

CASE STUDY



K-LINE MAINTENANCE & CONSTRUCTION LTD.

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Since 1967, the K-Line Group of Companies have been working together to offer the very best solution and services for high-voltage power projects from start to finish. Composed of four companies, K-Line Maintenance & Construction Ltd., K-Tek Electro-Services Limited, K-Line Insulators Limited, and K-Line International Limited, each specialize in specific areas to cater to different aspects of the journey.

As one of the **largest subcontractors of utility work**, K-Line Maintenance & Construction Ltd. offer turn-key solutions when it comes to designing, constructing, and maintaining utility lines and underground power lines. A proud customer of Alcumus since 2018, we spoke with the Director of HSEQ at K-Line Maintenance & Construction Ltd., Vincent Saldanha, who shared how the Alcumus solution has helped assure their clients with quality of service, workmanship, and top tier health and safety.

THE CHALLENGE

When working in a high-risk industry and environment, the workforce is at times exposed to various hazards like live and active power lines on the job. This is quite dangerous and poses a great risk to employees, who could be working on projects for a few months at a stretch. Health and safety plays a pivotal role at K-Line Maintenance & Construction where leaders like Vincent, can protect all workers and manage all vital health and safety information for years on end.

A challenge K-Line Maintenance and Construction has faced is their extreme growth in a short time while trying to sustain a strong safety program with their current approach. "Growth was one of the most important features for us to move to a platform to manage information and data in a much more organized manner," Vincent said. "In the past, it was all done through Excel or other glorified tools, but it did not meet our requirements. It did not help us understand the analysis of situations, trends, statistics... Data management was very critical for us...Excel could only help so much, but as a large company with so many people, we could not manage it on a day-to-day basis." At times, the workforce would find themselves lost in administrative tasks rather than out on the field.



“ For us, **safety is not a compromise**, and it is not only compliance. For us safety is beyond compliance. We need to be a partner to our customer so they can bank on us for all their requirements, and at the same time we need to provide them with our service in a cost-effective and safe way.

Vincent Saldanha, ”

Director of HSEQ
K-Line Maintenance & Construction Ltd.

“Optimizing the skillset of workers was also important to us,” Vincent told us. Working in such a high-risk environment, the need to ensure that only workers with the very best skillset for the job are hired is a priority. By working with proven, accredited and safe contractors, Vincent and his team can execute their work safely and effectively, while assuring their customers of the credibility of their teams and the safety of the workplace.

With 104 contractors, Vincent and his team also needed a sustainable way to manage all documentation associated with these trades. “From certificates of insurance to WSIB/WCB requirements, we would have to have had another full-time person just to look at the system,” Vincent shared. Managing all documentation was proving quite cumbersome and time consuming for his team.

With large-scale projects and dangerous conditions top of mind, Vincent knew there had to be a more effective way to manage and maintain all data and information to assure their customers of the qualifications of the contractors they engage with and the safety of the environment they work in.



THE SOLUTION

After trying other digital EHS management and contractor accreditation solutions, the HSEQ team found these systems were not able to deliver in all the areas they required. With the need for a streamlined system which was user-friendly, had robust reporting capabilities and a capacity for contractor management, it was difficult for other software systems to fulfill all K-Line Maintenance and Construction's requirements. Enter the Alcumus suite of safety solutions!

With the Alcumus EHS management solution helping to manage aspects of K-Line's health and safety program and the contractor accreditation solution to manage and accredit contractors, K-Line found the winning formula right for the organization.

“Alcumus was able to capture all of our requirements including incident notifications, inspections, the training related documentation, communicating all safety meetings through the solution, automatic notifications, reporting requirements through dashboards, ease of analyzing reports... It was so much easier to manage than an Excel sheet,” Vincent shared.

The fact that the Alcumus solution was created with a purpose of being easy to use and highly intuitive, further propelled the team to success.

“Alcumus is not overly complicated,” Vincent shared. “It probably takes 15-20 minutes to train anyone on it. We had people who loved paperwork. I would say over 50% of our workforce



were intensively paper-oriented... I know people who never wanted to touch a computer, and now they are very conveniently using their phones and updating forms through the Alcumus solution.”

The user-friendly nature of Alcumus has helped increase adoption and engagement rates among workers on Vincent’s team.

