

# Maxim Group: COVID-19 Case Study

Maxim Group, one of the leading construction organizations in Canada, has emerged as a pioneer amid the era of COVID-19. A proud eCompliance customer since 2014, Maxim Group has exemplified what it means to be proactive during a pandemic.

Using the resources and materials found within eCompliance's digital toolbox, they have found ways to reduce the risk of transmission in an effort to protect all team members and their organization as a whole.



## HOW DID THEY DO IT?

**There has always been a strong safety culture at Maxim Group, as the notion of safety is respected and understood from the top down.**

All employees are expected to put safety first, as every new member goes through a four-hour orientation session to ensure they understand their job duties and how to perform them properly.

This is why it comes as no surprise that Maxim Group would be at the forefront of executing a dynamic method to protect their employees so early in the rise of this pandemic.

Mel Shaughnessy-Daub, Chief Administrative Officer, approached this using the following innovative tactics, made effective on March 10th, 2020:

### Communication

Bringing awareness to the current situation and sharing new information as it arises, is key during this time.

That's why Mel used eCompliance as a tool to help her communicate with her employees and provide them with information about this pandemic in real time.

This was done by creating a COVID-19 Business Continuation form directly within the eCompliance Mobile App.

This form highlights high risk countries where the coronavirus is most apparent, proper methods to protect yourself such as washing your hands and avoiding any form of contact, plus methods of transmission and what not to do.

### Daily Questionnaire to Track COVID-19 Symptoms

In addition to providing front-line workers with the necessary information, this document also asks them four essential questions which they are required to answer daily. The questions are:

- "Do you have flu like symptoms?"
- "Does anyone in your family have flu like symptoms?"
- "Is anyone in your family circle being questioned regarding COVID-19?"
- "Have you or family members traveled to any of the affected areas?"

Because safety is built into the culture at Maxim Group, supervisors and senior leadership members, such as Mel, have made their employees feel comfortable enough to be transparent and honest.

Mel and her team have communicated that it is of the utmost importance to be truthful in order to keep not only their team members safe, but their friends and family safe as well.

### No-Touch Thermal Temperature Readings

Maxim Group has used this innovative form, built within the eCompliance software, to begin monitoring the health of their employees as well. By recording the temperature of the workers using a no-touch thermal temperature reading daily, they are able to keep track of the well-being of their employees. This will ultimately ensure their safety and reduce the risk of transmission of the virus among the team.

## Business Continuity Forecast

Possibly one of the most important portions of the form is the business continuity section which highlights what will happen in the event that risk levels rise within the organization. Maxim Group has stated that they will reduce work hours or allow front-line workers to take unpaid leave while implementing flexible work arrangements for office staff to work from home.

A crisis management protocol will also be put in place where project managers will be in constant contact with a site's foreman to come up with proper solutions if a worker is confirmed to have COVID-19.

## Updated Protocol

A specific protocol has also been developed and circulated automatically using the eCompliance platform, to inform workers what to do if they feel unwell. This includes not coming to work and staying at home, in addition to informing their foreman immediately. If a worker begins to feel unwell while on the job, they are instructed to call Telehealth and seek professional help as soon as possible.

The COVID-19 Business Continuation form has been circulated among all staff members with the help of a foreman, in order to reduce the number of hands on the document, keeping everyone's safety top of mind. Only with verbal permission from the employee, is the foreman allowed to put a team member's name on the form, certifying that they have read and understood all the information that was given.

"Our workforce has really handled this situation positively," says Mel Shaughnessy-Daub, Chief Administrative Officer at Maxim Group. "Early on, we held meetings and polled the employees regarding their feelings on health monitoring on our sites. They all agreed, and we used the eCompliance tool to complete online training, daily signoffs for critical questions, and no-touch temperature recording immediately."

## Modified Daily Inspection Forms

Staying on top of COVID-19 risks within the organization and enforcing controls as necessary is also vital during this time. This is why Mel immediately

incorporated COVID-19 related questions into all daily inspection forms. This was easily done using the eCompliance software, as all forms can be edited and customized to suit your needs. By highlighting COVID-19 as a risk, all workers are able to be vigilant in order to protect everyone from the spread of this pandemic.

## Respirator Fit Tests

Last but certainly not least, Maxim Group has ensured that all workers are protected with the use of Respirator Fit Tests. This is normally done on an annual basis or for new users, but in order to do their due diligence, Maxim Group has been conducting this test again as if all team members were new users.

This is to ensure that all respirators and filters are working properly and that all employees who are using them, have the proper training. Fortunately, there are enough respirators and filters for every team member, in addition to other forms of PPE including safety glasses, googles, and gloves.

## THE IMPACT

**Since the implementation of these methods, all workers have taken their role seriously and have done all they can do to curb the spread of COVID-19.**

This is evident with the cooperation and high participation rates of all members on Mel's team. After circulating the business continuation form among employees, there has been a 91% completion rate among her team. As only certain staff members have access to these forms, each is linked to a different individual who is currently active within their system.

Between March 10th and March 23rd, 2020, Maxim Group also submitted 25 daily inspection forms to include COVID-19 controls. With the release of new information by Government Officials after this date, 17 more forms were updated to include their new recommended measures.

Maxim Group is consistently updating their processes in accordance with the guidelines set out by the Canadian government, on a regular basis. "We have now been using the regular daily inspections to continue to record health readings and we have been using the label option to communicate all fluid changes." says Mel.

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**This has given our workers, partners, and clients a sense of continuity in a troubled time.**

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**Mel Shaughnessy-Daub**, Chief Administrative Officer

The commitment and diligence with which Maxim Group has conducted their organization amid the coronavirus pandemic is an inspiration to all of us in the world of health and safety. With their quick implementation of processes and willingness to adapt to a consistently changing environment, they have exemplified what it truly means to be a safety champion.

### About eCompliance

eCompliance safety software is the leader for improving worker participation in safety. The eCompliance mobile app connects workers with head office, creating a two-way conversation so safety leaders can make faster, fact-based decisions, and executives gain an unrivaled view of safety risks across their company.

With the mission to eliminate 1 million incidents by the end of 2020, eCompliance is the fastest growing safety software company in the world with hundreds of client success stories.

eCompliance empowers organizations to improve EHS performance and use safety as a competitive differentiator. For more information, visit [www.ecompliance.com](http://www.ecompliance.com)

To learn more about best practices employers and employees can take during this challenging time, please visit our [COVID-19 Resource Hub](#) and check out our [Complimentary COVID-19 Product Offering](#).

