



One full year of accident free  
performance for suppliers

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WORLD LEADER IN MINING INDUSTRY

## OVERVIEW

A leading Canadian mining company turned to Alcumus Cognibox supplier compliance management solution to assist them with their goal of streamlining supplier management systems to improve overall supplier performance and increase general efficiency.

## THE CHALLENGE

Operating mining and metallurgical sites requires multiple suppliers. With safety a top priority and a corporate objective of 'zero harm' extending to contract suppliers and service providers, this sector leader set some of the highest standards in their industry. However, communicating and standardizing across their supplier base was proving a challenge and an administrative nightmare.


These high standards, coupled with a shortage of automated information management systems, resulted in considerable non-value-added administrative tasks and manual work to deliver on supplier health and safety performance expectations. The quest for supplier 'zero harm' consumed a tremendous amount of time in all departments, including procurement, health and safety, production and maintenance. To make matters worse, both the quality and relevance of information were often lacking due to the amount of work and constant changes in supplier files. Although the company was aiming high in the matter of supplier safety records, the process and tools were not up to the task.

## A COLLABORATIVE APPROACH

Management implemented changes to site processes to manage suppliers better and entered into a partnership with Cognibox that provided a truly collaborative approach to integrating the company's supplier management standards into a flexible, intuitive, web-based system. Together, the company and Cognibox established a lean, effective process for managing the needs and expectations of a dynamic contract workforce.

Company leadership set standards and criteria to decide whether a supplier was sufficiently qualified. They also developed a training matrix to match supplier employee requirements with risks specific to the tasks to be performed on-site.

Cognibox provided a user-friendly platform that proved a perfect fit for company requirements and offered administrative support with managing all the paperwork and verifications associated with supplier management.



*Cognibox has an amazing support staff of knowledgeable professionals who have helped integrate the company's health and safety standards into a user-friendly platform for suppliers.*

Sustainable Development Officer



## THE SOLUTION

By collaboratively standardizing and automating supplier qualification and providing the right mix of support and technology, Cognibox helped this mining sector leader drive change and implement sound standards for qualifying suppliers. The customized, cloud-based software solution offered the following features to help improve alignment with corporate standards and establish a safer, more effective contract workforce:

### **Prequalification:**


- Select suppliers based on company standards and site-specific requirements
- Enable comprehensive display and secure archiving of supplier information, including insurance coverage, safety manuals, financial health, and criteria specific to sustainable development
- Send alerts and follow-ups based on deadlines and document requirements

### **Employee record management:**

- Document supplier employee training – including regulated mandatory training – regardless of source (classroom or E-Learning) with the support of a dedicated back office team
- Advise suppliers of training and training organizations recognized by the plant
- Verify supplier employee compliance with health and safety competency requirements online
- Send proactive alerts when training and/or qualifications expire

## Safety and environmental task analysis:

- Ensure ongoing management of specific risks for any work performed by suppliers at the site by providing a training gap analysis for each individual based on the scope of work and high-hazard activities
- Generate a detailed work permit after analyzing training required, necessary protective equipment, permits and best practices
- Enhance employee site access control via links to the site gatehouse security system



*Before Cognibox, we were only able to complete full accreditations for about 30 of our more critical suppliers owing to the amount of clerical work. We were not necessarily qualifying the high-risk suppliers, rather the top spenders. With Cognibox, we are able to qualify fully all of our suppliers with the same level of rigour and no additional resources. This is five times more than before!*

Supervisor



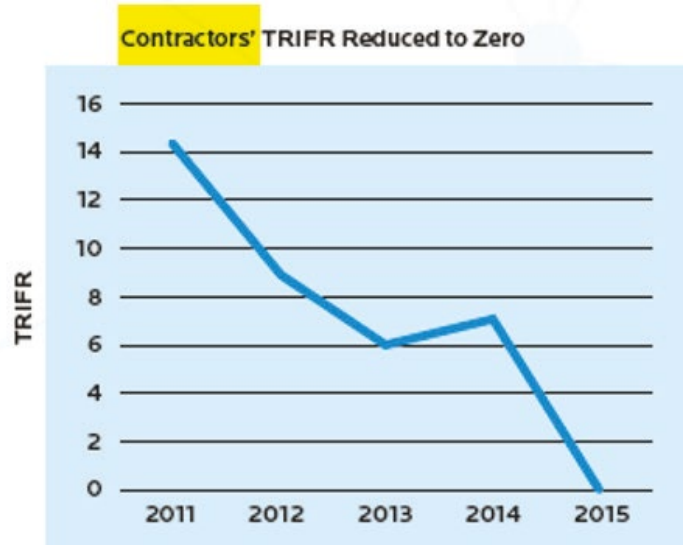


## PERFORMANCE AND RESULTS

This leading Canadian enterprise accomplished a major safety milestone. Based on their 12-month moving average, suppliers conducting work here achieved accident-free performance, reducing Total Recordable Injury Frequency (TRIFR) to zero. Several factors contributed to these results, which were driven by the high level of safety standards supported by the Cognibox solution.

The company is now able to measure, track and report, almost in real-time, whether a contract worker is qualified to carry out a specific task safely and competently. The company is even implementing a new Cognibox module to fully automate worksite access to qualified suppliers and employees who meet the necessary training requirements based on the nature of the work to be carried out at the mine.

Cognibox implementation helped to maximize the potential of many operating processes by providing a standardized, transparent and efficient means of communicating with suppliers about achieving 'zero harm'. More than ever, the company is confident that it is doing the right thing to keep people and suppliers safe.





*The biggest gain with Cognibox is that we have integrated all aspects of supplier management – qualification, training, competency verifications, document management, etc. – into a single platform and minimized all manual processes. This has enabled us to have the right people at the right place doing the right things at the right time.*

Superintendent



## ABOUT ALCUMUS COGNIBOX

Since 2005, Alcumus Cognibox has provided comprehensive supplier management, worker compliance and learning solutions that support organizations in their drive towards a safer and more efficient work environment. It offers expert professional services to accompany corporations through their supply chain safety and risk control processes. Guided by its core values of transparency and excellence, Cognibox's flexible, client-centric approach is paramount to the customer experience, and serves over 290,000 members. To find out more, visit [www.cognibox.com](http://www.cognibox.com).



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