CASE STUDY

BENCHMARK GENSUITE®

From Frontline Voice to EHS Action

How Refresco UK Connects MākuSafe Wearable Safety Technology With Benchmark Gensuite Concern Reporting

Refresco

MĀKUSAFE
THE LEADER IN WORKFORCE WEARABLES

Refresco, a global beverage solutions provider and one of the UK's largest drinks manufacturers, is strengthening frontline safety reporting by connecting MākuSafe wearable technology with Benchmark Gensuite Concern Reporting.

The initiative makes it easier for employees to report concerns during their shifts while ensuring those observations enter structured EHS workflows for review, investigation and follow-through.

Impact at a Glance

20% increase
in year-on-year concern reporting, reported as an early indicator.

2 UK sites
each using a kit of approximately 20 wearable devices.

No forms or logins
required for frontline workers using wearable voice reporting.

The Challenge

Removing Barriers to Frontline Safety Reporting

Refresco wanted to capture more safety observations from employees during everyday work, without adding administrative burden or disrupting manufacturing operations.

Key challenges included:

- **Reporting barriers.** Forms, device access and login requirements could discourage workers from reporting concerns.
- **Lost frontline insights.** Verbal observations could be forgotten or remain outside formal EHS reporting.
- **Limited reporting access.** Mobile phone restrictions and connectivity limitations could make reporting difficult.
- **Follow-through gaps.** Concerns needed a consistent route to investigation, ownership and corrective action.

Although Refresco had introduced shared iPads for Benchmark Gensuite Concern Reporting, the team wanted to make frontline participation even easier.

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The Solution

Connecting Wearable Voice Capture to Enterprise EHS Workflows

Refresco connected MākuSafe's wearable technology MyVoice push-to-talk capability, with Benchmark Gensuite Concern Reporting, combining simple voice capture with structured enterprise safety workflows. The integrated approach enables:

- **Voice-enabled reporting.** Workers speak safety concerns directly into a MākuSafe wearable without completing forms or logging into a separate system.
- **Automatic record creation.** Captured information flows through an API integration into Benchmark Gensuite Concern Reporting.
- **Structured review and assignment.** Concerns can be routed to the appropriate EHS or departmental lead, and Benchmark Gensuite's notification feature alerts the relevant department or sub-department leads when a concern is raised.
- **Accountable follow-through.** Teams can investigate, assign actions and track concerns through closure.
- **Connected EHS workflows.** Concerns can be escalated into corrective actions, compliance tasks and other relevant EHS records, supporting consistent investigation, ownership and closure.

The Results

More Frontline Intelligence. Clearer Accountability.

Early results indicate that making reporting easier has increased frontline participation and improved the flow of safety information into established EHS processes.

Key outcomes include:

- **Increased concern reporting.** Refresco reported an early 20% year-on-year increase in safety concerns captured.
- **Greater frontline participation.** Wearable voice capture provides another way for employees to report observations during their shifts.
- **Stronger reporting visibility.** Frontline observations enter Benchmark Gensuite as structured concern records.
- **Clearer accountability.** Concerns can be assigned, investigated, escalated and tracked through closure.
- **Improved risk assessment inputs.** During new machine acceptance testing at the Bond Gate site, MākuSafe environmental data helped inform the risk assessment process.

Benchmark Gensuite Concern Reporting serves as the system of record for captured concerns, providing a consistent process for assignment, investigation, corrective action and closure across established EHS workflows.

MākuSafe captures the frontline signal. Benchmark Gensuite turns it into accountable EHS action.



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From Frontline Voice to Accountable EHS Action

Refresco UK's experience demonstrates that stronger safety reporting starts with making it easier for workers to share what they see. By connecting MākuSafe wearable technology with Benchmark Gensuite Concern Reporting, Refresco is building a more direct path from frontline observations to structured review, ownership and follow-through.

The result is more usable frontline safety intelligence, clearer accountability and a connected approach to operational risk management.



"We're not trying to speed up reporting. We're trying to have better learning, remove barriers, and get information from the people doing the work to the people who can act on it."

– John Fairclough, Head of Health & Safety, Refresco UK

Strategic Factors for Success

Refresco's implementation required more than connecting two technologies. The team addressed operational and workforce considerations to make reporting practical and trusted.

- **Cross-functional engagement.** Refresco worked with IT, quality teams, worker representatives, safety committees and unions to address implementation requirements.
- **Workforce trust.** Wearable reporting was positioned as a tool for safety learning and risk reduction, rather than monitoring individuals.
- **Practical reporting access.** Voice capture reduced the need to find a separate device, complete a form or log into a system during shifts.
- **Manufacturing suitability.** Refresco assessed the wearable technology against factory access, quality and food manufacturing requirements.
- **Integration with established processes.** Benchmark Gensuite provided a familiar workflow for reviewing, assigning and following up on concerns.
- **Learning from real work.** Environmental data, also collected via MākuSafe during machine acceptance testing, helped connect actual working conditions with formal risk assessment.

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