



transmission

Case Study

Case Study

Background

A leading Fortune 500 plastic manufacturer with 265+ global facilities and 46k employees approached Transmission, seeking to minimize safety and compliance incidents across a subset of locations.

40 facilities (employing over 7k people) were identified that, in aggregate, were incurring over \$3.5M in excess workers compensation and visitor liability costs above budget.

40

Facilities

7000

Employees

\$3.5M

Above Annual
Safety Budget



Objective

Success would be measured against three key metrics:

- Decrease the number of safety incidents
- Increase the number of near-miss reports
- Reduce the associated costs

These objectives necessitated a comprehensive approach to continuously engage, educate, and reinforce employee safety and compliance training, increase near-miss reporting, and improve on-site communication and non-employee safety orientation.



Strategy

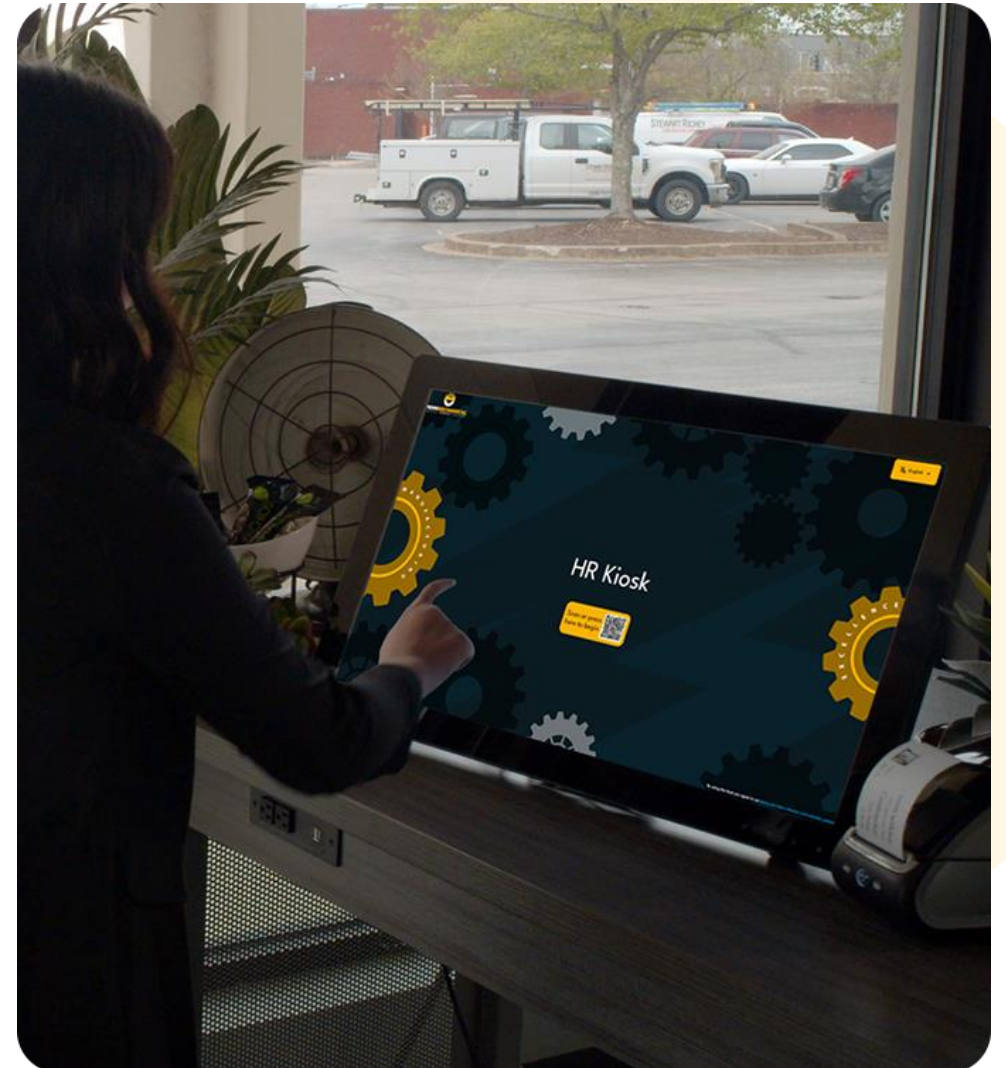
Employee Kiosks

Transmission's team helped the manufacturer collect and digitize all incident reporting, handbooks, training tools, compliance regulations, safety policies and initiatives. Using the relevant information and data, Transmission's customer success team helped the manufacturer build workflows to easily access all these resources on dedicated touchscreen employee kiosks.

