safety Action Groups, COSHH and other key data is being added as resources permit, with the Portal now being exclusively managed and maintained by Phil Sprinks and his department.

The most current versions of Risk Assessment Forms are available on the Portal by clicking on images of their front covers. These include risk assessments for Workplace, COSHH, Manual Handling, DSE, Fire and Safe Systems of Work.



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Hot Spot” and “Black Spot” sections on the Portal cover Fire and Road Safety, respectively. The Road Traffic area features information on road traffic accidents (including dates, vehicles, locations and photographs, but not confidential data such as the names of personnel involved) and the minutes of Traffic and Road Safety meetings.



The cumulative data provided has raised awareness throughout the Airport of accident “black spots”. The Fire section holds minutes of the Fire Safety Policy Committee meetings and provides links to the Fire Safety and Emergency Instruction Manual, Fire Risk Assessment Form and Fire Safety checklists. The Portal at Marshall Aerospace is also being implemented in other Marshall Group companies, including Marshall Specialist Vehicles.

For more information about CSR Performance products or services, call +44 (0)1353 740150 or visit [www.csrperform.com](http://www.csrperform.com). For more information on Marshall Aerospace, visit: [www.marshallaerospace.com](http://www.marshallaerospace.com).