

Aim Environmental Group: Transcending Safety in the Midst of a Pandemic

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 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 Canadians daily, Mark has done all he can to ensure the safety of all team members to enter this new state of reality 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 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 this time, which understandably caused some concern among front-lines workers at the beginning of the pandemic.

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 to 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.

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Mark Jared, Health & Safety Director

COVID-19 Focused eLearning Courses

eLearning has been another crucial factor in helping to mitigating risks across the team. With eCompliance's new 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 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 eCompliance's eLearning platform in April of this year and hasn't look back since!

When Mark was asked why he choose eLearning, he said, "The 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 you're always looking at growing it and that's why I brought it on."

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

"This was very easy to manage using 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 on their device 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 new 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. "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 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'll 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 this time to help employees feel safer. From outdoor Toolbox Talks to working from home, Aim Environmental Group is reinventing the work environment.

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 are 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 use 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."

The Impact

With the world shifting rapidly, 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. "eCompliance has also been a major part of our culture and pushing it further."

With the implementation of 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.

"eCompliance is a time saver, and a one stop access controlled repository for all things Health and Safety available 24/7!" Mark shares. "More importantly, eCompliance is always trying to do things better. You're innovators and it's refreshing to see how committed everyone is at eCompliance."

On a mission to eliminate 1 million incidents by the end of 2020, our team of Safety Nerds are truly devoted to helping teams feel safer, healthier, and stronger and we couldn't be prouder of the accomplishments Aim Environmental Group has seen over the years.

They are 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.

About eCompliance

eCompliance safety software is the leader for improving worker participation in safety.

The eCompliance mobile app connects workers with head office, creating a two-way conversation so safety leaders can make faster, fact-based decisions, and executives gain an unrivaled view of safety risks across their company.

With the mission to eliminate 1 million incidents by the end of 2020, eCompliance is the fastest growing safety software company in the world with hundreds of client success stories.

eCompliance empowers organizations to improve EHS performance and use safety as a competitive differentiator. For more information, visit www.ecompliance.com

To learn more about best practices employers and employees can take during this challenging time, please visit our crowd-sourced [Safety Nerd Best Practices](#) and check out our [Complimentary COVID-19 Product Offering](#).