

Avenge Energy Services: Pushing Beyond the Status Quo with Alcumus eCompliance and ClearMe™

As one of the most diversified, privately owned hydrovac industrial cleaning companies in North America, Avenge Energy Services is one of the leaders in fluid management and transportation.



From transporting dangerous goods and fluids such as crude oil, potable water, fresh water, septic, and other liquids in the oil and gas industry, to completing project-based work involving pipeline, daylighting, and vacuum excavation, Avenge Energy is committed to quality and excellence.

With an incredibly robust fleet that is continuously growing year after year, all EHS professionals at Avenge Energy are invested in the safety of their team members and front-line workforce, especially when it comes to mitigating the ever-present risk of COVID-19.

We had the opportunity to speak with Andrew Bursey, Director of Transportation and HSE and an Alcumus eCompliance customer since 2018. Andrew shared how our digital safety software has been a critical factor in controlling the spread of COVID-19 and keeping not only their team, but their families, and community safe.

“**I truly believe if businesses around the world knew of this potent combination, we would control the hazard (COVID-19) to a point that we can all feel comfortable getting back to work and living life in a relatively normal state.**

Andrew Bursey, Director of HSE & Transportation

The Challenge

With an ambitious team who is always looking for creative ways to solve challenges, the safety champions at Avenge Energy do everything they can to push beyond the status quo. When the threat of COVID-19 first arose earlier this year, for example, Andrew and the senior leadership team already had their COVID-19 Management Plan in place due to a prominent client who was hypersensitive to this virus. Though this helped the organization strategize their approach and remain proactive, it was proving inefficient in certain areas.

The safety professionals knew it was of the utmost importance to have the right tools at their disposal to identify COVID-19 as a hazard, to ensure their team members and clients were protected. Having a COVID-19 Management Plan and requiring the workforce to wear masks was not enough, as it could not give them an insight into the health of their front-line workforce. “The challenge we had was knowing if somebody was showing symptoms,” said Andrew.

Without the ability to track symptoms, there was no way of identifying those who may be putting others at risk, causing the virus to spread. Enter Alcumus eCompliance. Andrew used this digital safety software solution to build a form called the COVID-19 Daily Self Assessment Tool.

“The COVID-19 Daily Self Assessment tool was designed to capture data,” Andrew shared. “Every morning, before a worker comes to work, they complete the COVID-19 Daily Self Assessment Form on Alcumus eCompliance online, from the app on their phone or their desktop. If someone selects an unpreferred answer, stipulating they have been in contact with someone who has flu-like symptoms

or have flu-like symptoms themselves, we use the Alcumus eCompliance reporting tool to create an alert system. Essentially, we built a report called the Potential COVID Symptoms/Warnings Report outlining any unpreferred answers for a specified time range. We decided to clone our report 24 times for each hour in the day." With Alcumus eCompliance, Andrew and the senior leadership team were able to get an hourly update of all unpreferred answers a member of the workforce may have shared.

Though this was helpful in gathering information, Andrew and his team ran into more challenges. "What's the quality control on reviewing these checklists and how do we rapidly assess this?" Andrew shared. "Because we were able to receive data in real time, we could see the flaws in our processes a lot quicker than you would if you were using a paper system and trying to collect all the information and put it in a spread sheet."

"The number one thing we were starting to find, with the fear of losing employment, is people were a lot less inclined to be honest on their checklist, because as soon as you say you have a symptom, automatically you'd have to isolate for 14 days or get a negative result on a COVID-19 test," Andrew told us. "People couldn't afford to reduce their pay for that long. We needed an effective means of getting people back to work within a 24-48 hour period, otherwise people would not tell the truth and ultimately, that would put everyone at risk."

At this point, the CEO of Avenge Energy, Jeremy Hand, told Andrew this was a serious issue, and something needed to be done to not only protect the workforce but the entire community at large from an outbreak. "Like any hazard, you immediately want to control it," Andrew said. "That's my job as the Director of Transportation and HSE to build and monitor the plan and make sure it's working...We had more than just a safety risk, but a risk to business continuity which is a risk to all of us as well. We needed a tool to prevent us from getting knocked down as a company and protect our people and clients."

The Solution

Andrew was on the hunt for an efficient tool that would help Avenge Energy get COVID-19 testing results quickly, while also being FDA and Health Canada approved, so more workers could be properly tested to reduce any chance of an outbreak. Andrew then found **ClearMe™**.

"ClearMe™ is a private COVID-19 testing solution available worldwide in rural & urban centers," Andrew shared. "The solution is Health Canada & FDA approved and promises 24-48 hour results, making it an even better tool to place in the toolkit. We immediately recognized the value in a solution like this."

With ClearMe and Alcumus eCompliance working side by side, Andrew and the senior leadership team noticed a significantly higher engagement rate with the COVID-19 Daily Assessment Checklist, as it empowered the workforce with the ability to do something about an unpreferred answer.

From nearly no one filling out the checklists with unpreferred answers to more and more engaging with the form, Avenge Energy was able to capture usable data in the Alcumus eCompliance safety software, in real-time.

Andrew went on to explain that in the event a worker does share an unpreferred answer and the self assessment tool says they should be tested, they are given the option of using ClearMe. "If they choose ClearMe, we are here to support them and we offer to book it for them, with their consent to have ClearMe release results to us," Andrew shared.

24 hours after Andrew found ClearMe, Avenge Energy was able to book their first COVID-19 test in June. "Since deploying the solution, we now feel we have a very strong handle on how we manage COVID-19 scenarios," Andrew told us.

