

Case Study



CASE STUDY



Key Results

50% reduction in time spent reviewing training records and producing reports

Improved visibility of workforce competence and compliance

Standardised approach to permit-to-work management across sites

HSI Solutions

Donesafe EHS Platform
HHQ Training Register

Industry

Waste Management

Size

Approximately 200 employees

Location

UK



How O.C.O Technology Is Streamlining Workforce Readiness and Operational Assurance

Technology is a leader in carbon capture and utilisation, transforming thermal residues into sustainable construction products. Operating across multiple UK sites, the business maintains high standards of health, safety, environmental performance and operational compliance.

With a strong focus on continuous improvement and responsible innovation, O.C.O Technology is committed to reducing environmental impact while enhancing efficiency. This approach supports long-term sustainability goals while helping to deliver safer, more consistent operations across the organisation.

As O.C.O continued to expand across sites, it identified the need for a more structured and scalable way to manage compliance, moving away from fragmented, manual methods towards a more consistent and efficient approach.

The Challenge

As operations expanded, O.C.O Technology sought a more efficient way to manage workforce competency and compliance across multiple sites. Training records were maintained through a large and complex spreadsheet, making it difficult to review information, identify gaps, and maintain visibility of workforce competence.

The business wanted a solution that would create consistency across sites, improve visibility, reduce administrative effort, and strengthen its integrated management system.

“What we could once work with and manage quickly became something that needed managing in its own right.”

— **Lee Thompson**

Compliance Director, O.C.O Technology

Solution: HSI HandsHQ Training Register + HSI Donesafe

Building a Foundation with HSI HandsHQ

After discovering HSI HandsHQ through IOSH Magazine, O.C.O Technology adopted the HSI HandsHQ Training Register to centralise training records, streamline reporting, and strengthen competency management at scale.

The solution provides real time visibility of workforce competence through a centralised training record that automatically updates when certificates are gained via eLearning, eliminating manual input, reducing admin overhead, and freeing up valuable time for the team to focus on higher value work.

“Once HSI HandsHQ had been demonstrated, it was a no-brainer. It was a massive improvement from what we were using.”

— **Lee Thompson**

Compliance Director, O.C.O Technology

Expanding with HSI Donesafe

Following the success of HSI HandsHQ, O.C.O Technology expanded its use of HSI to support wider compliance management. Building on a positive experience, the organisation selected HSI Donesafe to digitise permit to work processes and create a more connected safety approach. Strong support, clear communication, competitive pricing, and ease of implementation reinforced the decision, alongside confidence in HSI as a trusted partner.

“Having the ability to scale our safety management system through one provider was definitely attractive as it allows us to build a relationship with one company and have the same consistent approach and support.”

— **Lee Thompson**

Compliance Director, O.C.O Technology

Connecting Training and Permit Management

A key benefit of introducing HSI Donesafe is the ability to strengthen permit to work processes alongside workforce competency management through HSI HandsHQ. Together, the platforms support O.C.O Technology’s goal of a more connected and consistent approach to compliance.

By improving visibility of workforce capability, tightening permit controls, and driving consistency across sites, the combined solution creates a stronger compliance foundation. Digitising both processes also makes critical safety information more accessible, supporting better decision making across the organisation.

Results

Since implementing HSI HandsHQ, O.C.O Technology has reduced the time spent reviewing training records and producing reports by approximately 50%.

The platform has improved visibility of workforce competency and compliance, simplified audit preparation, streamlined training administration, and enabled managers to identify and address training gaps more proactively.

The introduction of HSI Donesafe is supporting the organisation's wider objective of creating a more consistent approach to workforce compliance and operational control. As the rollout progresses, O.C.O Technology expects to further improve permit-to-work management, increase consistency across sites, and provide easier access to compliance information and reporting.

Together, the two platforms are helping the organisation build a more scalable and connected approach to compliance management while supporting continued growth and operational excellence.

"We have at least halved the time it takes to run reports and review records."

— Lee Thompson
Compliance Director, O.C.O Technology

Looking Ahead

With a strong foundation for workforce compliance and permit management now in place, O.C.O Technology is focused on embedding both platforms across the organisation and maximising adoption. As usage grows, the business expects to further improve reporting, strengthen compliance oversight, and gain greater visibility into workforce competency, operational trends, and emerging risks.

"It will make it easier not only to input the data but to extract the data and analyse it. This will make it easier to react to trends and reduce the risk of incidents occurring."

— Lee Thompson
Compliance Director, O.C.O Technology

By digitising key compliance processes and improving access to information, O.C.O Technology is creating a more proactive approach to managing compliance and operational control, helping teams identify issues earlier and make more informed decisions.

Why It Matters

As organisations grow, maintaining visibility of workforce competency, compliance requirements, and operational controls becomes increasingly complex. Many continue to rely on disconnected systems and manual processes that can limit visibility, create inefficiencies, and make it more difficult to identify emerging risks.

For O.C.O Technology, the move to digital compliance management is about more than improving individual processes. By strengthening workforce competency management and permit-to-work controls, the organisation is building a more scalable and consistent approach to compliance, helping support safer operations, informed decision-making, and future growth.

Recommendation

O.C.O Technology encourages organisations to think beyond immediate software requirements and consider how their technology investments can support future growth and broader compliance objectives, and operational control, helping teams identify issues earlier and make more informed decisions.

“We picked HSI due to their people, proactive approach to continuous improvement, communication, and user-friendly systems which can integrate with one another.”

— Lee Thompson

Compliance Director, O.C.O Technology

The team selected HSI for its collaborative approach, commitment to continuous improvement, and ability to support a long-term compliance strategy.

**Smarter software for
a safer tomorrow.**

donesafe.com/uk

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