



# ESS Support Services

**Through providing food to the largest operators within the offshore sector, ESS Support Service AS has developed a high competency with HSEQ.**

## Benefits of Synergi® for ESS

- Synergi®, has improved the follow up of the reports, not only the accidents, but also near-misses, dangerous conditions and improvement proposals
- Synergi®, automatically spreads information about critical happenings through the mail system, allowing everyone to learn and stay alert.
- Without Synergi®, ESS Support Service could not establish a complete risk management plan as they lacked essential information.

"Once registered in Synergi®, accidents and near-miss accidents are open cases for all to see at all times. Even though I delegate responsibility, I can keep an eye on incidents from they are registered until they have been taken care of."

Mrs. Sissil Bruun Sørensen, HSEQ Manager ESS Support Service AS

Synergi Solutions have met all the claims set up by ESS Support Service (ESS) to start with. The consultants have installed the basics of the software, but also proved their flexibility in developing certain reporting categories with special relevance for ESS; such as for different kinds of personal cutting injuries and elements concerning food safety.

Synergi® is perceived as very user friendly as ESS has got access to it all through a start up picture on the screen. The software is also appreciated for linking accidents and near-miss accidents to other similar incidents in the past. This makes it a powerful tool for finding the right measures for improvements.

Synergi Solutions AS is always actively involved in assisting their customers putting Synergi® into proper use at all stages. Our HSEQ consultants have considerable experience from oil and offshore, transport and communications, the process industry, the building and construction industry and the public sector, in addition to knowing Synergi® from A to Z.

## About ESS Support Service AS

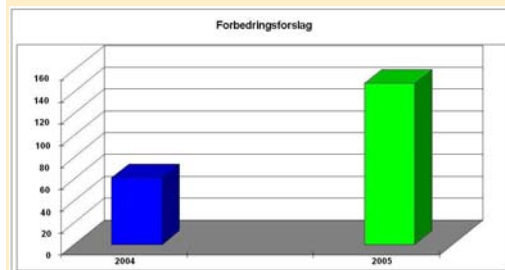
The company is part of the global Compass Group. Employing about 1000 people in Norway, ESS Support Service AS is the market leader within providing food services and catering for the offshore and onshore business.

## Challenge

An old, inflexible IT system that did not generate the reports and statistics needed.

## Solution

Deploying Synergi® that also allowed practical merging of risk management data with the oil and gas operators that already used Synergi®.



Even if implementation of a new computer system is expected to reduce the reporting, the case for improvement proposals show the opposite. The figure shows the increase of improvement suggestions from 61 reports in the old system to 148 in Synergi.