CHUBB FIRE AND SECURITY: CREATING SAFER SPACES WITH ALCUMUS ECOMPLIANCE

Chubb

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With a global team spanning four continents, Chubb Fire and Security has redefined fire safety and security to protect people around the world. This organization's dynamic teams work together to provide best-in-class services to a range of industries, creating safer environments for the past 200 years. Specializing in fire safety and security, Chubb offers installation, maintenance, and monitoring services to keep organizations safe.

An eCompliance customer since 2019, EHS manager Kinan Aboujamra, explained how Alcumus has allowed his team to join the future of safety. With Alcumus eCompliance's cloud-based solution, Chubb's Canadian EHS team has been able to streamline operations and capture real-time data, while saving time and resources. It has also allowed them to enhance communication with a remote workforce and empower employees with the help of our mobile application.

> " Every service company should be using eCompliance. It is the greatest tool because it is a fully integrated solution for health and safety. "
>
> **Kinan Aboujamra,**
> EHS manager

THE ALCUMUS IMPACT

The ability to access real-time data for greater visibility into safety performance

Reduced time spent on administrative work by 56%, as well as notable savings in company costs

A connected remote workforce of hundreds of technicians across Canada

Greater accountability among employees

A streamlined COR process to maintain certification

A central repository for all safety documents and records

THE CHALLENGE

Loss of time and resources due to manual processes

Connecting a team of hundreds of technicians across Canada

The inability to scale and grow using a paper-based system

> "Information has to flow directly from management to all remote workforces to instantly communicate documents, lessons learned, and training materials. Chubb's work is based on remote teams, and we needed an efficient system that allows information to flow back to headquarters where we can analyze the day-to-day work that has been done.
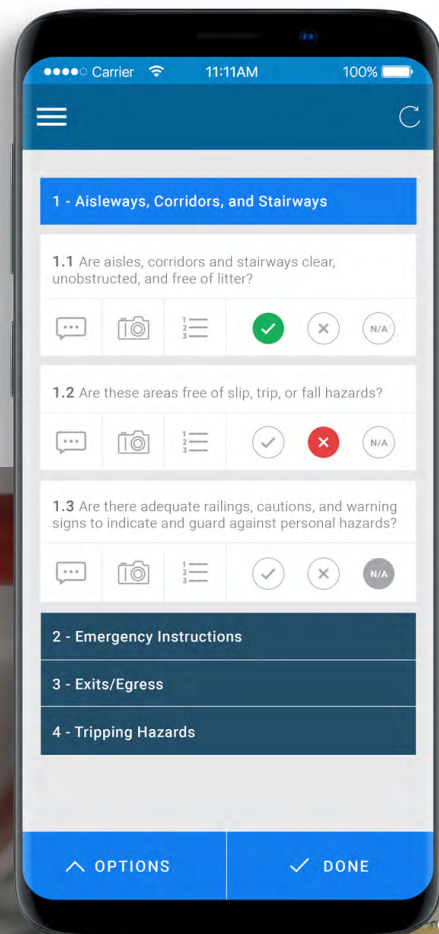>
> **Kinan Aboujamra,**
> EHS manager

A significant challenge for Kinan and his team was the amount of time required to manage manual processes. They were previously reliant on a paper and Excel-based system for all their safety needs and key performance indicators. Copious amounts of time and resources were consumed using this cumbersome process, resulting in inefficiency and the inability to scale their program. Employees also felt a lack of motivation to log and record inspections on paper as part of their safety activities because of this time-consuming process.

Another challenge was connecting a team of hundreds of technicians who all work remotely. Relying on paper made it difficult to follow up on activities, with information becoming stale by the time it reached the management team. Communicating information or receiving real-time updates from the field was also onerous using this method.

"It was time consuming, resource consuming and not efficient for a dynamic team like Chubb," Kinan shared.

Kinan knew a paper-based system would not be sustainable for the long term. For this reason, he recognized it was time to look for a digital safety solution which would help streamline their processes. In the fall of 2018, he was introduced to eCompliance and never looked back. "From the very first demo, eCompliance caught our eye," Kinan told us. "It was exactly what we were looking for."

THE SOLUTION

More efficiency with one cloud-based solution leading to greater cost and time savings

Access to real-time data

An empowered team with greater accountability

After nine months, eCompliance was fully rolled out to Chubb's EHS teams and technicians. To create greater employee buy-in, Kinan explained that they held monthly meetings and webinars to introduce and explain the benefits of this new digital tool and how it would help simplify their jobs. The mobile application also helped empower the teams, as they could complete their work without interruption while out on the field. This created a greater sense of accountability among the workforce as all safety activities are tracked and linked to a scorecard.

Chubb has also seen greater savings in time and cost with everything housed in one, easily accessible solution. Kinan calculated a **more than 50% reduction in administrative time required,** with the help of eCompliance. This also helped them streamline their teams, therefore cutting costs. With everything in one location, Chubb has gained greater transparency into their safety activities.

Kinan now also has access to real-time data. He explained they were able to build a scorecard that showcases key information for the business including inspection completion rates and statuses, training completion rates, safety profiles for every employee, documents which have been read, and much more. This allows Kinan and his teams to gain transparency into their safety activities and pinpoint any areas of weakness at any time.

With the eCompliance solution, Chubb could now scale to new heights to meet the demands within their business and industry.

> eCompliance is an inclusive tool for health and safety, where training, inspections, action items, and more are all in one place. We can rely on this tool to help us manage risks.

KINAN ABOUJAMRA
EHS manager

THE IMPACT

Today, Chubb has been able to connect a remote workforce of hundreds of technicians with the help of one digital solution. Information flows between management and the frontlines with ease, so management can keep up with all activities as they happen and communicate necessary updates or changes.

Chubb has also received their Certificate of Recognition (COR) in Alberta. The eCompliance solution has helped to maintain Chubb's certification for the past few years, as it has helped the team comply with COR program requirements and implement corrective actions for uncovered COR nonconformances. It has also streamlined the process of sharing records and data with the external auditor.

One of the most notable impacts is eCompliance has helped create the right environment to build a stronger safety culture. The workforce is now aware of the part they play in safety and the value that brings to creating a safer workplace. "Our technicians are the spine of the company," Kinan shared. "They are our most valuable asset due to the experience they have and their passion for their work." With eCompliance, Kinan and his team are more confident going forward and able to mitigate risks quickly to get their people home safely.

IN CONCLUSION

When asked what advice Kinan would give to his peers in the industry who continue to use traditional paper-based systems, he responded, "Get into the fast lane. Digital software saves time, resources, costs, and gives you the ability to capture real-time data, manage documents, and create employee accountability."

Alcumus eCompliance is honored to work with Chubb Fire and Security to continue their mission to keep people safe around the world through their innovative services and hardworking technicians.

Want to learn more about how eCompliance can help you join the future of safety? Speak to an Alcumus representative today.

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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