



SUCCESS STORY | CONTRACTOR SAFETY & PERMIT TO WORK

HOW GENPAK REDUCED COMPLIANCE ADMIN TIME BY OVER 80%

Saving time, improving
visibility, and reducing
contractor risk

HIGHLIGHTS

- **500+ contractors** managed across Genpak facilities annually
- Reduced contractor compliance admin time from roughly **500 hours per facility per year to less than 100 hours per facility per year**
- Gained **real-time visibility** into contractor compliance across facilities
- Improved contractor documentation while helping **reduce on-site incidents**



Genpak LLC is an innovative packaging company that was founded in 1969. Over 50 years later, they now have 19 facilities in North America where over 2000 employees help provide people with food packaging that makes daily life easier. Over the years Genpak has evolved and continues to develop technology and materials to meet their customer demands and drive innovation in the industry. Prior to 2018, Genpak was primarily a polystyrene foam operation but they have since expanded into polypropylene. Michael Schell is the Director of Safety and Environment at Genpak overseeing health & safety operations for all 16 American facilities. His team is doing an incredible job with their mandate to improve safety and reduce risk. They are currently in the 6th year of a safety reboot with a new management and leadership team.

THE CHALLENGE

Genpak has more than 500 contractors that complete work at their facilities annually and identified that they had difficulties keeping up with conducting due diligence on these contracted companies on a regular, ongoing basis. Michael describes historically negative outcomes by not vetting their third-parties properly and he was looking for an easier way to get the job done. Prior to taking on a corporate position, while still working at plant level, he knew this was a problem and did a study to determine how much admin was involved in managing each facility's contractors. Michael discovered that the current process took someone 500 hours per facility per year to maintain two 6" binders of paper. Not only was this an enormous task but it wasn't a complete or comprehensive

assessment either. At some point it was inevitable that the person tasked with this admin work would give up reaching out and chasing specific contractors and their employees for the required compliance documentation. These incomplete 6" binders are also not accessible by the corporate team or by other facilities, which posed another problem.

Having no oversight amongst all of the facilities was a real weakness that needed to be addressed at the same time as replacing ineffective binders. Michael would only check on the binders when he was already planning a trip to each facility. Michael recounts that 500 hours per facility is 8000 hours across facilities every year, all being done inefficiently with paper. During his review of the day to day operations he also noticed that contractors who were missing

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MICHAEL SCHELL

Director of Safety & Environment
Genpak LLC

compliance credentials were also more likely to have a complete lack of safety culture. Michael describes that the things he would see contractors do frightened him.

To Michael, having a digital compliance solution for the contractors of Genpak was seen as one of the lowest hanging fruit to legitimize his plight for a safer working environment. Michael would always share with his team and contractors that; “if a contractor gets injured it’s likely because they don’t take our policies seriously, and that becomes my injury”. Genpak’s limited visibility into contractor compliance and the snowballing admin challenge needed to be solved with a flexible and powerful digital solution.

While investigating contractor management software options he was unsatisfied with how expensive most of the software solutions were to use, for both his team and the contractors.

“These companies wanted \$50,000 from us and wanted to charge our contractors substantially for enrolling. When VelocityEHS called me I was pleased to learn it costs us nothing, and so was my boss”.

While Michael compared VelocityEHS to other options he realized that it’s far more affordable than other solutions, all while including all of the features he was looking for in a digital solution. Based on the cost structure of VelocityEHS, there was no need to go through a lengthy procurement process to implement which saved him from an AFE process.

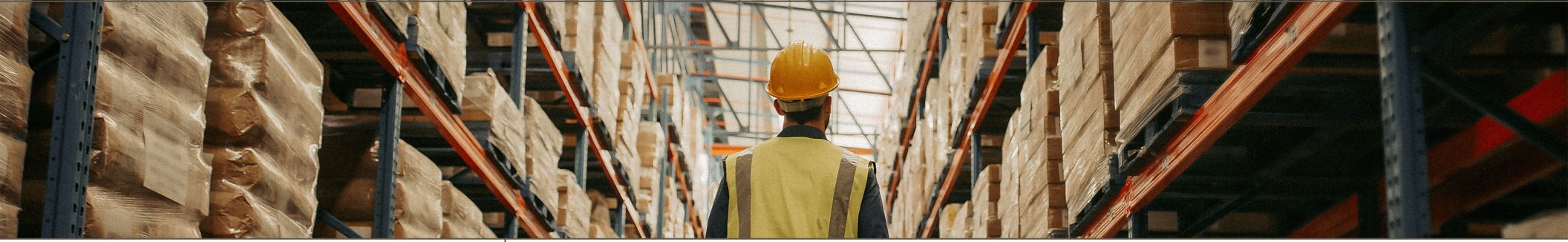
“After having conversations with the VelocityEHS team, I quickly realized that this was the perfect solution for us to implement.”

