

INCIDENT INVESTIGATION MOBILE APP

2019 IPLOCA HEALTH AND SAFETY AWARD



WHO ARE WE?

- Our legacy of success and innovation began over 70 years ago when we worked out of one shop in central Alberta. With our headquarters in Vancouver, we now operate throughout North America and embrace the differences of each location we work in.
- Leducor currently employs over 7,000 staff across 20 offices throughout North America. Our company's entrepreneurial spirit and strategic decision making continues to lead us down the road of growth and expansion. So we can be who our clients need us to be, today and tomorrow.

OUR VISION AND MISSION

Forward. Together. Committed to building *Leducor lifetime clients* through accountability, innovation, quality and sustainability.



**PROVEN.
RELIABLE.**

FOR OVER 65 YEARS, THE LEDUCOR GROUP HAS BEEN BUILDING WITH INTEGRITY.



WHO ARE WE?

Building



As North America's most diverse construction company, we have the knowledge and expertise to understand each project's complexities from a variety of angles.

Communications



Our unmatched geographic reach, experience and resources are the reasons we are trusted to build and maintain North America's most vital communications networks.

Environmental



We go beyond environmental regulations by making investments that will drive positive change.

Oil & Gas



We have constructed some of the continent's largest resource and infrastructure projects and are well positioned to help meet the demand of the energy needs of the future.

Forestry



Ledcor covers the entire supply chain from start to finish, which includes everything from selling logs to saw mills and pulp facilities to processing logs into cants, chips, and hog fuel.

Infrastructure



Ledcor's first project involved infrastructure construction – and 65 years later, we're still experts in all aspects of public and private infrastructure construction.

Mining



With more than six decades of experience, Ledcor's mining team has been one of the key building blocks of our organization.

Power



For over 20 years we have been providing design and construction services to the energy sector, including power projects and transmission, and power asset maintenance.

Transportation



We have a long history of providing specialized aviation and marine transportation services.

Properties



Ledcor Properties is actively involved with our partners in the acquisition, development, and management of properties across North America.

INITIATIVE – CREATING AN INCIDENT INVESTIGATION MOBILE APP

Our diversity allows us to learn from many different industries. However, diversity also comes with its challenges. Applying consistent practices across a multitude of workplaces, work scopes, and jurisdictions requires significant effort.

After an assessment of our incident management system data, we found that the information being entered is inconsistent. This means that when we generate reports and trend the data, the output may not be a true representation of what is happening.

Data analysis allows us to focus on specific areas of improvement. If the integrity and quality of data is questionable, we may be at risk of not addressing the areas of greatest concern.

Another area of challenge is the previous incident management system was desktop-based, meaning the investigator needed a laptop or desktop computer to enter information. This requires additional effort for industries that work in remote areas – such as Pipeline.

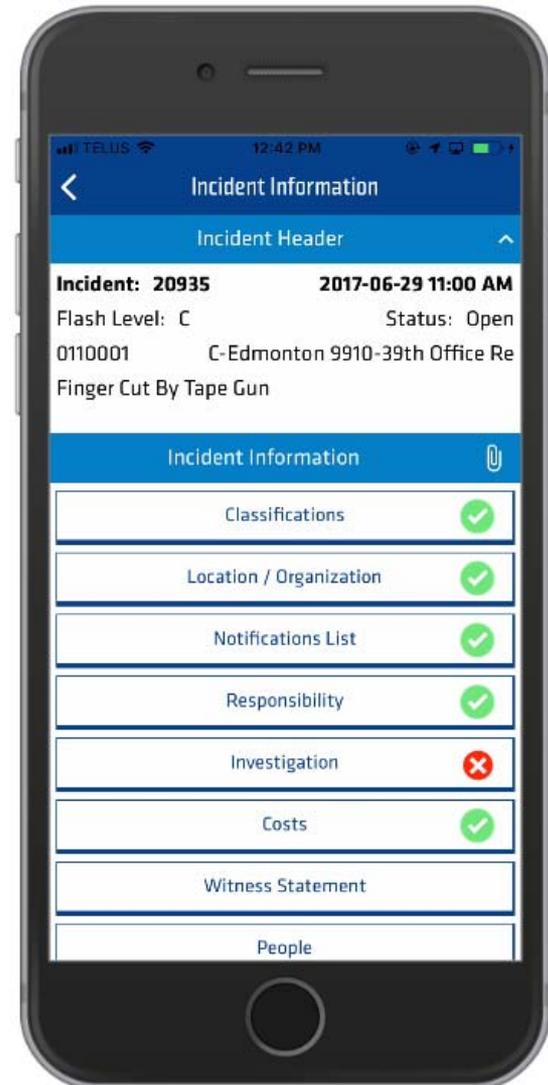


THE APP

The Incident Investigation app was a collaborative effort between Senior HS&E Leaders, incident investigators, and the Information Services group. It was built from the ground up.

