

CASE STUDY



# WINSPORT: STREAMLINING SAFETY THROUGH DIGITIZATION

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Safety is of the highest priority and is something that is taken very seriously at WinSport. We are always looking at it. There is a team of us dedicated specifically to that task. It's about identifying the high-risk activities and focusing efforts there. That's where Alcumus has helped us identify trends and high-risk activities to control them.

**ROBERT PEARN**

Safety Specialist – WinSport

## WINSPORT: STREAMLINING SAFETY THROUGH DIGITIZATION

**As a not-for-profit organization supporting people of all ages and abilities – from beginners to Olympians – WinSport and its team members are passionate about sports. Geared towards helping people discover, develop, and excel through the full spectrum of skills from beginning to end in a variety of sporting activities, WinSport operates Canada Olympic Park, the Bill Warren Training Centre in Canmore, as well as the Beckie Scott High Performance Training Centre located on the Haig Glacier in Alberta, Canada. Each location is used as a training and competition facility to help athletes reach and excel at their goals.**

The health and safety of its employees and the public, has always been the top priority for the organization. An Alcumus customer since 2021, we had the opportunity to speak with Robert Pearn, the Safety Specialist at WinSport, to learn how going digital has helped grant greater visibility into potential risks on-site to better protect their people and the public.

## THE ALCUMUS IMPACT

- Ability to share safety information directly with all employees
- Greater visibility into the organization's safety program and processes
- Streamlined workflows and audit processes
- 93% employee engagement rate
- Real-time reporting and insight

## THE CHALLENGE

With various activities taking place in multiple facilities, it is vital to manage and control risks and hazards in the area to keep employees, the public, and athletes safe. This ranges from conducting routine inspections, to employees managing highly specialized activities. With many factors to consider, it is vital for the right safety processes and procedures to be put in place to minimize risks and hazards.

Robert and his team found it difficult to manage safety using a paper-based system and Excel sheets. This method provided limited visibility and was a **time-consuming manual process**, which took energy away from putting steps in place to manage risks.

With labour intensive processes, it was difficult for Robert and others to manage and control potential risks, manage process, and track data in every facility. “There wasn’t enough time,” Robert said. “For every inspection, employees had to go into the work environment with pen and paper and write down inspection deficiencies. Then they had to log it into the in-house system, which wasn’t cloud-based and required constant updates. The system was extremely clunky and uncomfortable, and not very intuitive... We were not set up to succeed.” This led to a **lack of participation** in safety from the workforce, as the process was extremely cumbersome.

**Inadequate data quality** was another challenge the team faced. Without having access to the right data, Robert and his team were unable to track trends and patterns to uncover hidden deficiencies. “It was a whole component of safety we couldn’t even do,” Robert shared. “We couldn’t look at trends and we didn’t have the information because our data was incomplete.”

**Robert knew this method was not sustainable and that they had to use something different to succeed. With support from management, Robert began looking for an alternative.**



As we move into the digital age and as requirements in health and safety have become more strict, paper-based systems don’t work. They’re too administrative. We had Excel spreadsheets for everything, and it was time-consuming to manage it all. Safety requires documentation and you need a system that allows you to collect data, analyze it, and take action.

### ROBERT PEARN

Safety Specialist – WinSport



## THE SOLUTION



I took a deep dive into nine solutions and wrote down what we needed in each safety component. It was important for me that health and safety was well thought-out, integrated, user-friendly, and clean. Alcumus excelled in those areas and the presentation of the system eliminated fluff. I wanted to see what matters and focus on what I needed to. Alcumus did that the best; it eliminated the fluff but also made it easy to find it when I needed it.

After looking at nine different safety solutions, Robert knew the Alcumus EHS management solution would be the one to deliver all WinSport's safety requirements.

Within three months, the Alcumus EHS management solution was implemented across the organization. Employees began using it and hidden deficiencies and weaknesses in the safety program and processes were now visible. "We went from a place of having no transparency and not knowing where our gaps were, to immediately having this light shone on our system," Robert shared.

"We can see where the gaps are now. We could immediately see, for example, that inspections were a challenge. We had line of sight where things were that we didn't have previously." This **newfound transparency and visibility into their safety program** has allowed Robert and his team to focus on priority areas that need attention.

