

CASE STUDY

RICHCRAFT HOMES



SUMMARY STATEMENT

For over 30 years, Richcraft has been building quality singles, semi-detached, townhomes, bungalows, terrace homes & condo flats in more than 15 communities throughout Ottawa.

With an average of 500 homes sold annually, Richcraft is committed to putting the customer first and listening to their visions and needs for their homes.

QUANTITATIVE

400%

Richcraft grew the number of monthly corrective actions completed by 400%

85%

Richcraft's previous two week long hazard identification process was reduced by 85%

THE CHALLENGE

Despite Richcraft's best efforts, their original pen and paper based safety management system was inefficient and tedious, especially with regards to their hazard identification and corrective action process.

Using a pen and paper based safety process, Richcraft's environmental health and safety (EHS) professionals suffered from a large administrative burden, having to first perform the hazard inspections and and subsequently manually upload the data into the system.

Their initial hazard identification process used to take two weeks to complete, with only one to two corrective actions being assigned each month and only 50% of those correction actions being resolved and closed.

With infrequent reporting and only half of the correction actions being closed, Richcraft was experiencing a poor safety culture and little employee accountability.

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Our previous safety management system was too time consuming and we needed a more efficient way to manage our health and safety

Aris Finnon, Safety Manager — Richcraft Homes

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In an attempt to improve their hazard identification process, accountability and safety culture, Richcraft decided to try eCompliance to see if a cloud-based software safety management system was the answer to their EHS management problems.

After making the switch to eCompliance's EHS software, Richcraft saw a significant time reduction in the hazard identification process. Using eCompliance's mobile app, Richcraft's previous two week long hazard identification process was reduced to two days, decreasing the time spent on hazard identification by 85%.

Before using eCompliance, Richcraft's corrective action process used to take 15 or more days to close and has since improved to fewer than 5 days.

By allowing inspectors to assign corrective actions while completing their hazard identifications, Richcraft grew the number of monthly corrective actions from 2 to 10, increasing their corrective actions by 400%.

Furthermore, with an easier way for EHS managers to follow through on corrective actions, Richcraft is now excited to report

that 100% of corrective actions are being closed, creating much more evidence of the reduction of workplace risk.

By improving the hazard identification and corrective action processes, Richcraft has also enhanced employee accountability with regards to health and safety. In turn, this has helped the company develop a stronger safety culture.

By eliminating paperwork and creating an easy way to communicate and follow up with corrective actions, Richcraft has reduced EHS administrative burden and helped improve its EHS management system.

eCompliance has made at least 30% of my time more efficient, freeing up time for more important EHS management tasks.

Aris Finsson, Safety Manager — Richcraft Homes

For more information visit:
ecompliance.com/case-studies