Custom kiosks were built based on the location of the kiosk inside of the facility, the activities performed in that environment, and the users of the kiosk.

- Production floor kiosks for near miss, safety incident, hazard reporting, unsafe work practices, ergonomic issues, health symptoms, PPE issues, safety procedure violations and environmental concerns, digital manuals and guides
- Training room kiosks for monthly OSHA 10 trainings, PPE usage, emergency procedures, hazard identification, standard operating procedures (SOPs), process improvement training, health and safety training, compliance and certification tracking, digital manuals and guides
- HR kiosks for employee and temp worker onboarding, shift swaps, job bids, PTO, open enrollment, benefits adoption, HR policy lookup, anonymous reporting, employee surveys and feedback, company news and events, and employee engagement

Each of these kiosks were also equipped with the ability to send notifications to individuals, teams or departments based on which workflows were accessed. This allowed the manufacturer to ensure that all frontline workers were connected and online as needed.



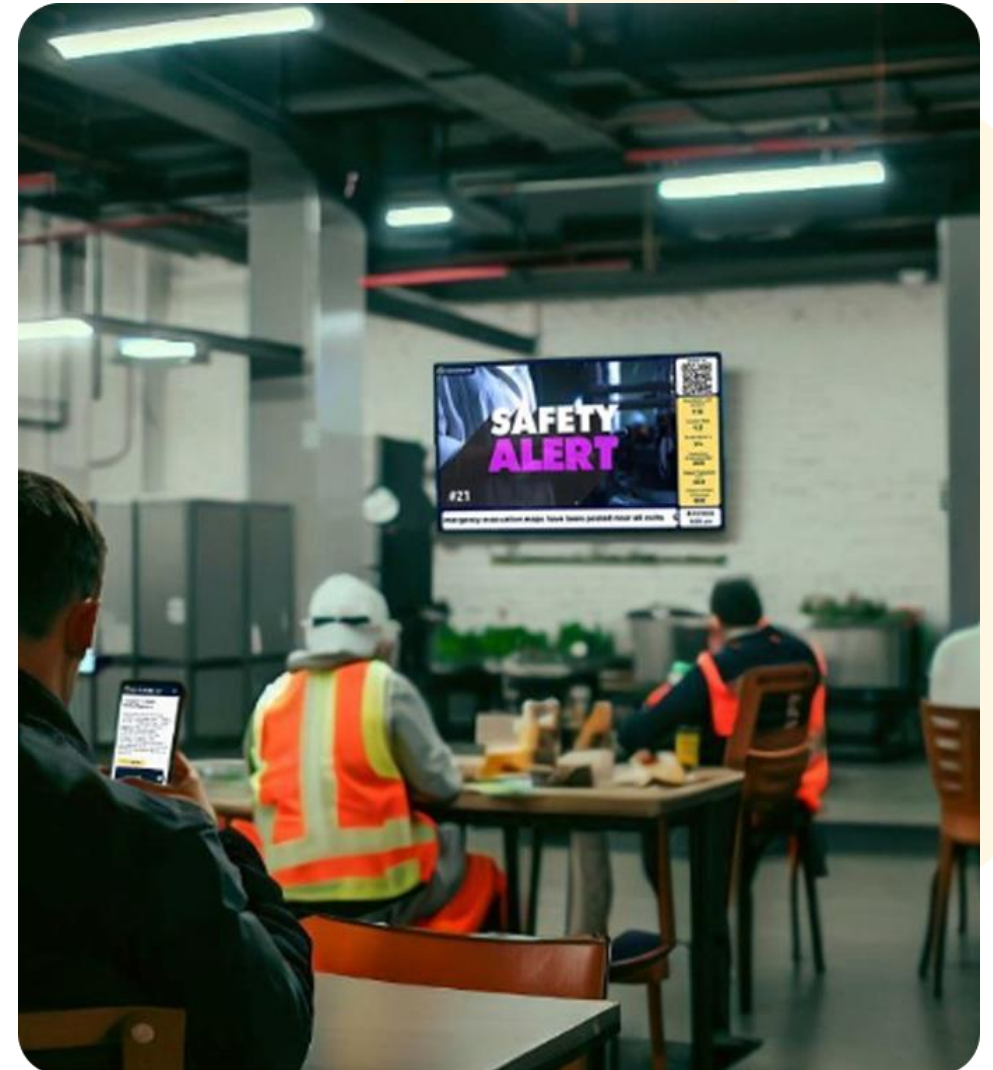
Strategy

Digital Signage

Using existing TVs located throughout the facilities, Transmission launched custom digital signage for each of these 40 locations.

