

Achieving a 75% reduction in manual handling incidents through stronger engagement and data-driven insights

About

Partner since: 2019
Industry: Plumbing, heating, and bathroom supplies

Employees: 3100+
UK Locations: 360+

Challenge

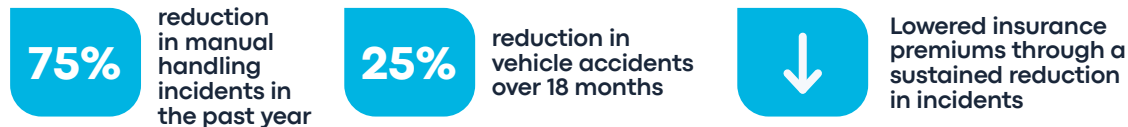
City Plumbing wanted to enhance engagement, visibility, and data insight across its nationwide operations. With branches of all shapes and sizes and a dispersed workforce, achieving consistent reporting and meaningful trend analysis was a key priority. The goal was to move beyond an 'electronic accident book' - capturing hazards and near misses to shape a proactive, data-driven safety strategy.


Solution

When City Plumbing became an independent business, it launched a tailored version of Notify to engage every colleague in proactive safety reporting. The intuitive mobile app enables simple reporting, real-time visibility, and faster response times.

Beyond incident reporting, City Plumbing now uses Notify to manage risk assessments, audits and inspections, and various safety checks - providing a complete, 360-degree view of safety and compliance.

Results



 **City Plumbing Supplies use Notify for [Audits and Inspections](#), [Incident Management](#), [Action Tracking](#), [Method Statements](#), [Risk Assessments](#), and [Safety Intelligence](#).**



Notify



Notify is a system my operators and I love. It's easy to use, we get valuable data and insight, and it gives us complete visibility of our safety performance across the business."

Natalie Thorpe
Head of Health, Safety, and Fleet

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