

CASE STUDY



# AIM ENVIRONMENTAL GROUP

Transcending safety  
in the midst of a pandemic

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# AIM ENVIRONMENTAL GROUP CASE STUDY

Aim Environmental Group, an innovative leader in the organics processing industry, has a proven track record of success when it comes to waste management. From aerobic and anaerobic compost system design and operations to carbon reduction credits and soil management, Aim Environmental Group is on a mission to help the environment with the latest in cutting-edge technology.

A proud Alcumus eCompliance customer since 2018, safety leaders at Aim Environmental Group know the importance of safety and recognize it as a top priority.

Mark Jared, the Health and Safety Director, states “our safety culture is always top of mind, as we are a safety-centric organization.”

With COVID-19 as a leading risk, and the fact that Aim Environmental Group manages the organic waste of over 3,400,000 people daily, Mark has done all he can to ensure the safety of all team members to enter the pandemic with confidence.

Here's how he did it...

## Open and Honest Communication

Frequent two-way communication has been a key factor at Aim Environmental Group. With the help of socially distanced meetings and Toolbox Talks found on the Alcumus eCompliance app, almost daily, Mark has been able to speak to his team and give them the proper information to help alleviate any sense of fear and anxiety. It is in this setting that Mark not only highlights health and safety but gets on a more personal level by learning more about the team's weekend activities.

It is no surprise that Mark and his team members have seen an increase in the level of organic waste during the pandemic, which understandably caused some concern among front-line workers at the beginning. However, during their regular meetings, Mark has been able to educate and reassure them that with the proper PPE and precautions in place, they have nothing to fear.

All workers have access to a stable supply of N95 masks and gloves and have been trained to take the necessary precautions when it comes to disposing of masks and gloves, changing their clothes, and showering at the end of shifts.

Discussing weekend activities during these meetings has also helped build a sense of trust and a family relationship among team members.

Mark encourages workers to share information on where they have been going over the weekends, who they've been spending time with, and what they've been doing to encourage a sense of responsibility for each other's well-being.

Mark exemplifies what having the right leadership in place looks like. With a commitment to his team, a dedication to safety, and a desire to empower his front-line, Aim Environmental Group has been able to thrive! “I've empowered all of my team members to challenge one another and to talk with each other to create that dialogue and that sense of communal responsibility,”

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COVID-19 IS A COMMUNITY PROBLEM AND IT IS ALL OF US TOGETHER THAT ARE GOING TO CONQUER IT.

MARK JARED,  
Health & Safety Director

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## COVID-19 Focused eLearning Courses

eLearning has been another crucial factor in helping to mitigate risks across the team. With Alcumus eCompliance's COVID-19 focused courses, including COVID-19 Preparedness for Employers and Employees and COVID-19: Protecting Yourself and Others, workers have been able to feel more confident and engaged, while going to work every day.

"In my opinion, the primary challenge of every Health and Safety program is maintaining employee engagement and disseminating information to them in a timely manner," says Mark.

"Secondly, and perhaps most important is to provide an uncomplicated intuitive means for employees to participate and interact with their Health and Safety program when convenient to them."

Prior to using Alcumus eCompliance's eLearning platform, Mark shared that it was quite difficult to keep track of all data in relation to certificates and retraining dates.

"Much of our training was facilitated online by several providers. I started the ball rolling knowing our system was onerous to maintain on spreadsheets and manage with associated passwords, account payments, retraining dates, tracking and uploading certificates, confirmation of training, and so on."

"This became quite cumbersome, but eLearning has streamlined this considerably including the now added advantage of completing training on user devices." Mark committed to Alcumus eCompliance's eLearning platform and hasn't looked back since!

When Mark was asked why he choose eLearning, he said, "The Alcumus eCompliance catalogue is extensive. It touches a lot of categories and a lot of health and safety related fundamentals, whether it be air quality, confined space...the list is endless. I also understand that they're always looking at growing it and that's why I brought it on."

With more time for training during the pandemic, Mark encouraged his front-line workforce to explore Alcumus eCompliance's eLearning catalogue and take advantage of these COVID-19 focused courses.