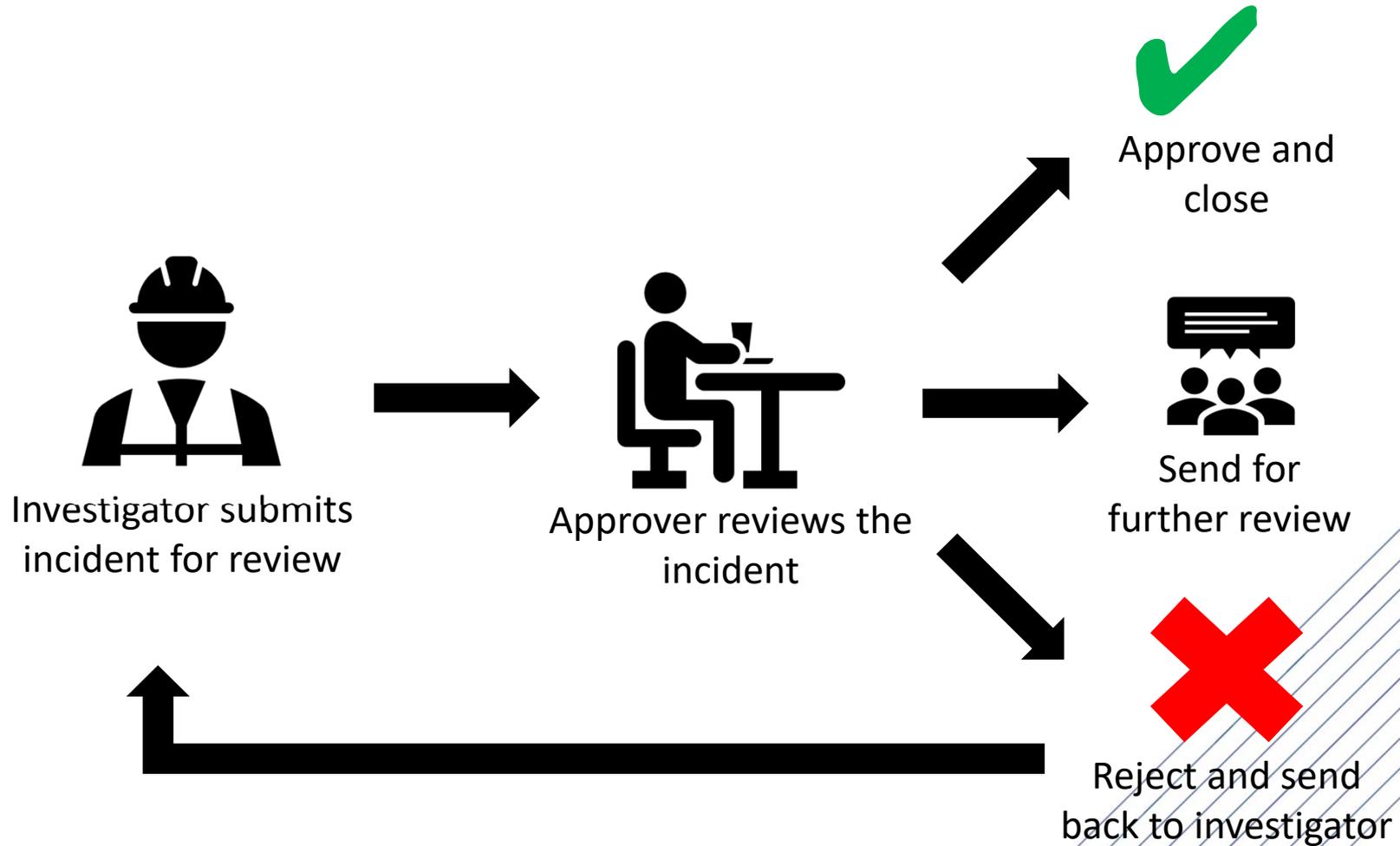
App features:

- Capture witness statements with voice-to-text and have witnesses sign-off in the field
- Upload photos and documents from device or cloud services
- Verify required information with integrity checks for each section
- Submit investigations for review with the built-in approval workflow
- Link corrective actions to casual factors for data trending
- Access to employee and equipment database to ensure accurate information
- Available for iOS and Android devices



REVIEW AND APPROVAL WORKFLOW PROCESS

The app includes a review and approval process to hold all parties involved accountable for production of a quality incident investigation.



PROGRAM SUCCESS

- Over 300 incident investigators and approvers have the app loaded on to their devices
- Since launch (1.5 months ago), at least 100 incident investigators/approvers have used the app each week
- 174 witness statements were captured with the app in the first 1.5 months. Users do not have to go back to their office to scan the paper copy and upload it from desktop computer.
- Increase of data inputted for different sections (2018 vs 2019): causal analysis (31%), equipment (16%), location (12%), environmental (11%)
- Optional training workshops were well-attended (94 participants)
- Userbase is actively submitting feedback for improvements and feature enhancements.



**FORWARD.
TOGETHER.**

