

ECOMPLIANCE



# MOBILINX

Breaking New Ground  
in Construction

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# MOBILINX: BREAKING NEW GROUND IN CONSTRUCTION

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Blazing a trail for others in the construction industry, Mobilinx, the Metrolinx Hurontario LRT constructor, is transforming the way people travel. As a joint venture consortium, leaders at Mobilinx work together to create a positive impact on the communities around them through the structures they build.

An Alcumus eCompliance customer since March of 2020, safety professionals at Mobilinx are passionate about keeping all team members safe. We had a chance to speak with Health and Safety Director, Stewart Day, who shared how he has been able to create a proactive safety approach, leverage real-time reporting, and boost front-line participation rates in the field across a team of hundreds on multiple sites. With complex projects to manage and a large workforce, Stewart shared how Alcumus eCompliance has helped them deliver safety excellence.

## THE CHALLENGE

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As a large joint venture consortium, Mobilinx works with several safety conscious clients who have the highest of standards. With such high expectations when it comes to incident management, workplace inspections, and monthly reporting, Mobilinx needed a solution to help raise the bar. Working on large projects spanning multiple sites with hundreds of workers in the field at a time, Stewart also needed a solution to provide complete transparency into all projects and keep front-line participation rates high.

“On average, at any given time we’ll have at peak 500-700 people out on a project. Just to be able to manage people on the field, plus the amount of data, inspections, and paperwork required is a lot,” Stewart explained. “We had a very short period of construction activity that produced paper copies and in that short time we were swamped, with very little transparency into data.”

With the need for front-line workers to be highly engaged, Stewart also thought of their experience and what would be the simplest solution they can leverage on a day-to-day basis. To deliver excellence on projects of such a large scale, it’s vital to have full employee buy-in and cooperation. Paper was proving ineffective

as Stewart’s safety team was spending more time getting lost in administrative tasks than out on the field. “Simply put, my team would be scanning, uploading, document naming, and so on and these actions would amount to hours of admin burdens with 10% the data utilization,” Stewart stated.

With COVID-19 as an ever-present risk, limiting touchpoints was also critical and it was imperative their health and safety program was constantly updated according to the latest provincial protocols. Additionally, everyone had to have the latest version of forms, readily available, to ensure all safety processes and procedures were being followed on-site.

“With paper, you’d be developing a new form, going to a printer to print booklets, then distributing them and creating a ton of touchpoints,” Stewart explained. “Then, when the government changes requirements (i.e. screening questions) you must revise your forms, reprint, and ensure people are not using old forms. We needed the ability to manage our program in real-time to keep up with a fast-changing situation like the pandemic, government regulations, and inspections deemed important by our company.”

Using a paper-based system to manage safety was no longer an option and Stewart knew there had to be a more effective method.

**You’re putting blinders on with paper. Software was the only way to go. It was just a question of which one.**

**Stewart Day**

Health and Safety Director

## THE SOLUTION

Stewart needed to find a safety software solution that would give him complete transparency into his safety program, efficiently track trends and patterns with powerful reporting capabilities, and increase employee engagement levels. While searching for a suitable system, Stewart found Alcumus eCompliance and discovered it ticked all the boxes.

When asked what made this digital EHS system stand out amongst competitors, Stewart said, "Overall it came down to two things: The end-user and data reporting. Alcumus eCompliance offered the simplest and cleanest system for the end-user and we knew this would be the most effective way to quickly get engagement from the field. The other requirement was data reporting. This system allows us to create dashboards to perform real-time trend analysis on both leading and lagging indicators. This makes reporting faster, more reliable, and creates transparency between the front-line workers and senior management."

With a clear winner, Stewart started implementing the software and within 6 weeks it was up and running! "A smart approach to implementation is to strategically roll-out sections and coach the end-users on requirements," Stewart shared. "For example, start with workplace inspections, then incident management, and so on. It will be much less overwhelming, and you will see faster buy-in from those required to use it."

Mobilinx has a robust team of hundreds of front-line workers, with people from all walks of life. Ranging from those fresh out of school to seasoned vets, Stewart has shared that because Alcumus eCompliance is so user-friendly, it has helped boost engagement rates. "They quickly realize once they dive in, the ease of use is there within the system," Stewart mentioned. "We also spend two hours with every new supervisor, training them coming into the project on the Alcumus eCompliance software."

Another way Stewart and his team have been able to empower workers and increase participation rates is through their new coaching program. "I went into my boss's office and we were looking at defining what kind of company we are," Stewart shared. "We had a few incidents and we thought about our corrective actions. Are we going to discipline, coach, or is it a series of it all? We came to the consensus that coaching is the type of organization we want to be. We want to be an organization that mentors people and lifts them up, not tears them down."

With this in mind, Stewart started a coaching program in September 2020, which sparked healthy dialogue among the front-line workforce. "It was a way for us to memorialize and force positive conversations and get people talking, at first. We quickly realized it was also a good vehicle for capturing what kinds of conversations are being had and delivering key messaging in our safety talks. This started giving us data to see what people are talking about and we started to see trends and opportunities for improvement."





Stewart explained these coaching sessions happen daily and are recorded through a standardized form, built within Alcumus eCompliance, which contains a series of questions and categories from "Top 3 Trending Items for Improvement" to COVID-19 requirements. Sessions can take place with one person at a time or with multiple people, as the form is a living document with diverse options. "Some of the supervisors like it because they feel like it's a refresher and others know the content and use it to proactively engage and document things with workers," Stewart told us. "It's almost like a supervisor's journal. We can document work instruction and positive mentorship that you've given, and we can run full reports by person, by coaching type, by coach (or mentor) and show that our supervisors are continually giving work instructions."