Transmission's team used all of the newly created and digitized resources built using the Workflows product to play digital signage content tailored to the activities, audience, and relevant resources where each device was located. Using the relevant information and data, Transmission's design team created custom layouts for each device using a combination of video playlists, bulletin scrollers, scannable QR codes, KPI and scorecard dashboards, visitor queues, text notifications, emergency alerts, app integrations, and customer branding to create impactful signage throughout the facilities.

This custom approach allowed the consistent dissemination of current safety and training information to the workforce, enhancing employee understanding and application of safety protocols. It also helped facilitate the collection of important employee insights. After learning from employee feedback that the near-miss reporting was cumbersome, Transmission added QR codes to the signage to allow easy access to near-miss forms. With frequent reminders of the importance of reporting and a dedication to highlighting the results of employee participation, adoption grew. When incidents did occur, First Alerts were shared with the team to identify what went wrong and drive behavioral and workflow changes to prevent reoccurrence.



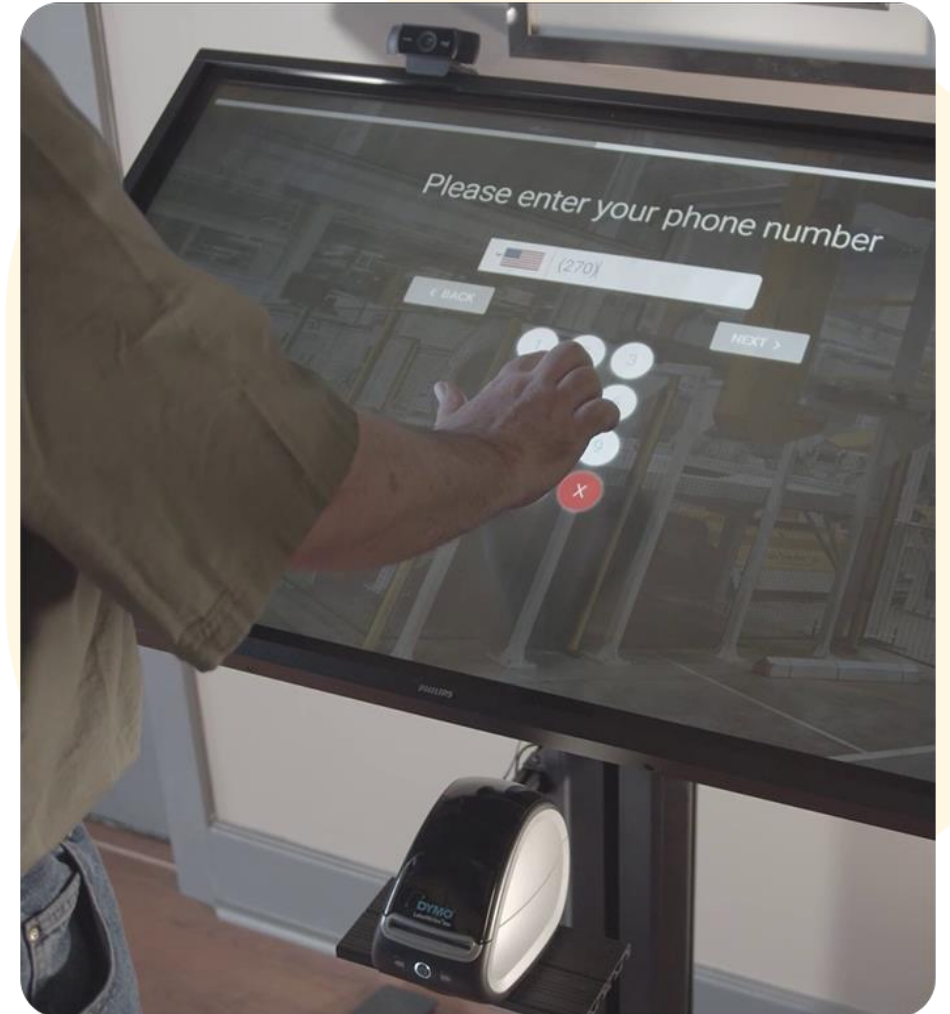
Strategy

Visitor Kiosks

Dedicated receptionists had previously been phased out of these facilities and non-employee site safety training, orientation, and document retention was a responsibility shared by all employees who hosted visitors. Language barriers, nuanced safety protocols, and massive properties with complex shipping yards and multiple buildings left employees feeling frustrated and distracted from their other responsibilities. This created a poor visitor experience and highlighted gaps & inconsistencies in compliance expectations, emergency evacuation, and document collection & retention. This not only left the company exposed to liability, but also put both visitor and employee safety in jeopardy.