"Our people are less inclined to lie on a daily checklist in fear of missing work they can't afford to miss. It empowered our workers to keep us informed and allows Avenge to case manage each scenario in real time. The sooner we know about a problem, the quicker we can fix it." Such incredible insight allowed Andrew and his team to be more proactive when it came to reducing outbreaks.

With Alcumus eCompliance, Avenge Energy was able to streamline the entire process, as daily self-assessments required by the customers that they serve, were also recreated and built into the software system to run smoothly into the team's workflows. Also built into the COVID-19 Daily Self Assessment on Alcumus eCompliance, is an essential worker declaration.

This eliminates challenges workers may face when crossing borders, as the proof they are an essential worker is now evident. "When you get stopped by officers or governing officials, you have an essential

services letter readily available that can be signed and its offered to them through their employer. With Alcumus eCompliance this comes with an Avenge letterhead just by default when they fill this form out," Andrew told us.

With Alcumus eCompliance and ClearMe, Andrew and the team at Avenge Energy now have a robust method to capture information and resolve it quickly, allowing them to be proactive when reducing outbreaks. With real-time data showing all symptoms experienced by team members updated every hour, evident in the Potential COVID-19 Symptoms/Warnings Report created in Alcumus eCompliance, Avenge Energy is able to get information instantly to control the spread of COVID-19. With ClearMe as a dynamic method to get results quickly, Avenge Energy is able to offer its employees a solution to not only protect them and their families, but empower them.

The Impact

Without this solution, Avenge Energy would have been in a very different position than it is today. "As Avenge, what's different about us is we're never just ok to do the status quo. We knew we needed a business continuity plan, and we knew it early on," said Andrew.

"Had we not done the things we did, we probably would be like a lot of other businesses right now where we would have allowed our workforce to be knocked out for long periods of time, we would have had to turn down contracts, and give away work to our competitors." Recently, thanks to Alcumus eCompliance and ClearMe, Avenge Energy was even able to avoid a possible outbreak that could have affected an entire community.

"We actually had a worker whose close relative got tested and this employee put it on their COVID-19 Daily Self Assessment checklist in Alcumus eCompliance that their close relative had gotten tested," Andrew told us.

"We reached out to the employee and they let us know their close relative had the flu and a sore throat. Our employee didn't know what to do because asymptomatic testing had ended, and they said as long as our employee isolates from their close relative, our employee can come to work. We told our employee our policy says unless they gets their results or the employee gets tested and receives a negative result, they can't come to work. Our employee then told us

they would get the test. We got our employee tested, and it came back positive. Had our employee gone ahead, they would have come through and infected their cross shift, potentially infected our drop off, which could have essentially knocked down an entire division within our company. Up to 55 people could have potentially been knocked out of our operation had our process not come in and stopped it from happening."

Andrew goes on to say, "This could have potentially knocked out an entire division, but just as importantly it would have knocked out the livelihoods of a large portion of our community had our employee went out to the worksite feeding this whole town right now, and created an outbreak out of that site."

Besides providing a means to efficiently protect the workforce, their families, and entire communities, this entire process has sparked more dialogue between co-workers as they have discussed ways to help members of the community who have businesses that may have to shut down. With a sense of empowerment and commitment to safety, the impact of this incredible solution has strengthened Avenge Energy's safety culture and community commitment.

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Alcumus eCompliance has had a massive impact on our business in almost every portion and every workflow we have.

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Andrew Bursey, Director of HSE & Transportation

"I will say, we wouldn't have had the manpower to adequately manage a COVID-19 Management Plan properly had these forms not been completed digitally, giving us real-time data and information. Not to mention the fact that it has relieved us of the administrative burden of entering the forms manually and eliminated the face-to-face contact with workers handing in the paper."

As true safety champions, Andrew and his team feel it is of the utmost importance to share their story and success of controlling COVID-19 with others to help shed light on the fact that there are tools out



there to help significantly mitigate this risk. "We at Avenge Energy, feel it paramount to share our findings and share our success around controlling this virus like any other hazard," Andrew shared.

"This solution of real-time reporting from Alcumus eCompliance & 24-48 hour FDA, EULA, and Health Canada approved COVID-19 Testing from ClearMe has been very effective in ensuring the safety of our people, our customers, and the public.

It has also given us the means to ensure business continuity long-term and keeps us focused on providing a premium level of service to our customers. I truly believe if businesses around the world knew of this potent combination, we would control the hazard to a point that we can all feel comfortable getting back to work and living life in a relatively normal state."

With a team who is committed and invested in the safety and wellbeing of their workforce, customers, and community, we are proud to call Avenge Energy an Alcumus eCompliance customer.

By pushing beyond the status quo each and every day using Alcumus eCompliance and ClearMe, Avenge Energy is paving the way as true trailblazers.

Want to know how we can help you protect your team and ensure business continuity? Alcumus eCompliance has put together a COVID-19 Tracking Package inspired by Avenge Energy which is readily available for your team to implement. It will include:

2 COVID-19 Tracking Forms

- > COVID-19: Employee Self-Assessment
- > COVID-19 End of Day and Start of Day Prevention: Daily Acknowledgment

COVID-19 Management Dashboard

- > Reporting dashboard with real-time metrics on exposure risks, by site/location, and available for daily subscription

For more information on how to implement this package, contact your designated Customer Success Coach.

Not currently a customer? Contact one of our Alcumus eCompliance safety experts today.
Get started now.