



Part of The HEINEKEN Company, Star Pubs & Bars have been creating great British pubs for over 200 years. With nearly 2,700 premises across England, Scotland and Wales they are one of the UK's largest operators of pubs and bars and have the highest turnover of any national pub company.

Shield Safety Group delivered a full package of products to Star Pubs and Bars, including our Compliance Centre Software, Safety Advice Line Service, Food and Safety, Health and Safety Audits and policies.



THE CHALLENGE

With no means to view overall compliance across their 2,700 sites, Star Pubs and Bars approached Shield Safety Group, in need of a cost-effective alternative to their paper-based compliance management system. Using this paper-based system, the only way Star Pubs could know what was going on was to physically visit each site. This, in addition to hours spent searching through paperwork naturally presented Star Pubs with a huge problem. A solution was needed, one that could be easily implemented and offer central reporting across their sites.



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SUPPORT

In addition to the delivery of our full package of products and software, Star Pubs' Business Development Managers (BDMs) have benefitted from ongoing day-to-day technical support and the redevelopment of their policies.

They have received training, auditing and capability sessions from our Head of Consultancy, Rob Easton, in order to ensure they fully understand Compliance Centre, their results and the actions to take when they fall short of standards required. A former BDM himself Rob's sessions have been very well received. *"The difference with Rob is he used to be a BDM and work for a pub company, and I think that makes a massive difference. He talks in BDM language."*

With an Environmental Health Practitioner on call 24/7 to deliver help via our online system or phone, Star Pubs tells us the Safety Advice Line has also been an invaluable tool. Reducing internal pressures, our Advice Line has enabled Star Pubs and Bars to better grow their business, knowing any incidents are dealt with swiftly and correctly.



THE IMPACT

Before Shield Safety Group, Star Pubs and Bars' Health and Safety compliance was conducted solely using a paper-based system. Compliance checks would take on average two hours to complete, while many members of staff were unclear of what was needed to be done, how and why. With our Compliance Centre system that's all changed.

Following the implementation of our system, Star Pubs and Bars have seen a dramatic increase in productivity. Compliance checks now take between 30 and 60 seconds and require nothing more than an iPad. *"With Shield Safety Group all the stress and hassle is removed. There's no more time wasted hunting through piles of paperwork. Compliance Centre gives us the management overview of multiple sites we so needed."*

With everything they need accessible online, onboarding new BDMs is now also significantly easier. *"We give our BDMs an iPad, onboard them, give them a policy folder and they are good to go straight away."*

But what Star Pubs and Bars tell us they like most about the system is the impression it makes on EHO's, and the high FHRS scores they receive as a result. *"What I particularly love about the system is that EHOs have a lot of confidence in it. As a result we are getting a lot of 5* ratings. It really is a great system. It's very intuitive, it's flexible and can be made site specific. To use Shield's tagline, it really does 'make safety simple!'"* Kevin Robertson, Health, Safety & Operational Compliance Manager



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FIND OUT HOW WE CAN HELP YOU

Call us on **020 3740 3744** or visit **shieldsafety.co.uk**

Star Pubs Case Study - Shield Safety Group



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