

DHPACE®

Solution

11 EHS modules

Industry

Commercial and residential door installation, maintenance, and related products

Size

~3,300 employees

Location

Headquartered in Olathe, KS, U.S.

National door and dock provider finds reduced TRIR and reduced claims with EHS solution as they overhaul internal programs

Company Overview:

The DH Pace Company, Inc., offers a complete range of door and door-related products and services for both new construction and existing facilities. The Company currently operates in about 50 markets across the United States distributing and servicing products under several well-known and trusted business names to include the Overhead Door™ Ribbon, Ankmar Garage Doors, Door Control Services, and DH Pace. The relationship as an authorized distributor partner with Overhead Door™ Corporation goes back to 1926. Today, they have 3,300 employees across 60 locations in 24 states and are continuing to grow.

Their mission is to enhance the lives of people by improving the safety, security, convenience, and aesthetics of the buildings where they live, work, and play, which they accomplish through the installation, maintenance, and servicing of all types of door, dock equipment, and security systems.

The Challenge:

Like many organizations, DH Pace was managing their safety program by taking notes at their various sites, entering that data into Excel, and importing the information into SharePoint. They were also using email to manage much of their day-to-day work, such as giving technicians their appointment schedules.

These manual systems may work just fine in some situations, and for many smaller organizations, but DH Pace began to experience rapid and extensive growth.

Why It Matters

Reduced TRIR from
4.8 to 1.46

Streamlined audit process,
reducing inspections,
citations and fines

Improved ability to bid and
win contracts

Since 2015, DH Pace has seen a dramatic increase in labor hours, as well as a 900% increase in the size of their vehicle fleet, and an 1,100% increase in the number of locations they operate.

They also began taking on larger and more complicated clients with national footprints, as well as government buildings, military bases, nuclear power plants and many safety-sensitive customers in manufacturing, oil and gas, and transportation industries. More employees, more vehicles, and more intricate clients meant more risk.

As the company grew, they needed to improve how they fared against growing federal and insurance regulations, including DOT, Federal Motor Carrier Safety Administration, OSHA, and more.

It quickly became obvious the processes that had been in place for years needed to be improved to keep up with the growing company. In fact, they recognized that their entire culture needed to change.

So, DH Pace set out to improve their fleet program, PPE program, training program, safety program, and even their hiring and onboarding practices. And they needed to find an EHS platform that would allow them to continue growing, evolving, and improving.

When they began the search for an EHS system, they were looking for something highly configurable to meet some of their unique needs. They also needed plenty of flexibility since they were overhauling so many existing programs and knew there would be some degree of trial and error with any system they chose.



The Solution:

After looking into about 10 EHS platforms, DH Pace found that HSI was truly the only one that put all those pieces together, creating one singular “safety center” as opposed to having one platform for incident reporting, one for vehicle inspections, one for claims management, and so on.

With the HSI platform, they can create and fully manage multiple business processes including audits, checklists, claims management, fleet management, corrective actions, and more, as well as build new applications unique to their organization.

“Any company can tell their employees that safety is important to them, but **it says a lot more to employees when the company brings in the tools and resources needed** to enact change. HSI was definitely a contributor in driving our culture change in the direction we wanted to go.”

– Chris Braamse, Corporate Safety Director

One major piece that DH Pace needs to monitor is driver qualification files (DQFs), which track all DOT-regulated information for a driver, from license expiration to medical cards, onboarding, violations, and more. They look at this every day to make sure drivers are legally able to go out on jobs.

Simply put, **HSI was the answer to all the other changes they were making.**

The Results:

With such a dispersed workforce, it was crucial that DH Pace’s new EHS platform be accessible and user friendly – and they found exactly that with HSI. All 3,000+ employees are a user of the HSI system, from field employees finding their safety documents, to human resources who might need to access training history during an employee investigation, and supervisors in safety roles where the application is part of their computer start up process.



“We would not be able to compete for large contracts without the **improvements we have made as a result of implementing and using the HSI system.”**

– Chris Braamse,
Corporate Safety Director

The HSI system was well received by all employees because it got them back to their job working on doors and docks instead of working on or waiting for paperwork. And managers now spend less time doing admin work and more time working with and for the customer.

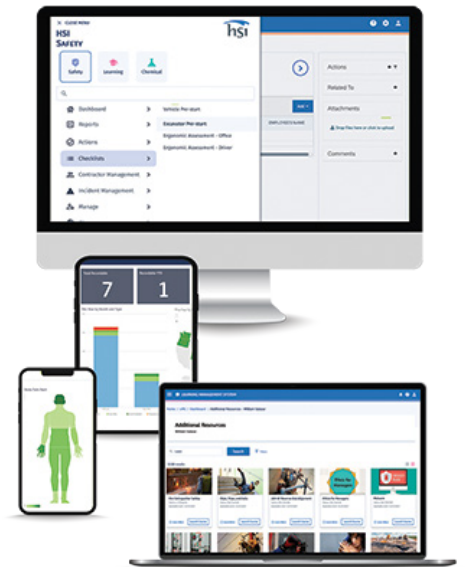
Due to the visibility they now have, managers can easily track the performance of employees or whole facilities, allowing them to identify where one particular business unit might need additional support.

At the same time, employees are now more self-sufficient. From their dashboard, they can see what they need to complete instead of waiting for their manager to tell them what to do. For example, they might see they have a checklist to complete, or if their medical card may be expiring soon.

Similarly, using the old process, the safety team would have to check a driver's DQF to see if they were qualified for a job, then notify either a manager or the employee if they were good to go. All 3,300 DQF records are now instantly accessible and fully automated, virtually eliminating downtime for drivers.

“The HSI system provides data in real time, and more data than we ever had. This has allowed us to shift from assuming we were doing well based on lagging indicators, to knowing we're doing well because of leading indicators.”

– Chris Braamse,
Corporate Safety Director



The HSI platform was integrated via API into existing DH Pace systems, including their base operating system. As employees complete their everyday business needs, they can click a link to directly access the HSI system. From there they can perform any number of actions — including a Driver-Vehicle Inspection Report (DVIR), a job hazard analysis (JHA), a confined space entry permit — and jump right back into the job at hand.

DH Pace utilizes the HSI system to oversee their fleet of 1,700 vehicles, including crucial tasks such as ensuring drivers complete their pre- and post-vehicle inspections. They can also now easily identify which drivers need specific licenses or medical cards.

Being more in compliance means they no longer receive inspections and citations like they were before, which decreases costs and gets drivers going out on more jobs.

Like many organizations, DH Pace prefers using leading indicators, such as employee training or completing assigned action items, to judge how well they are doing from a safety standpoint. HSI has allowed them to see — with one click or one view of the dashboard — how many employees are up to date and where things are overdue.

“We always want to improve safety amongst all our employees, and **this system helped us improve our TRIR from 4.8 to 1.46. On top of this, logging and analyzing more data improved our audits and inspections, which in turn **decreased citations and fines, decreased insurance rates, and made us more competitive in the market.**”**

— Chris Braamse, Corporate Safety Director



DH Pace’s goal is to have a best-in-class safety program that transcends industry norms. With HSI, they have proof they are making strides every day to reach that goal, and they can easily identify areas of opportunity to even further advancement.