

The VelocityEHS Safety Management Solution Helps Frazer, Ltd. Strengthen Worker Engagement & Reach Safety Management Goals



About Frazer

Founded in 1956, Frazer is a family-owned manufacturer of Emergency Medical Services (EMS) vehicles including mobile clinics, mobile stroke units and ambulances. The company started as a small 2,500 sq. ft. facility, and today, Frazer employs nearly 200 workers who deliver innovative, superior quality EMS vehicles and service to emergency medical and health care providers throughout the US.

VelocityEHS connected with Frazer, Ltd's HSE Manager Christian McPherson and President Darren Ward to discuss the company's challenges managing workplace safety, and how the VelocityEHS Safety Management Solution has helped Frazer realize new levels of safety program efficiency, engagement, and culture.

Frazer's Challenges

Complex & Time-Consuming Processes

Darren and Christian had difficulties finding, entering and extracting information related to their safety program. Darren, a self-proclaimed data junkie, said their previous way of collecting data was like an open loop; information was coming in, but was difficult to analyze and manage after that. Disjointed systems contributed to a lack of confidence in the data and made it challenging to share results. Darren said, "It was difficult to really understand the full picture of where we stood."

Limited Visibility & Communication

Due to complexities of Frazer's previous systems and processes, management lacked communication and visibility around safety hazards. As Christian summed it up, "It comes back to getting a timely response back to the employees. When we were notified of an incident or a hazard, it would go into a spreadsheet. We might get an email, but then trying to communicate that information to managers—without a way for them to go in and really look at that incident/hazard submission—was really tough."

Sharing Safety Responsibility

As an organization that values safety, Frazer is participating in the OSHA Challenge program. During a review with their Challenge Coordinator, Frazer identified a gap. Their Safety Committee was unable to access key information on incident rates and policies.

Instead, they had to lean on the Safety Manager for help. Frazer realized it needed a way to empower all employees to dive in and share the responsibility for safety.

Being Proactive

"Our motto is 'Safe by Choice, Not by Chance.' We don't go throughout the day just waiting for something to happen. We're proactive about it, and so we wanted to push that more, get more people involved and make things more visible in hopes that the managers, leads, supervisors and employees would become more responsible for safety," said Christian.

After realizing they were missing opportunities to effectively address near-misses and gain greater insights through leading indicators, Darren and Christian began looking for a better way. They started by asking themselves a very basic question, "What is a safety management system?" After some exploration, they determined that software could help address their challenges.

Frazer researched software providers, discovered best practices, and prioritized the company's needs. The team wanted one solution that could manage all the key elements of their safety program, keeping them in-sync with each other. That's when they found VelocityEHS and the Safety Management Solution. It had what they needed to optimize their safety performance.

VelocityEHS Safety Management Solution: Right Tool for the Right Job

Deep Expertise

Christian and Darren concluded VelocityEHS was the right partner based on the company's history, experience and knowledge in EHS and sustainability, and its customer-centric approach.

Excellent Sales & Customer Support

From the start, the VelocityEHS Sales representatives were attentive, responsive and able to answer all their questions. Darren and Christian felt comfortable throughout the process, and were confident that VelocityEHS would support them on Frazer's EHS journey.





"It's always great to know that our employees are going home safe. We have a culture where employees understand that the incidents are not just accidents - they happen for a reason, and we need to investigate."

Christian McPherson
HSE Manager, Frazer, Ltd.

A Powerful Solution

The Frazer team was also impressed with the maturity of the VelocityEHS Safety Management Solution, citing some of its key strengths, including:

- Record and access essential safety information in one centralized place
- Fast time-to-value with an out-of-the-box solution, and ready-to-use templates
- Easy-to-use, intuitive navigation, workflows and notifications
- Accessible to all employees through the VelocityEHS mobile app and SSO (single sign on)
- Superior SDS / chemical management features including an expansive, searchable database and SDS auto-updates

Recognized Benefits and Impacts

Time & Process Efficiency

Christian shared that Frazer is already seeing greater safety management efficiencies. "It gives us more time to get out on the floor to support our employees, and it's allowed us to be more efficient in our daily duties."

Time-to-Value

Within a week, employees were using the VelocityEHS Safety Management Solution and recording more hazard IDs and near misses than ever before; "I thought that was a lot of great value right there," Christian said. In fact, Christian is looking to add new staff to help address the corrective actions from all the additional hazards and near-misses workers are reporting.

Being Proactive & Sharing Safety Responsibility

Frazer is now able to analyze data and look for ways to improve safety and efficiency. Darren stated, "A huge advantage with VelocityEHS is having the closed loop system. Every incident comes in with a category, we're able to investigate, do a 5-whys analysis, assign an action item and track it all the way through until it's closed out. Everybody has access to the system. Frazer and employees are acting as a team and working together. VelocityEHS has definitely helped with that, providing a better, safer workplace."

Better Safety Meetings

Frazer has also seen positive results from leveraging the Safety Management Solution in their meetings, allowing them to capture meeting topics and assign actions all in one place. The company is even using these capabilities to support other departments and their non-safety meetings—like quarterly management meetings.



"It's a comprehensive solution, that's user-friendly and covers all the different aspects we were looking for in a safety management system."

Darren Ward
President, Frazer, Ltd.

The Future of Safety at Frazer

Over the next 5 years, Christian is looking for Frazer to reduce incident rates, attain VPP Status and implement more corrective actions and safety improvements—thanks to greater employee participation in reporting hazard IDs. VelocityEHS has already helped support these goals, and the future looks bright for Frazer as the company continues on its path to building a stronger, more mature and sustainable safety management culture.

Safety Management Simplified

The VelocityEHS Accelerate® Platform gives you the support you need for key safety tasks, and the data visibility you need to drive better decision making.

VelocityEHS

Toll free: 1.866.919.7922

Australia: +61 2 9098 4332

United Kingdom: +44 (0) 1737 812718

Learn more at www.EHS.com

Follow us:

