

# Driving change in civils field operations.

A presentation for CECA  
South West members.

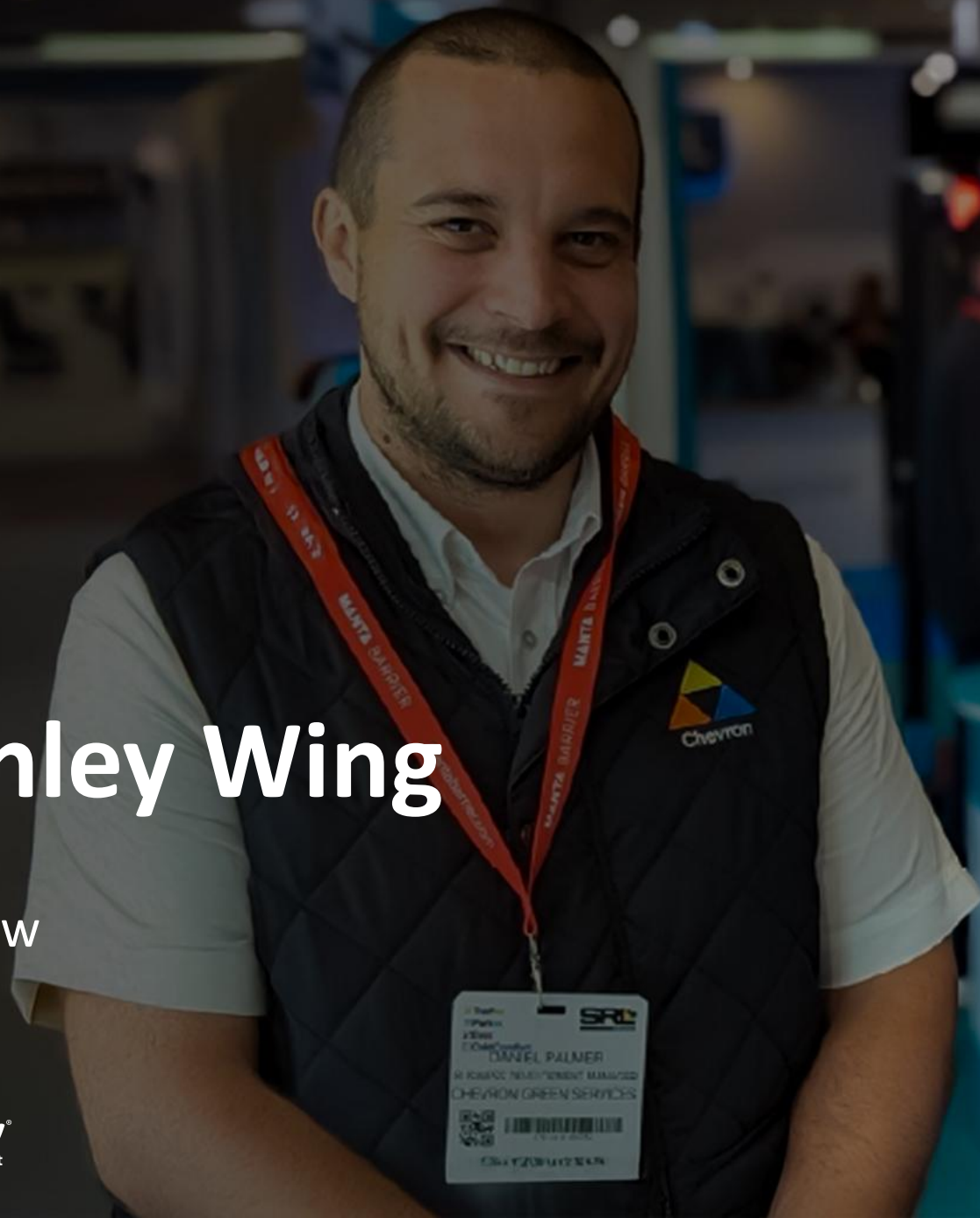
17<sup>th</sup> September 2025



# Ashley Wing

CMO  
Re-flow

**Re-flow**  
Field Management



[www.re-flow.co.uk](http://www.re-flow.co.uk)

# Digital implementation checklist

**Re-flow**  
Field Management



## Digital implementation checklist

### Key considerations for a successful digital implementation

Digital transformation or revision, integrates a streamlined process into all areas of an organisation, fundamentally changing how it operates and delivers value to clients.

