

International Recycling Company

Saving Lives with Online Contractor Safety Orientation

Customer Success

Overview

This recycling company provides integrated waste services and operates nearly 300 landfills across North America, Canada and Puerto Rico. The Company provides collection, transfer, recycling and resource recovery and disposal services. They are also a developer, operator and owner of waste-to-energy facilities in the United States. They serve commercial, industrial, municipal and residential customers, government entities and independent power markets.

Business Needs & Objectives

Contractors and their employees provide services to many of the company's facilities. Although it is the responsibility of each contractor to ensure that their employees receive the training necessary to perform their job tasks safely, it is our client's responsibility to inform the contractors of the potential hazards along with the rules, policies and/or procedures that are in place to protect them while performing work at a their locations. A large percentage of these contractors are native Spanish speakers. Our client thought it was important to translate the information for this group with limited English language skills.

Solution

In an effort to provide contractors and their employees with an understanding of the potential hazards and the safety requirements that our client has established for those performing duties at one of their facilities, we created an interactive, web based solution. The Contractor Safety Orientation (CSO) was designed to verify that a contractor's employees understand the potential hazards and the pre-established safety policies and procedures. The program was translated into Spanish to ensure that each trainee could concentrate on understanding the content rather than struggling to understand the language.

In addition, the system provides a full compliment of reports. The CSO database collects user information, responses and even feedback on the user's experience. Along with collecting an electronic sign-off from users acknowledging that the user understands the potential hazards and agrees to abide by our client's rules, policies and procedures, the CSO provides each user with a copy of the facility's site-specific rules and site-specific emergency procedures. The CSO also generates a printout for user signature and a user ID card certifying successful completion of the orientation program and allowing access to the facility.

Since going live in April 2003, the Contractor Safety Orientation has provided a comprehensive safety orientation to over 14,000 users. The orientation is currently being delivered to 149 sites across the United States, and was rolled out to more than 200 sites across the US, Canada and Puerto Rico since 2010.

The CSO provides a means of ensuring that contractor employees are not permitted to perform work at a facility prior to being informed of the facility's potential hazards and our client's pre-established safety rules, policies and procedures.

Keys to Success

- ◆ Solution developed to the company's specific needs
- ◆ Solution is scalable - 1 to 1000+, immediately
- ◆ Solution is measurable - client knows who took program, when, with what score - all on-demand from an administrator's desktop
- ◆ Media rich - integrated audio, video, animation and text in an engaging and educational program (with user approval ratings consistently at 99%)
- ◆ Full administrative capabilities to run reports, add users, and more
- ◆ Version controlled, easily updateable
- ◆ Solution is provided as an ASP solution – no additional infrastructure or software product expertise needed
- ◆ Solution is AICC and SCORM compliant
- ◆ Solution for Spanish version included talent casting, linguistic and cultural consulting, translation, voice-over and Quality Assurance in the online environment

Return on Investment

By implementing the online Contractor Safety Orientation, the Company has literally saved lives and significantly decreased the number of incidents at the facilities using the program. They have saved millions of dollars each year in liability costs, as well as having saved hundreds of hours in lost productivity as a result of management and administrative staff time spent gathering and compiling records for OSHA audits and investigations.