

CASE STUDY



# GEOVERRA: STRATEGICALLY MITIGATING RISK WITH ECOMPLIANCE

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# GEOVERRA: STRATEGICALLY MITIGATING RISK WITH ECOMPLIANCE

Spread across five provinces with twenty-three offices across the country, GeoVerra is one of the largest surveying and geomatics firms in Canada. Providing land surveying, forestry, environmental, and geospatial solutions to a diverse set of clients, working safely has always been one of the teams' core values. Their commitment to safety and team of experts has allowed them to provide quality services and solutions to partners in multiple industries, including construction, oil and gas, transportation, forestry and many more.

## THE ALCUMUS IMPACT



3.8 million hours worked without a lost time injury



Over 27,000 leading indicators such as hazard IDs, at-risk behaviors, action items, completed safety training and more, submitted and uploaded into eCompliance, allowing for a more proactive safety approach



Reduced the severity of incidents by 20%



Scored 96% on the external Certificate of Recognition (COR) audit, directly due to the use of eCompliance



Connected a team of over 650 employees across 23 offices in 5 provinces, fostering greater communication and a stronger safety culture

Certified Registered Safety Professional (CRSP) and Director of HSE at GeoVerra, Jen Alain, described how Alcumus eCompliance has allowed her team to manage their health and safety program more effectively. With a reduction in time-consuming, manual processes, Jen has been able to strategically mitigate safety risks and stay proactive, while connecting a team of people across the country.

“Going digital is a safety professional's dream. To be able to have everything in one centralized location that is visible across the country by our users is simply amazing. Alcumus eCompliance has saved the day!”

### Jen Alain,

CRSP and Director of HSE,  
GeoVerra



## THE CHALLENGE



Managing increasing administrative elements and safety KPIs associated with a mature and comprehensive HSE program, using a paper and Excel-based system



A lack of resources and flexibility to scale the organization's safety program



An inability to make data-driven decisions due to little visibility into leading and lagging indicators

The story begins in 2016. During this time, the organization, operating as Altus Geomatics, was growing at a rapid rate, both geographically and physically, in terms of its number of employees and service offerings. With such a large organization came a more comprehensive health and safety program. Jen and her team found it extremely challenging to manage all administrative elements and safety KPIs using a paper and Excel-based system. From keeping track of safety training and daily inspections to site-specific emergency response plans and proactive reporting, Jen was overwhelmed by everything that needed to be done to support the organization's safety goals using their current system.

With few resources, it was also difficult to grow and scale the organization's safety program. In 2016, the health, safety, and environmental (HSE) team was only made up of two people, supporting a team of 300 employees. In 2020, when Altus Geomatics merged with WSP's geomatics division to create GeoVerra, this team of two grew to four who had to manage 650 employees overnight. This led to a lack of flexibility to scale the organization's safety program to keep up with its growing demands.

Because Jen and her team were working long hours while getting lost in administrative tasks, they were also not able to focus on what they needed to accomplish from a strategic standpoint. Tracking trends and collecting data was nearly impossible, making it a significant challenge to make data-driven decisions without visibility into leading and lagging indicators. Instead of being proactive when it came to reducing incidents, they found themselves responding more reactively.

“ We felt like paper pushers trying to go through spreadsheets and hard copies of tickets. We were working crazy hours trying to keep up and this didn't allow us to focus on what we needed to do from a strategic management side.

**Jen Alain,**

CRSP and Director of HSE,  
GeoVerra





## THE SOLUTION

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Greater visibility into the HSE program with everything digitized and centralized in one easy-to-use safety solution



A reliable mobile app with an offline mode to empower employees and boost participation



Robust reporting, which provided a detailed level of insight into safety performance and trend analysis opportunities



A dedicated customer support team who helped GeoVerra configure the software to support its safety needs

Jen realized a paper and Excel-based approach would not be sustainable and would not allow the organization to accomplish its safety goals. For this reason, she discussed the need to go digital with the management team. Investing in technology was the way forward and GeoVerra's leadership team supported this decision to better protect their workforce.

