



Soter Analytics

250 days of No Lost Time Injuries

Wincanton Uses Soter AI
Ergonomic Sensors

Wincanton case study





Wincanton

-  100 years' heritage
-  19,600-strong
-  200 sites across the country
-  3,500 vehicles

About Wincanton

Wincanton, a leading supply chain partner for British businesses, is a safety-first business, with people their top priority.

The company takes a collaborative approach to building a team environment that supports innovation, develops fit-for-purpose and sustainable solutions, and delivers results.

Wincanton online



The challenge

The Wincanton retail warehouse operation is primarily responsible for the pick, pack and dispatch of household, and other 'awkward' products directly to the end customer.

20% of all products ranged and delivered are above 15kgs.



Hazards

20% of all products ranged and delivered are above 15kg and comprise 19% of the lifts performed by colleagues across the operation. **Musculoskeletal activity is the 4th highest hazard within the operation.**

Safety processes

As part of their safety processes, Wincanton wanted to be able to give **movement training to colleagues whilst on the job** so they could learn how they were moving whilst working rather than only in a classroom setting. They needed to find a solution that was **personal and allowed workers to oversee their own safety.**

Scalable coaching

The significant number of new starters were reliant on shift coaches and with a **very large, dispersed site**, (around 1 million sq/ft of warehousing split over 4 units) this presented an opportunity to enhance the shift coach's role of monitoring new starter adherence to manual handling safety with use of personalized technology.

The solution

Wincanton utilised the SoterCoach solution which consisted of a small clip-on sensor that the worker affixed to their hi-vis vest. These devices provided feedback and hazardous movement data to the workers.



The Soter Device

The device captured and alerted the workers to any high-risk spine movements via audible and haptic feedback including, lumbar flexion, rotation, static postures, repetitive movements and identified and any high intensity movements.



Personalized training on-the-job

The team took advantage of using the SoterCoach wearable devices and the individualized training and data they provide, to reduce injury risk and associated costs, create a positive, 'safe movement' culture, and establish new ways of engaging their workers in safety.



“Given the size of the site, SoterCoach seemed like an ideal ‘intervention’ tool to give colleagues feedback on how they were performing their roles and allow them to ‘self-coach’ their own behaviour”



Mark Douglas,
Continuous Improvement
and Projects Manager at Wincanton

Scalability

The SoterCoach program provided scalable and continuous monitoring of manual handling safety and training in a large, dispersed environment.



The result

Delivered through the W2 Labs Innovation Programme, Wincanton deployed the SoterCoach wearable technology solution and passed 250 days without a lost time injury.



————— **250** days without a lost time injury —————

The results:



A reduction in the manual handling risk to Wincanton colleagues across the operation



A reduction in the cost of musculoskeletal injury to the business



Pioneering a 'safety first' culture protecting colleagues when they are at work



A reduction in downtime for both colleagues and management

The personal impact

Colleagues were unanimous in how easy it was to use and how straightforward and unobtrusive the devices were.



The behavioural change aspect of the sensors' real-time biofeedback encouraged each worker to internally learn new and correct movement patterns, altering neuromuscular pathways resulting in permanent movement change.

The data

The data collected on the management dashboard has been used to provide support and retraining to those colleagues in high-risk groups and easily spot areas in the business that are unsafe and need to be reviewed.



Bringing this technology into our teams has empowered our workers to tell us about their safety.

Mark Douglas,
Continuous Improvement
and Projects Manager at Wincanton



The outcome

The SoterCoach solution provided formalised monitoring, coaching, and support to assess compliance with manual handling training.



The solution supported

- New starters
- Colleagues returning after an incident or injury
- Colleagues recommencing work after a performance management issue related to manual handling compliance
- All colleagues at random points across the year

Wincanton worked with Soter during the 2019 W2 Labs programme. Today the Soter devices are used across **eight operations at Wincanton** and have delivered a **30% reduction in Spine Hazards per hour**, reducing incidences of poor bending, back twisting, and repetitive movements for colleagues in the warehouse.

Wincanton will continue to use the devices, implementing the program into safety processes and have colleagues **participate every six months to sustain their improved manual handling postures and stay injury-free.**

As of 2019

As of 2019 - **30% reduction in spine hazards per hour**



About SoterAnalytics

Fit for all industries and workers, smart wearables, and AI-driven end-to-end safety solutions, proven in the workplace to reduce back and shoulder injuries by 55%.



REDUCE INJURIES

and repetitive movements in your organization



REDUCE LOST WORKDAYS

Achieve up to 30% reduction in lost workdays



IMPROVE PRODUCTIVITY

Ensure smooth operations and reduce employee turnover



REDUCE DOWNTIME

Minimize cost exposure with demonstrated benefits

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