Stewart also told us that this has helped create a more proactive safety approach. "We feed this information up to our Focused Audits and we compare it to our inspection data within Alcumus eCompliance. So, we look at what the inspections are telling us and what people's conversations are telling us, and we use that data to guide what our safety communications are for the following month. We can then run the report and chart opportunities for improvement, recognition, who's being coached, what they've been coached on...It gives you a good sense of the pulse of what's going on out there."

Mobilinx closes the feedback loop from management to front-line workers by conducting Focused Audits where the top three trending items are reshared through a four-week series of communications. "Week 1 is a general overview of what's to come on all the focused items and why they're important to Mobilinx, and the subsequent weeks are focused item 1, 2, 3 with focused safety talks and infosharings," Stewart explained.

The coaching program has also allowed Stewart and his team to create dashboards within Alcumus eCompliance to identify real-time trends on both leading and lagging indicators, as previously stated. He realized more opportunities for improvement and hidden deficiencies came up within the coaching sessions, as front-line workers were more inclined to talk about them in a relaxed setting.

Front-line workers are even being recognized for their efforts with Mobilinx's recognition program! "The icing on the cake is the recognition program which recognizes what good looks like through our safety awards. We're showcasing that through safety excellence awards and media blasts. We're trying to really focus on the good out there because we get so caught up in incident reviews and reactive focus and I'm trying to lead everyone into leading indicators because that's how you're going to get ahead. This safety coaching program is just that."

## THE IMPACT

Alcumus eCompliance helped give Stewart and his team complete insight into their safety program to create a more data-centric approach. With streamlined two-way conversations between management and the frontline as well as access to an in-depth view of the safety program, this safety software option has made a positive impact on the organization, allowing them to remain proactive when it comes to different risks on-site.

With Alcumus eCompliance, Stewart has been also able to accomplish more with less people. "I've been able to cut the size of the team that was initially proposed, because the system allows for leaner health and safety departments with greater transparency. You can get great insights into what is really happening with real-time reporting," says Stewart. "Without software I'd need additional dedicated administrators and there's so much we'd still be missing and not recording. The fact is, you can't keep up without software and real-time trends analysis."

Mobilinx has also been able to navigate through the pandemic with swift action around COVID-19 compliance tracking and revised program requirements. "When you're digital, it's as simple as updating your forms and flipping the switch," Stewart told us. "You have updated requirements in the hands of everyone who's required to complete inspections, task hazard assessments, etc. There's a lot of hidden cost associated with changing a paper form, not just time but money, and this removes that need. It's a simple as: click it, update it, save it!"

Stewart also went on to say the system has helped give them complete transparency into who is on site to allow them to effectively contact trace and track people who are on the project. "In under 12 months, we have onboarded over 1,100 people. This includes tracking of training, COVID-19 awareness, and SHEQ orientation. We've also been able to get lots of data and reporting, allowing us to trend if subcontractors or specific supervisors continually have compliance issues, COVID-19 related or otherwise."

The coaching program has also had several positive effects, as it is creating more opportunities for dialogue among team members, bringing them together and in turn strengthening the safety culture.

"It's encouraging people to interact with one another and talk about safety in all these different types of buckets, and on the flip-side it's giving us data back," Stewart told us. "Now, you see what people are talking about and what's on their mind from a proactive stance, you see what people are addressing from a behavioral perspective that maybe they wouldn't have addressed in a typical inspection. We're getting better data, we're getting people talking, and we're seeing what the buzz is out there through the program."

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### Stewart Day

Health and Safety Director



Stewart has explained that there has even been a correlation between inspection deficiencies and coaching trends. “We’re seeing a relation between the two and early data is showing us that if we’re talking about the right things, we can drive down deficiencies on the jobsite. This transparency and real-time reporting allows us to mitigate situations promptly. I believe leveraging the power of leading indicators has been a tremendous reason for our early success.”

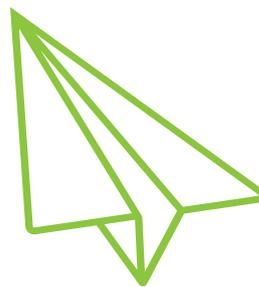
In less than a year, Stewart and his team established nearly 700 action items with a 90% close out rate! Mobilinx has also conducted over 1800 workplace inspections, over 2000 hazard assessments, 80 coaching sessions, and 250 safety talks companywide!

“As a safety professional, your job is to integrate safety into the business,” Stewart says. “You have an obligation to make sound decisions that promote a safer, healthier workplace that considers the business’s needs and budgets. Look at software implementation as a business decision, not just a tool.”

It’s time to rethink the traditional means and look at ways to champion innovation, as Mobilinx has to drive safety performance. We’re honored to have them as part of our community of safety champions and are eager to see what amazing safety initiatives come next from this industry leading organization.

Curious to know how Alcumus eCompliance and our suite of Alcumus products can help you create a safer work environment?

**Speak to one our of our safety specialists today**



## ECOMPLIANCE

### ABOUT ALCUMUS ECOMPLIANCE

Alcumus eCompliance safety software is the leader for improving worker participation in safety.

The Alcumus 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.

Working towards protecting 5 million workers from workplace incidents by 2025, Alcumus eCompliance is the fastest growing safety software company in the world with hundreds of client success stories.

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

### ABOUT ALCUMUS

Alcumus is a leading provider of technology-led risk management solutions providing clients with advice, expertise and support to help them identify and mitigate risks, navigate compliance and keep people safe. It supports clients with a wide range of risk management services, including products across Supply Chain Management, EHS Software, and asset inspection systems.

Our people are at the heart of our business, building strong relationships with our clients to understand their needs, minimize risks and navigate compliance through our in-depth knowledge of your sector, regulations and challenges.

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