THE SOLUTION

Genpak started using VelocityEHS in October of 2020. By the end of 2020, individual plants were nearly fully compliant through Michael’s internal audits. This is thanks to the excellent support, turnkey onboarding, and continuous guidance that VelocityEHS provided to Michael and his team. In Michaels words, “our needs have been met with an unrivalled enthusiasm and competency.” The customer success team configured the compliance program digitally, with everything needed of their contractors. Genpak vet their contractors extensively down to their written safety programs, insurance coverage and OSHA 300 logs. All of this was built and configured by facility to ensure that Michael and the plant safety teams can view corporate and contractor compliance levels in real time.

“I have launched several software tools and I haven’t had an experience like this, the level of support is unmatched. We hit the ground running with VelocityEHS right away. It was launched in record time and we’ve seen constant improvements to the system throughout the year. In some of these launches I get their attention for 90 days and then I never hear from them again. VelocityEHS is always there to help.”

After VelocityEHS helped train Michael’s teams, they had almost no questions about how to use it, because of the intuitiveness of the tool. These EHS and Maintenance teams are thrilled to get away from the ever-expanding 6” binders, and the admin that came with them. Now, everyone who needs to can see the information in real time. If the Maintenance Admin is away, the supervisor, or manager, or even the receptionist can determine if the contractor is compliant before letting them into the facility. Michael quipped that he “doesn’t know how they did this work before we had VelocityEHS”. His favourite feature of the web-based software is the dashboard with the compliance dials, because it informs him of the overall health of the program while also quickly and easily navigating to approvals and exclusions, handling them in a snap.



THE IMPACT

The impact that VelocityEHS has had on Genpak cannot be overestimated. Michael transformed the compliance process and has seen a staggering reduction in admin time. What once took each facility 500 hours every year to accomplish, now takes less than 100 hours to do, as an average across all facilities.

“I go in 3 times a day for 10 minutes and I can get caught up on everything across every facility. What once took each plant 500 hours can now be done by me, in a matter of minutes every day. I don’t even need their help with it anymore.”

For those of us crunching the numbers, that’s a reduction of over 6,000 hours every year for Genpak across all facilities. Not only does this save an incredible amount of time and money but their contractor management process is exponentially more reliable and accurate using VelocityEHS.

“VelocityEHS doesn’t let anybody cheat. Contractors have to submit the proper credentials and it has to be approved by us, and you don’t get the green light until it’s all done. That takes a great deal of the workload and guesswork off of the EHS teams at each plant.”

Not only is Genpak saving time and reducing risk, but the contractors are submitting better quality documentation since they started using VelocityEHS. Michael qualified this by saying “We are seeing submissions now that are 100%

exactly what we requested with no need to say anything. It’s just perfect!”. While on the topic of their third-parties, Michael also mentioned that digitizing their compliance process has also made things easier for contractors.

“It saves time for them as well. Not only is it the lowest cost option available to them, which they also appreciate if they’ve used any of VelocityEHS’s competitors, but if they work at multiple facilities (such as our uniform company) they just check all the boxes for different facilities on VelocityEHS and one submission goes everywhere. Instead of being asked 13 or 14 times, it’s all taken care of at once.”

It is clear from Michael’s experience that VelocityEHS has become an indispensable tool for Genpak, but beyond saving time and money while reducing risk, it’s also made the company safer. Prior to VelocityEHS, Genpak had some fairly serious incidents on-site. But, since making the switch they have seen the frequency and severity of them come down to nearly zero. He describes it as a self-correction from using a tool that keeps both their plants and the contractors fully accountable.

In conclusion, it’s easy to get excited about what VelocityEHS can do for your organization when you hear Michael’s feedback about all of the ways it has helped Genpak. If you would like to speak to our team about how we can help your company do the same, please visit our website and schedule a product demo for your team.

LET'S MAKE WORKPLACES SAFER, TOGETHER.

VelocityEHS is the global leader in EHS & Sustainability solutions, pioneering human-centered AI to make workplaces safer, faster. Protecting over 10 million workers worldwide, Accelerate®, the VelocityEHS Connected Platform, delivers AI-driven innovation across Safety, Ergonomics, Chemical Management, Operational Risk, Contractor Safety & Permit to Work, Environmental Compliance, and Sustainability.

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