"This was very easy to manage using Alcumus eCompliance," says Mark. "I simply flip a couple of reports everyday and I can see what kind of activity is going on in the system. There really wasn't a learning curve for employees to use

it, so many have been on there to look at the material and they really love being able to see it on their devices. Being able to pull their certificates and training up and knowing it's there, is also fantastic. They've got something there that's tangible that they can print off or save to their own files as a PDF." In fact, most if not all employees have already completed the COVID-19 courses in order to stay vigilant of the precautions and proactive measures they can implement to reduce the risk of infection.

Not only has this helped Mark's front-line feel safer, but it has also helped spark curiosity and stimulate conversations in health and safety meetings. "Alcumus eCompliance has been fantastic as it has been a catalyst for them to start looking at the other materials and training available to them," says Mark.

"What I did with the eLearning catalogue is I put three fourths of it into the Alcumus eCompliance system, assigned it to several job profiles, and let employees know to start working on it when they had the time." Now, Mark's front-line workers are fully engaged and even talk to one another and share what they think of the training. "It all boils down to knowledge. The more facts you give them, the more reassured they feel."

## Social Distancing Measures and Sanitization Always Stay Top of Mind

Social distancing is also in full effect and has played an important role during during the pandemic to help employees feel safer. From outdoor Toolbox Talks to working from home, Aim Environmental Group has reinvented the work environment.

With the rise of the pandemic, one of the first things that this organization implemented was a cancellation of all business travel and a work from home policy for Head Office staff.

With the proper technology in place, office workers were able to conduct all meetings online with each other and with the City. The facility administration area is also not visited by the City or others, plus contractor access to operation areas are limited and closely monitored.

With Mark's front-line workforce, they have moved all meetings to a larger boardroom or foyers, or even outdoors in an area where they can physically distance from one another. In terms of visitors or subcontractors that may visit the on-site area, Aim Environmental Group only work with contractors they know well and have used in the past. All external individuals are asked to fill out a COVID-19 related questionnaire related to symptoms and possible contact with anyone infected, to ensure the safety of their internal team. Mark's front-line members are also asked to limit all discussions with city workers or drivers and maintain a physical distance.

Decontamination is also another top priority on-site and is vital to keeping employees healthier. With so many touch points, Aim Environmental Group's front-line is extra careful. Handwashing is always reinforced verbally and with signage, which has been placed in multiple locations on-site. Also, Mark shared that, "We have escalated contracted cleaning services to daily decontamination."

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ALCUMUS ECOMPLIANCE IS A TIME SAVER, AND A ONE STOP ACCESS CONTROLLED REPOSITORY FOR ALL THINGS HEALTH AND SAFETY, AVAILABLE 24/7! MORE IMPORTANTLY, ALCUMUS ECOMPLIANCE IS ALWAYS TRYING TO DO THINGS BETTER. YOU'RE INNOVATORS AND IT'S REFRESHING TO SEE HOW COMMITTED EVERYONE IS AT ALCUMUS

MARK JARED,

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Health & Safety Director

## The Impact

With the pandemic creating a shift in the world, Aim Environmental Group stands firmly with a stronger safety culture. "The COVID-19 pandemic has brought us closer together and in doing so, enhanced Health and Safety awareness," says Mark. "Alcumus eCompliance has also been a major part of our culture and pushing it further."

With the implementation of Alcumus eCompliance across all sites in 2018, Aim Environmental Group has not experienced any LTIs or worse. Nowadays, eLearning has also left workers feeling more engaged and protected on-site, encouraging a sense of dialogue which has ultimately made the team feel more like a family.

With a mission to protect 5 million workers from workplace incidents by 2025, the Alcumus team is truly devoted to helping teams feel safer, healthier, and stronger and they are proud of the accomplishments Aim Environmental Group has seen over the years. Aim Environmental Group is truly an example of how moments of crisis and uncertainty can strengthen a team and bring all individuals closer together, ultimately transcending the notion of safety.



To learn more about how our safety suite of Alcumus products can help keep your teams safe, please **Speak to one of our safety experts.**

## 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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