Transmission deployed custom check-in kiosks to manage non-employees on-site, including safety training, signature collection, document retention and visitor identification. The visitor orientation process educates non-employees on safety and compliance requirements before facility entry based on the type of visitor and the nature of their visit. In areas without power and internet (such as shipping yards and the exposed exterior of unmanned warehouses), QR codes were used to receive, train or redirect visitors.

With a consolidated view to all site occupants, both employees and non-employees, the customer was able to implement Transmission's emergency communication and notification system to alert the entire facility of any important messages regardless of individual role and current location.



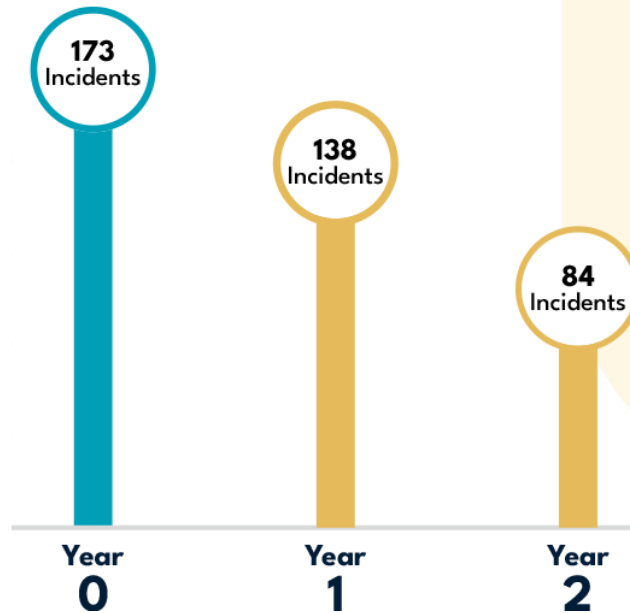
Results

Almost immediately, the company experienced significant improvements in safety, efficiency, and OSHA compliance, leading to a drastic reduction in safety-related expenses.

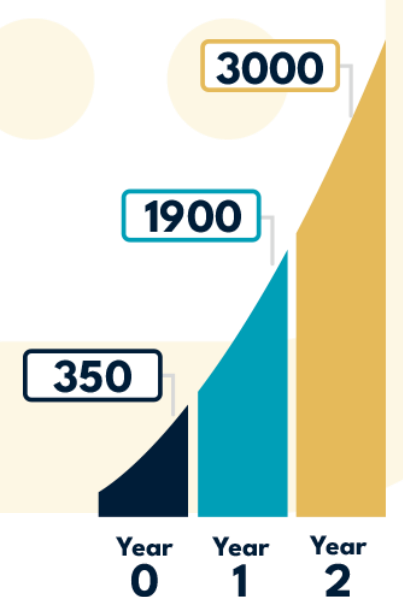
50%
reduction in workers
compensation costs in
the first year!

\$1.5M
in estimated savings
for the company!

**51% Incident Decrease
in the first 2 years!**



**Monthly Near
Miss Reports**



Testimonial

“After implementaion of the Transmission platform, we saw an immediate improvement in employee safety reporting and compliance, as well as contractor safety requirements and GMP (Good Manufacturing Practices). We standardized our visitor management process and eliminated the human error element in reviewing and documenting safety protocols for employees and visitors, no doubt reducing our liability exposure.”



**- Nathan M
EVP**