Title	Detail	Notes	Done
1. Unified strategic vision and objectives	<p>A clear strategic vision is essential. Companies must define what they aim to achieve. This includes setting specific, measurable goals that align with the overall business strategy. Whether it's improving customer experience, increasing operational efficiency, or driving innovation, having a well-defined vision helps guide the process.</p> <p>This should help achieve a single vision of where you're trying to get to and want to achieve.</p> <p>An issue during transformation is when stakeholders are unaligned, or have different expectations around outcomes. This can lead to severe project delays. Unify your vision.</p>	<p>What are your goals?</p>	<input type="checkbox"/>
2. Leadership and governance	<p>Strong leadership is crucial for driving change. Leaders must be committed to the transformation and capable of inspiring and guiding teams through the transition. Establishing a framework ensures that there is accountability and clear decision-making processes in place.</p> <p>Project management is essential when undertaking this process and having an internal project manager to work alongside Re-flow, ensures date.</p>	<p>Who is your project lead? Who needs to be kept updated through this process?</p>	<input type="checkbox"/>

# Common operational challenges



Increasing sector pressures



Operational inefficiencies

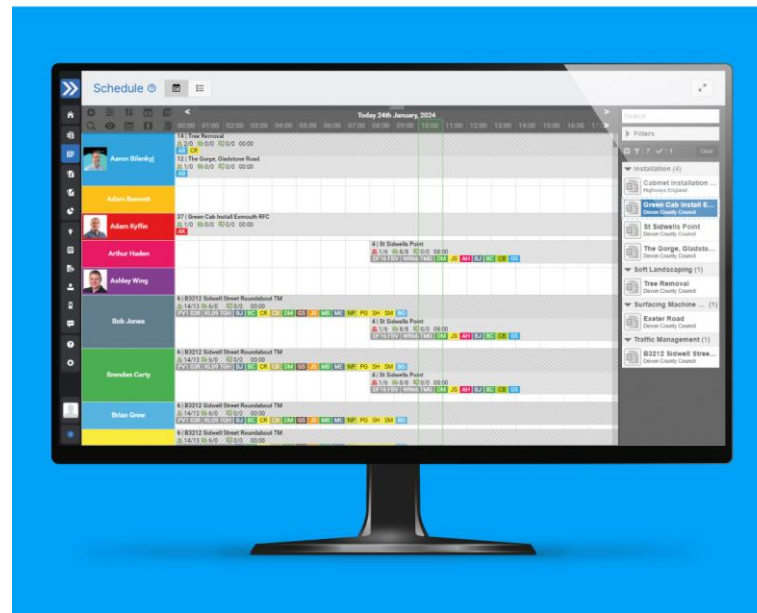
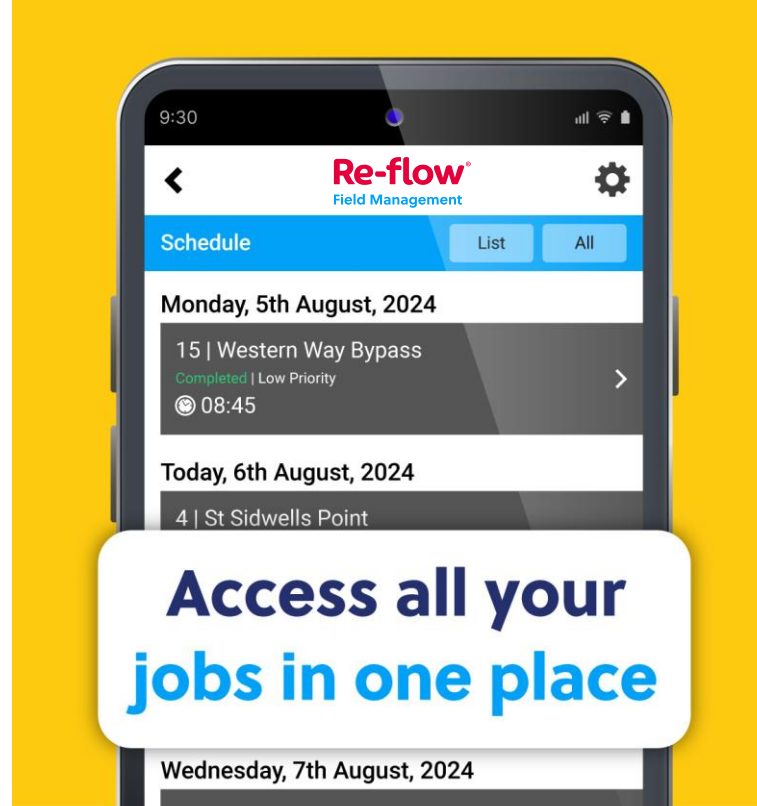


