

Customer Spotlight:

# How PJ Hegarty Digitised 50+ Construction Processes



**16K**

forms completed per month

**45%**

increase in SBO's

**50+**

processes digitalised

**12+**

active construction sites

## Key Highlights:

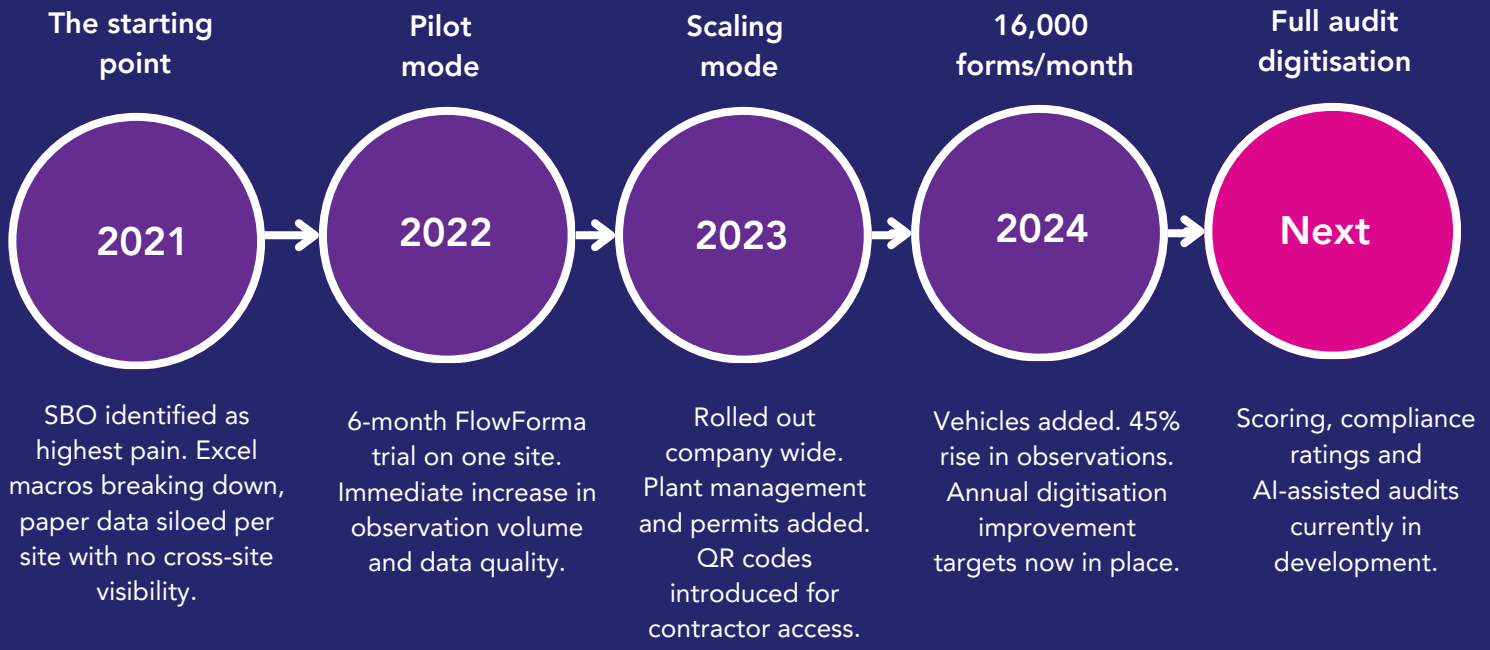
- 1 Digitising Safety Behaviour Observation (SBO) drove a 45% increase in observations**  
Moving from paper and Excel to FlowForma transformed observation volume and quality — giving management real-time trend visibility across all sites for the first time.
- 2 16,000 forms completed every month**  
After digitising plant management, permits, SBOs and vehicles, PJ Hegarty now processes ~16,000 individual forms per month — a scale impossible to manage manually.
- 3 QR codes solved the contractor access problem**  
QR code posters on-site let anyone with a phone access the right forms instantly, replacing complex license management and driving adoption without added admin.
- 4 Full data ownership enabled dashboards for every stakeholder**  
Dashboards sliced by site, region, client, time or risk level — including bespoke views built to individual client specifications.



*FlowForma has enabled us to automate and standardise our safety processes without changing how our teams work on the ground. The platform has improved compliance, increased engagement in safety reporting, and given us real-time visibility across all projects. It's made a measurable difference to both efficiency and safety performance across the organisation.*

— Sinead Gaines, Regional EHS Manager, PJ Hegarty

## PROCESS AUTOMATION TIMELINE



### BEFORE

- Paper-based safety observations manually entered into Excel with macros breaking down
- Siloed, fragmented data per site with no cross-site visibility or real-time reporting
- Heavy admin burden keeping EHS staff at their desks instead of visible on site



### AFTER

- 45% increase in safety with real-time visibility across all 12 sites
- Administration time cut by 25%
- Compliance has driven up significantly. Managers know site conditions before they even arrive
- 40% increase in participation
- Improved employee experiences



## Why FlowForma:

*"We didn't want an off-the-shelf solution that forced us to change how we work. We chose FlowForma because it gave us the flexibility to digitise and standardise our safety processes in a way that fits our business, while also providing the scalability and seamless integration we needed across the organisation."*

— Sinead Gaines, Regional EHS Manager, PJ Hegarty



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