After evaluating several safety software options and service providers with GeoVerra's IT manager, Jen knew eCompliance would be the perfect fit for the organization. "eCompliance was our first choice," shared Jen. "Everything it offered ticked off all our needs and supported everything we were looking for in a digital safety management platform. It has a website platform and a mobile app for front-line users, and it works in real-time! It also has a reliable offline mode which is crucial for our remote workforce."

Jen also explained how having a dedicated customer success manager allowed her to get the most value out of the solution. The eCompliance team was able to configure existing functions so they would be tailored to GeoVerra's safety needs. This customization allowed Jen to stay on top of all elements and gave her the ability to compile KPIs for key areas with ease. After two months, all employees were fully trained and began using eCompliance.

With everything now digitized and centralized in one location, Jen was also able to gain greater transparency into the HSE program. Now all administrative tasks are seamless with eCompliance, both in the office and the field, and her team has been able to meet and execute all tasks. Jen explained that her HSE team can now track, investigate and manage safety incidents, complete audits and inspections, assess risk, onboard new hires and verified contractors, and much more with ease because of eCompliance.



The robust reporting engine found within Alcumus known as Safety Intelligence, has also made tracking trends much easier. With the ability to customize reports and have all data in one location, Jen has been able to analyze data and track trends to effectively pinpoint problem areas. “We conduct quarterly leading and lagging indicator trend analysis based on all data submitted by everyone, look at the key learnings, and identify any learning opportunities from key incidents that occurred,” Jen shared.

“We trend and slice and dice data for every single leading or lagging indicator that we generate from the forms that are sent in, and we can peel that onion back so many layers with eCompliance. It's phenomenal! We have such a big focus on proactive reporting that generating those learning opportunities results in increased situational awareness and learning at the field level.”

eCompliance's mobile app and offline mode have helped boost employee participation rates with the ability to access everything they need with the click of a button. GeoVerra's front-line workforce often work in remote locations, so having the ability to work uninterrupted in places where they may not be connected to the internet is key. Workers can now collect data and continue completing tasks using eCompliance's offline mode.

“eCompliance has the ability to support our proactive mindset and positive attitude. Compiling leading and lagging indicators and other HSE-related KPIs on a grand scale has been manageable and seamless thanks to eCompliance.”

**Jen Alain,**

CRSP and Director of HSE,  
GeoVerra





## THE IMPACT

With the help of a digital safety solution, GeoVerra is now celebrating 3.8 million hours worked without a lost time injury and a reduction in the severity of incidents by 20 percent! They have also had the ability to submit over 27,000 leading indicators such as hazard IDs, at-risk behaviors, action items, and more into eCompliance, allowing them to implement a more proactive approach to safety. These are massive milestones and truly show GeoVerra's dedication and commitment to safety.

Having one platform to connect all employees across twenty-three offices in five provinces has also helped to foster greater communication and collaboration amongst teams. This has helped reduce incidents and strengthen GeoVerra's safety culture to create a safer place to work. "We wouldn't have been able to cultivate the level of employee participation or safety culture that we have accomplished or continue to achieve today without eCompliance," Jen told us.

eCompliance has also helped GeoVerra stay compliant with the latest government legislation and industry regulations in the provinces they operate in. For instance, because of the eCompliance Programs Tab, which highlights all elements needed to maintain compliance for the Certificate of Recognition (COR) and provides a repository for all necessary documentation, GeoVerra was able to score 96% on their external COR audit.

We wouldn't have been able to cultivate the level of employee participation or safety culture that we have accomplished or continue to achieve today without eCompliance.

### JEN ALAIN

CRSP and Director of HSE,  
GeoVerra

## IN CONCLUSION

When asked what advice Jen would share with her peers in the industry who continue to use traditional, manual processes today, she said, "Ultimately, going digital saves you time, effort, and frustration. It also frees up more time for you to focus on strategic management of your HSE program and other valuable safety-related activities."

We are proud to work with an organization like GeoVerra and are thrilled to celebrate such grand safety milestones with you! We cannot wait to see what the future brings for your growing teams and organization.

**Eager to learn more about how we can help you elevate safety at your organization? Speak to an Alcumus representative today.**

## CASE STUDY

### 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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