Compliance, health & safety



Lack of reporting & data visibility

# Why go digital with a field operations solution?





**Uncertainty  
of outcomes**



**Disruption  
to operations**



**Fear of  
migration  
issues**



**Learning  
curve**

# What are others experiencing?



**90%**

increase in available time



**80%**

increase in auditability




**75%**

increase in communication



**70%**

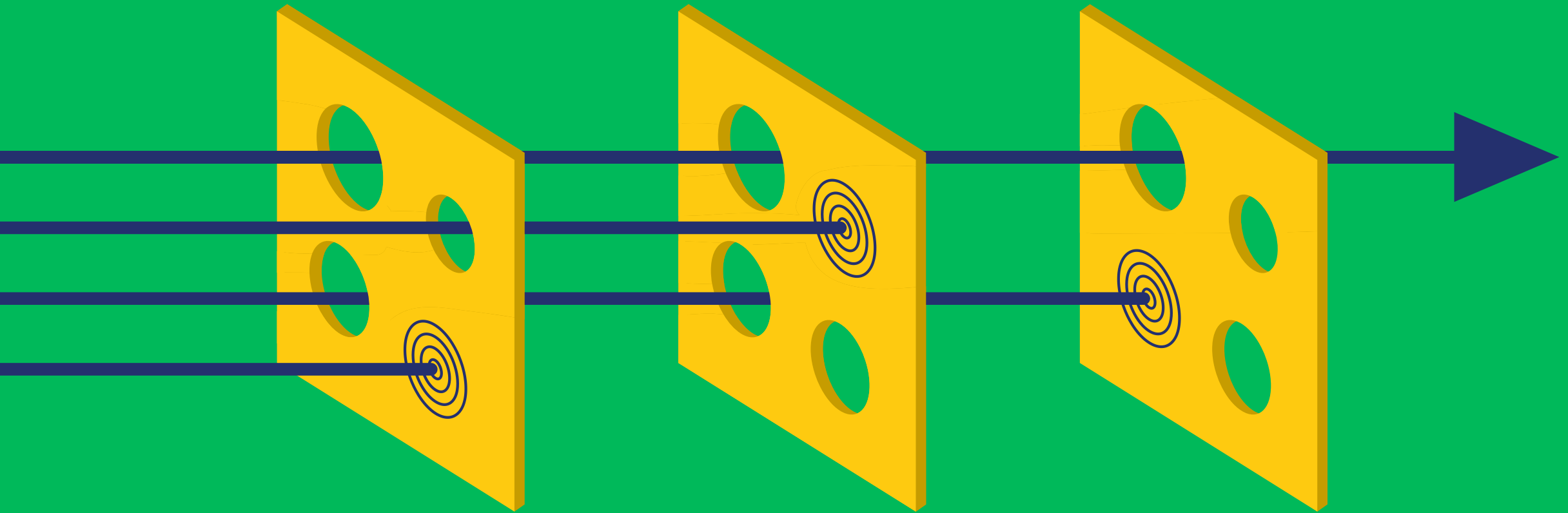
increase in HSE reporting



**We asked industry professionals  
how their digital transformation process  
has benefitted their operations.**

# Safety

## The Swiss Cheese model



# Safety

“We have greater visibility to on-site safety and quality information. We want to continue to be the leaders of safety in our industry, and field management software has made that possible.”

