

CASE STUDY

Enhance contractor training requirements
to reduce overall risks



WORLD LEADER IN LIGHT METALS PRODUCTION



A world leader in the production and processing of light metals chose the Cognibox solution to implement a risk and contractor compliance management program, the object being to provide for enhanced control of partner occupational health and safety (OHS) training.

THE CHALLENGE

This large company, owner and operator of a number of world-class facilities in Canada, has long positioned itself as a global leader in OHS. Since the organization operates based on a business model which focuses on core business concerns, numerous partners are called upon to perform tasks such as maintenance, repair and construction work at company plants. It goes without saying that ensuring contractor compliance with exigent requirements mobilizes large numbers of resources.

The management of contractor employee training files represented a challenge in itself. Indeed, all requisite information was compiled on a super spreadsheet at each plant for a total of over one million input items! The management of training requirements and related substantiation and renewal documents constituted an imposing, exponential administrative burden.

Although the company occupied a leading position with rigorous contractor requirements, operational risk management continued to prove an ongoing challenge.

THE ISSUES

The maintenance of an internal contractor and contractor employee compliance system mobilized six full time employees to update, share and manage the documents necessary to ensure adherence to company requirements.

Then there was the challenge of harmonizing inter-site qualification practices while standardizing the training requirements to authorize the contractor employees to carry out work for a hiring organization. A number of suppliers worked at two or three different company plants but were required to duplicate and submit all necessary compliance information to each client.

In addition, it was not rare for contractor employees to report for work at a given plant without demonstration of proper training or proof that training was current. This led to delays and required "emergency" employee training to provide for operational safety.

As a result, training was often carried out in duplicate, even triplicate, as the system in place – a simple Excel file – was deficient. In addition to inflating training costs and reducing productivity, one full time employee did nothing but manage training of contractors not in compliance with company requirements.

THE SOLUTION

The company needed a performance-based tool as well as expert assistance to structure more properly the management and oversight of contractor training. The Cognibox solution proved the catalyst for substantive change.

With the aid of Cognibox, the company first standardized training content and requirements from one plant to the next. Next, company officials undertook to persuade other hiring organizations in the same geographic regions to do likewise, thereby ensuring an added layer of regional standardization. Efforts in this regard freed contractors from the burden of multiple training sessions respecting work at height, work in confined spaces and equipment lockout.

The implementation of Cognibox made it possible for the company to deploy its corporate vision in full, and require that all suppliers demonstrate compliance with mandatory training requirements without, however, the burdensome aspects of the original process. Once implemented, the solution even makes it possible to manage the compliance of contractors' subcontractors hired to carry out the work. Today, this performance-oriented tool, backed by the dedicated team at Cognibox, ensures outsourced document management and archiving, as well as contractor qualification and contractor employee training file tracking.

PERFORMANCE AND RESULTS

For this company, gains in efficiency proved substantial. Indeed, the time required to process a single contractor qualification file was reduced to a few days from between 4 and 6 weeks prior to Cognibox. Furthermore, contractor training standardization led to direct savings greater than \$150 000 over a period of three years.

The other major benefit to the company lay in the consolidation of the supplier base in favour of top performers who employed best practices and who met company requirements in the matter of occupational health and safety. There is no doubt that contractors now dispatch their best employees, individuals who understand the risks associated with the work to be undertaken for this company and who perceive the Cognibox solution as an operating framework as opposed to an "administrative burden".

“ Cognibox enabled the organization to reduce significantly the number of employees required to manage contractor compliance, while enhancing process efficiency. ”

Director, Human Resources

The result has been enhanced work organization and reduced execution time. With Cognibox, the company realizes substantial savings, while enjoying access to a pool of highly qualified suppliers.

For contractors, the Cognibox solution also generated important gains. The implementation of the system has made it possible to reduce both the time and costs associated with employee training. In addition, they enjoy access to a single Web-based software package in a single location. This provides for the efficient management of qualification documents and training expiry reminders, while reducing the duplication of information submitted to the different hiring organizations with which they conduct business.

Although the information is difficult to quantify accurately in dollars and cents, this company observed a drastic reduction in the number of contractor accidents, resulting in the enhanced retention of often highly skilled, difficult to source contractor employees.

This leading sectoral player has always demanded a great deal of contractors to achieve the highest standards in the matter of occupational health and safety. Today, there can be no doubt that the implementation of Cognibox has paved the way for rigorous contractor management by providing the company with the means of effectively controlling partner training and reducing the risk of accidents.

ABOUT COGNIBOX

Canadian leader in risk management and contractor compliance, Cognibox offers one of the most flexible, comprehensive solutions on the market. Over 125 customers in North America use Cognibox to manage contractor risks specific to their sector of activity. The company's solution provides a combination of expertise, software, training as well as a full spectrum of outsourcing services and administrative support.

The Cognibox community currently boasts over 200 000 members, contractors and employees of contractors, thereby enabling hiring organizations to work with top industry contractors and suppliers in areas such as workplace health and safety, the environment, sustainable development, quality and regulatory compliance. To learn more, visit **www.cognibox.com**.

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