Alcumus has helped reduce paperwork and administrative tasks, which has been a massive advantage. **“Right now, Alcumus has taken away so much of our paperwork,”** Vincent told us. “It’s been a significant shift when it comes to understanding the use of technology to banish the redundancies of the day-to-day work we do. This has also helped the environment too because we don’t print as much paper as we did before.”

With everything digitized, Vincent and his team can easily manage information and gain complete transparency into their safety program to properly identify possible gaps, trends and patterns, and leading and lagging indicators.

The convenience of the app has been a game-changer for Vincent’s team, helping them to boost productivity and save time. **“One of the best features about Alcumus is it can also be used on a mobile app on the job site”** Vincent told us. “This makes things much easier when inspecting sites. It’s on-the-go and a very easy tool to navigate. It’s also easy to configure, which provides great flexibility.” With this flexibility, Vincent and his team can build their forms and reports the way they want, to see the information they would like to capture which is aligned with their safety goals and vision.

With the help of Alcumus’ contractor accreditation solution, Vincent and his team have been able to manage all documentation related to contractors. **“It’s a great repository for us to manage all the information we want from our subcontractors from a health and safety management perspective,”** Vincent shared.

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Vincent Saldanha,

Director of HSEQ
K-Line Maintenance & Construction Ltd.





THE IMPACT

With Alcumus, Vincent and his team have been able to stay ahead of risks and strengthen their safety program. When asked what would have happened if they did not choose Alcumus, Vincent said, “We would have needed 3 to 4 more people to manage all the information. That is definitely not the way forward. We need to have a lean system to function...We must optimize the way we do our business and go the electronic route whenever possible. We have to take advantage of advancements in technology to get to the next level.”

Vincent and his team have been able to get to the next level as they now have a 360 view of their safety program, thanks to Alcumus. With such transparency, they can effectively conduct the root cause analysis of key situations to improve their safety processes and program going forward. These improvements and other important safety information are seamlessly communicated to the team through safety meetings and automated alerts to bring awareness to their surroundings, so they know what actions to take to properly mitigate risks.

Real-time reporting has been a great advantage as Vincent and his team are getting the information about an incident or possible hazard on-site much faster. **“The communication of information is happening in real-time,”** Vincent told us.

Difficulties that arise with paper have also been eliminated, such as losing documents, illegible handwriting, and so on. “A lot of times paper was missed or lost, and it’s difficult to retrieve if it’s a paper copy. If it’s electronic you can retrieve anything and this was definitely a big advantage for us. We’ve also spent a lot of time trying to understand reports coming in. The condition of the paper can be bad because it’s folded or crumpled, and this can make it non-legible. Now we don’t have that issue. It’s so easy to comprehend and come up with a solution.” Vincent and his team have enjoyed so much time saved with the elimination of all these manual processes, so they are able to mitigate risks faster.

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NOW, IF AN INCIDENT HAPPENS ON THE JOB SITE I KNOW WITHIN ABOUT 15 MINUTES, WHEREAS BEFORE I WOULD HAVE FOUND OUT THE NEXT DAY. THAT HAS BEEN GREAT.

Vincent Saldanha
Director of HSEQ at K-Line
Maintenance & Construction Ltd.

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In fact, here are some interesting safety statistics K-Line shared with us from the year 2019 to September of 2021, showing what they have been able to accomplish with the help of the Alcumus solution:

Form Name	2019	2020	2021 – To Date (7th Sept 2021)
Facility Inspection - All Locations	72	117	63
Work Methods & Field Safety Inspections – All Locations	3390	3496	1675
Subcontractor Inspections – All Locations	199	178	56
Good Catches – All Locations	N/A	535	315

With the help of the Alcumus contractor accreditation solution, Vincent has gained peace of mind knowing only proven and accredited contractors are working on-site. **They have been able to move from only 9 accredited contractors to 65% of all contractors fully accredited with the help of the Alcumus contractor accreditation solution.**

When asked, what advice he had for other safety professionals who may be hesitant to move towards a digital solution, Vincent said, “There is a lot of opportunity when using technological advancements currently available, as you will be getting a better return on investment. You can manage data and trend information better to make the environment you work in safe for you and your team members. **Overall, we are in a much better position when we manage health and safety. Alcumus is at the heart of our operations,**” Vincent told us.

We are honored to be partners in safety with K-Line Maintenance and Construction to help them accomplish their safety goals and alleviate stresses that come with creating a safe working environment.



Curious to know how we could help you with our suite of safety solutions? **Speak to one of our safety experts 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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