

UK's Leading Waste Management Company Using MonitorPro for Incident Management



MonitorPro

A professional environmental and sustainability information management solution, particularly suited for industries related to natural resources. MonitorPro is globally tested and used in water and waste water industries, as well as waste management, metals and mining.

Viridor are one of the UK's leading resource and waste management companies and work with more than 80 local authorities and thousands of private customers.

Viridor has large number of operational and closed sites across the UK and since 2004 they have been using MonitorPro to manage a range of data including a number of data types (waste acceptance data, groundwater, leachate, dust, weather, gas, noise) there are currently more than 45 users of the system within the company. In the past Viridor have used their own desk based Microsoft Access database, and have been reliant on paper copies of reports which have then been entered manually into the Access system.

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This process was both laborious and error prone. It also did not assist the overall incident management process and incidents and their follow-up actions could not be effectively tracked.

Viridor now use MonitorPro IMS for this purpose. This is a browser-based incident management and reporting system which provides a holistic environment in which all incidents are now managed. It links data from MonitorPro from the viewpoint of environmental compliance data but also allows direct input of a large number.

The system allows the management of incidents across all Viridor's sites, allows them assign actions to individuals, follow-up and eventual close-out for particular incidents, flags up potential external reporting requirements (e.g. RIDDOR events) as well as providing internal reporting needs, thereby enabling the company to see trends in incident type so that mitigating actions

The categories of incident managed in the system include:

- Accidents or injuries
- Complaints / feedback
- Dangerous occurrences
- Environmental incidents or breaches
- Near misses
- Audit non-conformances
- Operator Licences for goods vehicles
- Road Traffic accidents
- Security breaches (theft, vandalism)



Viridor's OpenSpace

Viridor's OpenSpace web portal is one of the most groundbreaking projects between the Environment Agency and the waste industry in embracing contemporary data management practice to enable timely review of the environmental performance of Viridor's facilities.

OpenSpace is an interactive web page developed in partnership between the Environment Agency and Viridor that enables you to view our environmental compliance data via a series of structure queries on any computer linked to the internet.

It revolutionises the way environmental data is made available by an Operator to the Environment Agency, and ultimately other interested parties in our environmental performance.

OpenSpace is the product of a four year change programme within Viridor that has examined and changed every aspect of the way we schedule, obtain and process our environmental data. In partnership with EHS Data, enitial, Severn Trent Services and the Health and Safety Laboratories, we have redefined the standards for the automated and standardised scheduling of environmental work across the UK waste and environmental industries.

This has included the first database scheduling link to a laboratory as well as a partnership development with enitial to use PDA technology to obtain field data in a consistent and quality assured manner.

Everything visible within OpenSpace is underpinned by multiple layers of quality assurance to ensure the key data and our associated management actions can be communicated in a timely and contemporary manner to the Environment Agency.