Sarah Duffy, SHE Operations Director

**51**


Fatal injuries  
to workers in  
2023/24

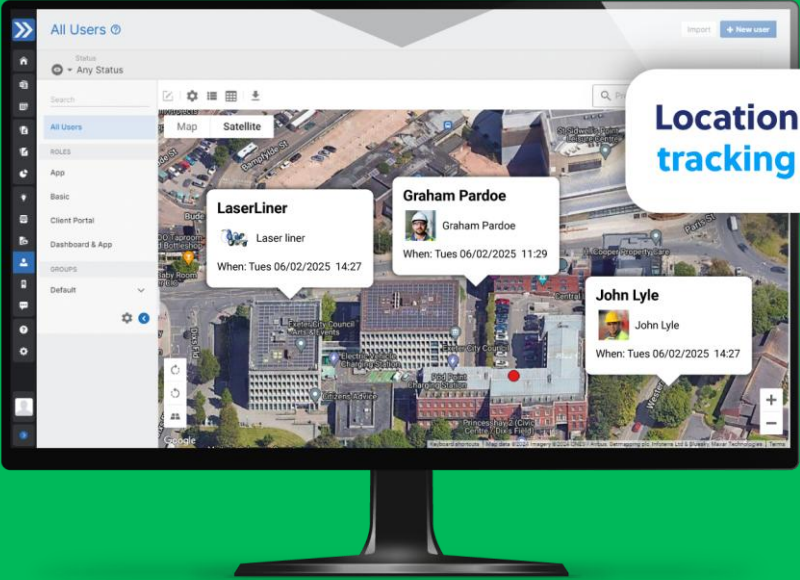
**47,000**

workers who suffered a  
non-fatal workplace injury  
in 2023/24



# Solutions that close gaps around compliance

 Sign in with Microsoft 



**Location tracking**

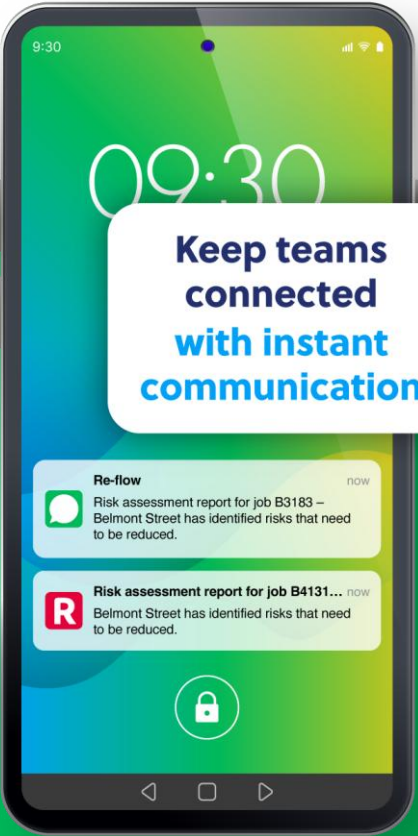
All Users

Map Satellite

LaserLiner  
Laser liner  
When: Tues 06/02/2025 14:27

Graham Pardoe  
Graham Pardoe  
When: Tues 06/02/2025 11:29

John Lyle  
John Lyle  
When: Tues 06/02/2025 14:27

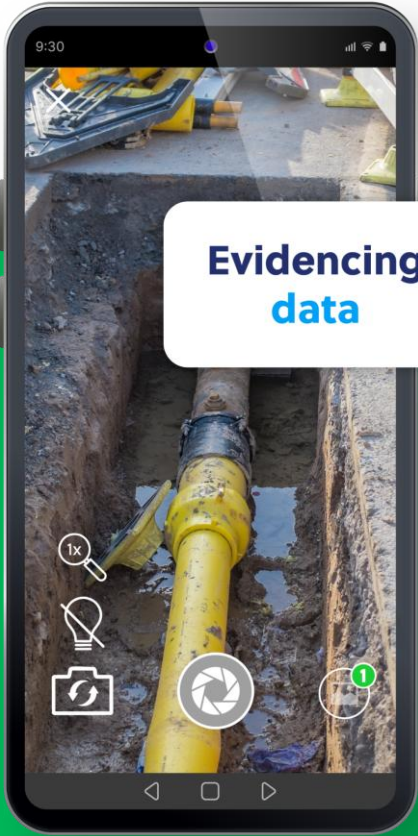


**Keep teams connected with instant communication**

9:30

Re-flow  
Risk assessment report for job B3183 – Belmont Street has identified risks that need to be reduced.

Risk assessment report for job B4131...  
Belmont Street has identified risks that need to be reduced.

