How City of St. Albert increased operational efficiencies by automating their EHS program

"The truth is in the numbers. After implementing the Intelex system we've seen reductions in nonconformances and audit costs, and achieved ISO 14001 certification in less than two years. The future is definitely bright as we continue to roll out additional applications.

Jeff Yanew
Environmental Coordinator
City of St. Albert

Operational Excellence at City of St. Albert

The City of St. Albert is the 5th largest city in the province of Alberta. With over 1,000 permanent and casual employees, the municipal agency serves a community of more than 2,300 local businesses and nearly 65,000 people. In 2010, the City of St. Albert approached Intelex in search of an integrated management system that would help the City achieve their short term goal of meeting requirements for ISO 14001 certification and their long term goal of ensuring operational efficiency and excellence.

Road to ISO 14001 Certification

The first step towards ISO 14001 certification required the City of St. Albert to streamline internal processes and data management across the City's departments, beginning with Transit and Public Works. Before Intelex, the majority of the City's documentation, tracking, and reporting lived on paper, in disparate spreadsheets, or in the municipality's in-house system. Finding the right document was a lengthy process and at times turned out missing or inconsistent data fields. The City of St. Albert knew they would need to standardize their approach to environmental management by automating the collection, storage, assessment and reporting of environmental data. This would require the City to move away from paper and spreadsheet based processes to a centralized online tracking and reporting system for all of their environmental data. The City of St. Albert also recognized they would need to eliminate the silos of data that typically result when information is housed in a variety of places and effectively manage critical environmental documents. They looked to Intelex to provide a document control solution that would provide easy access to documents by security level, ensure version control so that only up-to-date documents were accessible, and track historical access and edits to documents for legal and auditing purposes.

Eliminating $14,000 in Annual Audit Costs with Intelex

An Intelex Project Manager and Consultant worked closely with the City of St. Albert Environmental representative to plan and schedule the implementation. Through a series of consulting sessions, key needs and internal processes were identified and reflected in the systems configuration. At the onset of the project a desired timeline was outlined for a fully operating live system, and courtesy of a dedicated team all deadlines and targets were met for a successful and timely roll-out of the system. Once employees began to use the Intelex system, the City quickly saw a reduction in the number of nonconformances and subsequently their audit costs as a result of the numerous efficiencies to their environmental management processes.

A Holistic Approach to EHS Management

After successfully meeting their short term goal of achieving ISO 14001 certification with Intelex, the City of St. Albert looked to implement the same systematic approach to other functions within the municipality, including their Employee Training and Health and Safety programs. The City of St. Albert once again looked to Intelex to help automate their processes relating to incident reporting, moving their program away from paper and spreadsheet based processes to an easy to use system that would empower employees to track, investigate and report on all incidents and near-misses, including injuries and illnesses, spills, property damage, and vehicle incidents. With Intelex, the City was able to effectively standardize and track the completion of incident and near-miss reporting, ensuring

QUICK STATS

NONCONFORMANCES
REDUCED BY
80%

EFFICIENCY GAINS

- Achieved ISO 14001 certification less than two years after implementation.

- Central tracking and real-time reporting increased visibility into issues and nonconformances, providing insights into areas to apply training resources and proactive measures.

- Reached an 80% reduction in nonconformances from their Public Works and Transit departments.

- During their internal and external compliance audits, they realized a 78% reduction in the Transit department's dedicated employee hours and 61% in the Public Works department.

- Reduction in employee resources for annual audits resulted in a cost savings of roughly $14,000.

compliance with government regulations and achieving audit preparedness at the click of a button. With effective reporting and recordkeeping, the City of St. Albert can now aggregate safety data to effectively trace root-causes associated with each incident or near-miss, and trend this data across locations or departments in Intelex to better implement corrective actions that mitigate hazards and ultimately prevent incidents from occurring. Now the City can effectively track the performance of their EHS program with easy to understand reports and dashboards that accurately identify risk within their business operations.

The City of St. Albert also uses Intelex to manage training for over 1,000 full-time and casual employees. Prior to Intelex, training programs and requirements were managed independently by each department. There was little visibility into program completeness and it was difficult to know if each employee had completed mandatory safety training. With visual reports and dashboards in Intelex, Training Managers can quickly identify if and where an employee's training lapsed and schedule notifications to remind the employee or their supervisor of expiring or incomplete training qualifications.

> "
> Intelex has helped quite a bit! We can and have provided auditors "read-only" logins to verify and access our training program. Each department in the municipality can see where their training gaps are in safety orientations and ensure employees complete training requirements.

Denise Isbister
Health Safety & Compliance Specialist
City of St. Albert

QUICK STATS

- Managed mandatory safety training for over 1000 city employees

- Increased training attendance

- Reduced number of expired training certifications

- Stayed on budget

EFFICIENCY GAINS

- Comprehensive management of EHS program in one holistic, centralized system.

- Ensured compliance with EHS regulations.

- Effectively tracked and reported on training gaps and completeness by employee.

- Scheduled automated notifications for overdue or expiring training requirements.

- Ensured audit preparedness with "read-only" access to city auditors.

Learn about how Intelex solutions can help your organization

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