

Case study

VodafoneThree UK Business transforms safety management with HSI

HSI Solutions

Donesafe EHS Platform
HandsHQ RAMS

Industry

Telecommunications

Size

Approximately
13,500 employees

Location

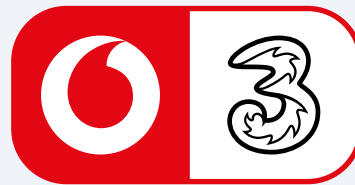
UK

Challenge

Managing risk assessments, method statements, and wider safety processes across a growing business had become increasingly complex.

Although established processes were in place, VodafoneThree UK Business relied heavily on a combination of Word documents, spreadsheets, Microsoft Teams, and manual administration. Maintaining RAMS templates, managing version control, controlling access permissions, and ensuring consistency across the organisation required significant ongoing effort.

As customer expectations evolved and safety culture became a greater priority, the Health & Safety team recognised that existing processes would become increasingly difficult to scale.



VodafoneThree UK Business supports some of the UK's largest enterprise customers with their telecommunications requirements. Behind these services is a network of engineers operating across diverse environments, supported by a dedicated Health & Safety team focused on protecting workers, maintaining compliance, and meeting increasingly demanding customer expectations.

Need

VodafoneThree UK Business knew it needed more than a digital version of its existing processes. The organisation wanted to improve consistency, strengthen governance, reduce administrative effort, and create a more proactive approach to safety management.

The goal was to establish a scalable framework capable of supporting future growth while improving visibility and control across safety activities.

"It needed to digitalise our current process, not just digitise it. It needed to improve what we already had in place."

— Eddie Vearnals

Health & Safety Manager, VodafoneThree UK Business

Solution: HSI HandsHQ RAMS + HSI Donesafe

VodafoneThree UK Business selected HSI HandsHQ RAMS and HSI Donesafe to deliver a more connected and scalable approach to safety management.

With HSI HandsHQ RAMS, VodafoneThree UK Business standardised the creation, review, and governance of risk assessments and method statements. The platform introduced a structured, digital framework for managing RAMS, reducing reliance on manual processes while improving consistency, strengthening version control, and increasing visibility across teams and sites.

HSI Donesafe complements this by supporting permit-to-work, contractor management, and wider safety processes within a single system. By digitising workflows and bringing critical safety data together, HSI Donesafe improves oversight of high-risk activities, enhances coordination across teams, and helps strengthen governance while reducing the administrative burden associated with manual processes.

"It has enabled us to take what was a very paper-intensive and at times very laboured and slow process that required a lot of human intervention, to instead digitalise that and make it a much more real-time tool."

— Eddie Vearnals

Health & Safety Manager, VodafoneThree UK Business

Creating a Connected Approach

By implementing both solutions, VodafoneThree UK Business is creating a more consistent and scalable approach to safety management.

Although at early implementation stages, the organisation expects the platforms to support stronger governance, improved visibility, and easier access to safety information, while helping ensure processes remain aligned as the business continues to grow.

“Having these systems under one roof means seamless integration and communication between each module. There’s no middle ground that needs managing manually, creating yet another process we don’t need.”

— **Eddie Vearnals**
Health & Safety Manager,
VodafoneThree UK Business

Looking Ahead

While implementation is still underway, VodafoneThree UK Business has been highly positive about the onboarding experience and support received throughout the project.

Working closely with HSI specialists, the team has been able to tailor the solution to its requirements, creating confidence that the new platforms will support long-term improvements in safety management, governance, and compliance.

As adoption grows, VodafoneThree UK Business expects the new approach to reduce administrative effort, improve consistency, and provide greater visibility across safety processes. By digitising RAMS and safety management activities, the organisation aims to free up valuable time currently spent creating, reviewing, approving, and tracking documentation, allowing the Health & Safety team to focus on supporting engineers, managers, and customers.

“A big part of what we do now is supporting the creation of RAMS, approving them, editing them and tracking them. All of that goes, freeing up more time for us to proactively support our accounts, teams and customers.”

— **Eddie Vearnals**
Health & Safety Manager, VodafoneThree UK Business

Expected Outcomes

With a strong digital foundation now being established, VodafoneThree UK Business is focused on embedding both platforms across the organisation and strengthening the way safety is managed across its operations.

As adoption grows, the organisation expects to reduce administrative effort, improve governance, and provide greater visibility across risk management and compliance activities. By creating a more connected approach to RAMS and safety management, VodafoneThree UK Business is building a scalable framework capable of supporting future growth and evolving customer expectations.

Why HSI?

VodafoneThree UK Business was already familiar with HSI's capabilities and began exploring how its solutions could support both its immediate challenges and longer-term safety objectives.

What stood out wasn't just the technology, but the combination of product capability and partnership. The team saw an opportunity to modernise RAMS management while creating a foundation for wider safety improvements across the organisation.

As the organisation evaluated potential solutions, it was looking for more than software alone. Ongoing support, future scalability, and the ability to support broader safety initiatives were all important considerations.

The combination of HSI HandsHQ RAMS, HSI Donesafe, and HSI's collaborative approach gave the team confidence that they had found a long-term partner capable of supporting the organisation's evolving safety and compliance requirements.

"It was the openness and support of the people working there. Following that, it was the advanced capabilities of the products on offer that gave confidence this was the right choice."

— Eddie Vearnals
Health & Safety Manager,
VodafoneThree UK Business

Recommendation

For VodafoneThree UK Business, selecting an EHS technology partner was about more than replacing existing processes. It was about finding a solution capable of supporting future growth while improving the way safety is managed across the organisation.

"Even from this early stage, what I've already been shown and worked on, I would highly recommend."

— Eddie Vearnals

Health & Safety Manager, VodafoneThree UK Business

When asked to describe the experience of working with HSI, three words stood out:

Supportive. Understanding. Knowledgeable.

About HSI HandsHQ

HSI HandsHQ is a leading provider of RAMS and training matrix software for high-risk industries, allowing H&S teams to ditch outdated, manual processes, without compromising on quality or compliance. Since 2013, we've been dedicated to building smart software to keep teams safe, keep projects on track and help our customers win more work.

Trusted by over 2,000 companies, including the NHS, Babcock, G4S, Schneider Electric, MWH Treatment, ERIKS and Integral, companies using HandsHQ typically see upwards of 230% ROI in the first year.

Find out how HSI HandsHQ can help your business at www.handshq.com or call us on 020 3318 4901.