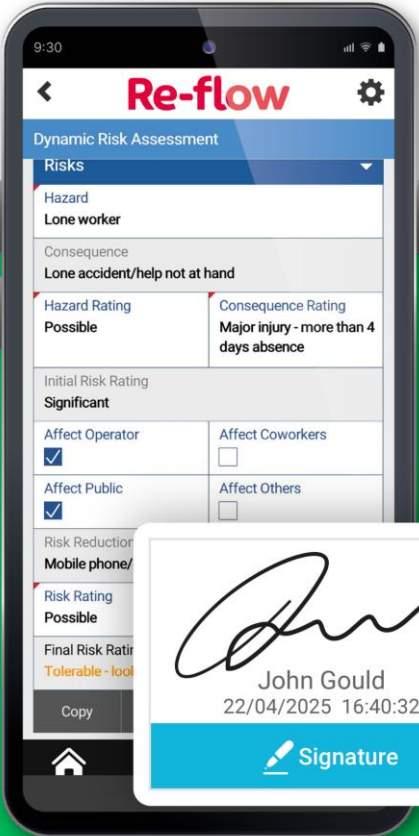


**Evidencing data**

9:30

1x

Camera icons



**Re-flow**

Dynamic Risk Assessment

Risks  
Hazard  
Lone worker

Consequence  
Lone accident/help not at hand

Hazard Rating  
Possible

Consequence Rating  
Major injury - more than 4 days absence

Initial Risk Rating  
Significant


Affect Operator  Affect Coworkers

Affect Public  Affect Others

Risk Reduction  
Mobile phone/  
Risk Rating  
Possible

Final Risk Rating  
Tolerable - low

Copy

  
John Gould  
22/04/2025 16:40:32

Signature



# Organisations running 300 operatives



**100+**  
hours saved each month,  
via automations and workflows.



**20+**  
hours/month saved,  
tracking training and qualifications.

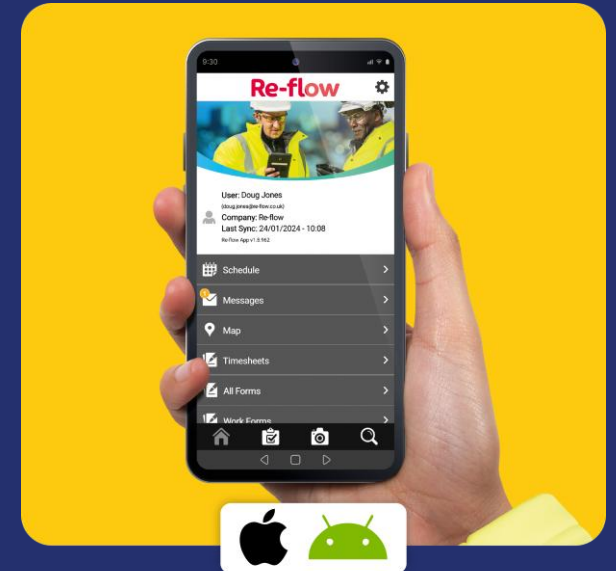
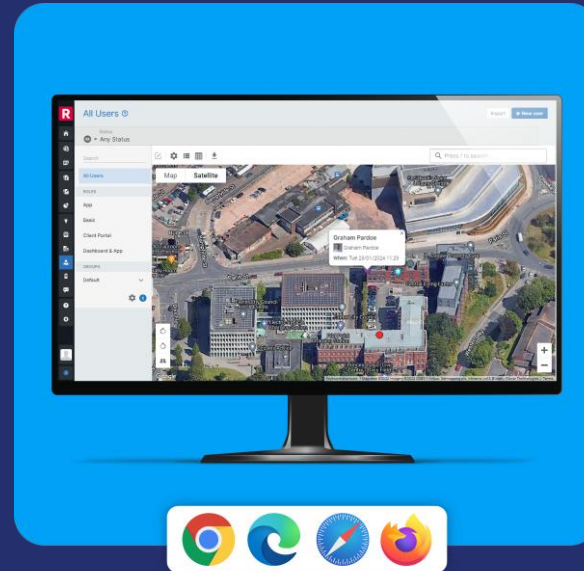


**50%**  
faster incident response times.  
Through real-time alerts from digital POWRA forms.



**10,000+**  
forms digitised monthly.  
Each one logged with a full audit trail.

# Transforming civils operations together



Scan the QR code to visit the Re-flow website