



CUSTOMER STORY

Mercury's Digital Safety Observation Reporting system

As part of their 2025 Construction Safety Campaign, Mercury, a European leader in construction solutions has taken a significant step forward in their commitment to their Work Safe, Home Safe ethos with their digital Safety Observation Report (SOR) system, powered by DataScope's QHSE platform.



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Partnership in digital transformation

Safety is a core value at Mercury, underpinning every aspect of the business to ensure all employees get home safe from work, every day. DataScope worked closely with Mercury's QEHS and digital innovation teams to design and implement a solution that aligned perfectly with their safety goals. Leveraging the flexibility of DataScope's QHSE platform, the system was tailored to Mercury's reporting structure, branding, and data requirements – ensuring adoption was straightforward across projects of every size.

The result is a modern, intuitive system that enhances visibility, simplifies reporting, and supports a culture where safety is owned by everyone.

Supporting Mercury's safety vision

Launched in July 2025 and now live across 29 projects, Mercury's Safety Observation Report programme was introduced to make it easier for everyone to identify potential hazards and concerns before incidents occur, and to report positive safety actions.

Through the campaign's Back to Basics theme, Mercury teams were focusing on strengthening core safety principles through practical engagement. Toolbox talks, training sessions, and on-site demonstrations are encouraging everyone to take an active role in safety. The SOR system complements this perfectly – making proactive reporting simple, fast, and inclusive. Learn more on Mercury's SOR programme [here](#).

A seamless way to report and prevent

Powered by DataScope's QHSE digital platform, the system enables seamless reporting across sites through a single QR code. Operatives, subcontractors, and visitors can scan the code to instantly submit a safety observation – whether it's a concern, an improvement idea, or a positive action observed on site.

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This simplicity removes barriers to engagement, ensuring every voice is heard and every observation captured. Submissions feed directly into a central dashboard, giving Mercury's QEHS teams real-time data to monitor recurring trends and intervene early before issues escalate.

The platform also empowers teams to use this data to drive corrective action, such as sharing key safety insights during toolbox talks to guide decisions and keep the whole supply chain informed. This closed-loop approach not only boosts accountability and communication but helps Mercury turn reporting into real-time action that enhances safety across every project.

Embedding a stronger safety culture

Since the launch, the system has seen exceptional engagement, over 22,000 reports submitted from July - December. This rich data source is helping Mercury identify patterns, target training, and take preventative action faster than ever before.

Driving continuous improvement

The partnership between Mercury and DataScope reflects a shared commitment to continuous improvement and digital innovation in health and safety management. By using data intelligently and engaging every worker through accessible digital tools, Mercury continues to lead the way in embedding safety into every aspect of their operations.

“**Every person has a role in keeping our sites safe. By identifying hazards earlier and encouraging open reporting, we can strengthen prevention and make safety an even bigger part of how we work.**”

TONY SHERIDAN

QEHS Director, Mercury



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