



THE NED
LONDON

CASE STUDY



Part of the Soho House Group, The Ned is a luxury 250-bed hotel and private members club with a food and drink offering across 18 bars, two private dining rooms and seven restaurants which serve between 10,000 and 13,000 meals a week.

Shield Safety Group provided a tailored market-leading solution to underpin The NED's Health and Safety management system. The solution consisted of our Compliance Centre software with full access to all apps, due diligence diaries, Food Safety and Health & Safety manuals.



THE CHALLENGE

In search of a more cost-effective alternative to their existing provider of compliance management services, The NED went out to Tender, inviting Shield Safety Group alongside several other competitors to pitch for the account.

Given the sheer operational complexity of the business, The Ned needed an expert Health and Safety provider on hand 24/7. It was also important that this provider understood The NED's culture and could work well with key employees. *"We wanted something more cost effective and to work with people that fit in well within our business, better than our previous provider."*

The tender process involved four other well-known providers. However, Shield Safety Group was able to stand out from the competition, with all key decision makers in agreement that the SSG software was highly intuitive and by far the easiest to use.



SUPPORT

Since appointing SSG The NED have benefitted from ongoing day-to-day support, and it was this promise of support that ultimately won us the contract. In learning the new system, The NED received several training sessions, while our 24/7 helpline directly catered to their requirement for an expert on-hand at all times. It is this service The NED tell us has been most beneficial to them.

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THE IMPACT

In regards to The NED's objectives of cutting compliance costs while, improving efficiency and employee understanding Shield Safety Group has certainly delivered. Annual compliance spend has been reduced by more than 166%, equal to £30k a year. *"With our previous provider we were spending 40-50k a year, but with SSG we have more services, a better system and all for less, saving us approximately 30K a year!"*

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In the 12 months since the implementation of Shield Safety Group's products and services, compliance awareness and understanding has improved significantly across the company. *"It's made people a lot more aware and given EHOs a lot more confidence in what we do here."* With all the necessary tools on hand, for the staff at The NED managing compliance is now *"so much easier."*

FIND OUT HOW WE CAN HELP YOU

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