**Real-time reporting and insight** were now also possible with Alcumus. Robert is now able to track trends and patterns with access to quality data. "We now have data on departments. We know what their top causes of injuries are, and we can look at hazard assessments now and link it to high-risk activities." With the right data, the organization can begin to take the steps and corrective measures needed to minimize risks on-site.

**Employee accountability and engagement rates have also increased** since implementing the solution. People are more invested in safety, which has allowed them to move from a reactive to a more proactive approach.

The Alcumus EHS management solution has helped streamline safety and simplify processes at WinSport. With greater visibility, rich safety metrics and data, and more investment from people across the organization, Robert and his team have been able to create a safer workplace and sporting environment for all.



Departments that previously didn't know what the expectation was, now have line of sight and are asking for that line of sight. Our Operations Department, for example, has seen such a huge improvement overall. The amount of toolbox talks and other leading indicators that are being submitted have increased significantly and are being generated more consistently. People are starting to engage with the system more and it's allowing us to take a more preventative approach.

Robert Pearn, Safety Specialist – WinSport

## THE IMPACT

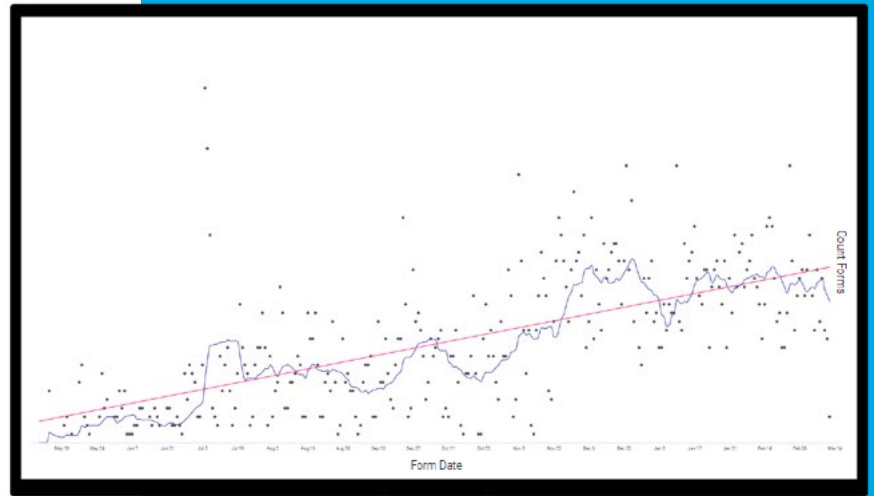
Alcumus has had an extremely positive impact on WinSport, as safety is evolving and improving on-site. With a more user-friendly solution, employees are more engaged and participating more, which has helped build a stronger safety culture at the organization. Robert has also saved copious amounts of time and is now able to focus on key safety priorities to help minimize risks and hazards.

**Robert is now also able to assess forms which have been completed and submitted per day, with the graph on the right seen in the Alcumus solution.**

It's evident there is a steady increase from the date of implementation to more recent times, with form fills increasing exponentially from May 2021 to March 2022. This is a testament to increasing employee engagement and participation rates which have helped build greater accountability when it comes to on-site safety. **Such dedication has created a safer work environment for all employees.**

"Alcumus has allowed us to stay current and up to date with technology," Robert shared. "It allows us to manage complex health and safety in a world where budgets are tight, and we don't have six to seven people. It allows us to not just stay afloat but stay current and stay in line with best practices and take a step forward, instead of just keeping up."

"We're focusing on three things at the moment," Robert shared. "We're looking at engagement, hazard assessments and toolbox talks." **Engagement rates have currently reached 93%**, while toolbox talks have reached a **record high of 253 conducted in one month**, rising by nearly 200% at the end of last year. Such leading indicators have made a massive impact on taking preventative measures to build a stronger safety culture.



**When asked what advice Robert would give to his peers in the industry, he said, "Take a close look at the ROI for the current systems you have in place and what these new systems offer. The return on investment of Alcumus is so much more than we predicted. It's definitely worth it."**

**We are so honored to be working with WinSport on their journey to a safer work environment.**

**Curious to learn how the suite of Alcumus solutions could help your organization?**

**Speak to an Alcumus representative today!**



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## 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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