



Company

Complete Mechanical
Services

Solution

Safety & Compliance Training
EHS Management

Industry

Industrial General
Contracting

Size

~125 employees

Location

Headquarters in
Cincinnati, OH

Engaging Employee Training, Full-Service EHS Management Help Improve Company's Safety Record

Company Overview

In 1999, Complete Mechanical Services (CMS) was founded by five coworkers with 150 years of combined work experience. Headquartered in Cincinnati, Ohio, with operations stretching across the United States, they have helped hundreds of organizations by creating and fabricating innovative solutions. As an industrial general contractor, they offer services for 3D plant design & layout, complete plant spec development, structural steel design & fabrication, process & utility piping, equipment setting, site utilities, and much more.

As the company website proudly states, *"If you can imagine it, we can build it. And if you didn't imagine it yet, we can help you do that, too."*

Challenge

When Safety Director Matt Baldwin joined Complete Mechanical Services (CMS) in 2019, he immediately recognized an opportunity to revamp the employee

training program. CMS was using subscription-based training with a single login for the company. This made it very difficult to track assignments, progress, and completions. It also made it difficult to track training statistics.

Why It Matters

TRIR reduced from 3.9 to 1.5 in three years

Increase in safety observations and near miss reports

Engaging training beyond simply “checking the boxes”

Complete Mechanical Services operates many job sites all over the country. Safety is a top priority for their clients, who have recently increased safety requirements for prequalification, bidding, and ongoing site safety during projects – a growing trend in the construction industry.

CMS needed a training platform that provided flexibility and accountability. Employees needed to be able to quickly pull up specific training courses, and managers needed up-to-date compliance records.

The company also needed something that would appeal to their multi-generational workforce that is spread across the country. The CMS workforce includes younger employees who were raised in the digital age and are used to always being connected via their mobile devices, as well as older employees who may be more resistant to change. Any new training platform would have to be user friendly and easy to adopt.

In addition, many of their customers require documentation and safety history before even considering CMS as a vendor, including their Total Recordable Incident Rate (TRIR). CMS had historically handwritten jobsite incidents. Often, important safety indicators, like near miss reports, did not get filed because of the cumbersome process of logging it on paper only to be typed up later and emailed to the safety manager.

CMS knew they had to move incidents and other procedures into the digital age. What they didn't know was how transformative this would be for their business.

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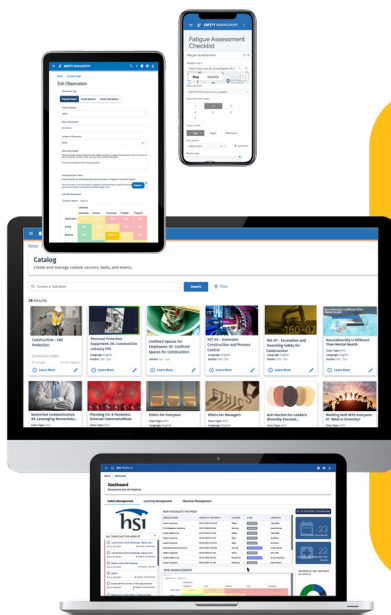
Solutions

Matt had been familiar with online safety training but after many demonstrations with different companies, he found that many platforms were cumbersome or outdated. Luckily, he found HSI and after starting with just safety and compliance training, Complete Mechanical Services also implemented the HSI EHS management solution.

Training

Introducing a multi-generational workforce to a new system can be challenging, but Complete Mechanical Services found the HSI platform so intuitive that the adjustment period was incredibly short, and onboarding new hires is much easier than ever before.

Workers have been more engaged with the HSI training, which can mimic real-life scenarios far better than typical in-person training programs. And because everyone has their own individual login, unlike the previous system, training courses can be tracked on an employee level, providing personal accountability.



“We chose HSI because of how easy it is to use and to maneuver in the LMS. **If you can use an ATM, you can use the platform.** Other vendor platforms were very cumbersome and challenging to maneuver in the software.”

— Matt Baldwin, Safety Director

Not only are the annual refresher trainings simple to identify and easy to complete, but with the vast number of courses and range of subjects available, it is also simple for employees to complete “emergency” training if a project requires specific training that an employee does not currently hold. **Since HSI training can be accessed on any device, workers can log in from a home office or remote job site, removing even more barriers to learning.**

Safety Management

Employees in the safety industry are often resistant to change, but Complete Mechanical Services was pleased to see almost immediate buy-in from supervisors once they were introduced to the HSI EHS system. CMS started with infectious disease reporting with daily health assessments at each site. Once they realized how intuitive and easy the system was to use, they instituted incident and near miss management, incident investigation tracking, and the document storage system for toolbox talks, safety documents, and HR documents. With all of this going so well, CMS added HSI chemical management for hosting and reviewing safety data sheets.

With the system up and running and everything in digital form at their fingertips, the number of incidents recorded started to go up. But this was a good thing because they had gained specific knowledge and could implement new safety initiatives to decrease future incidents. Most importantly, near misses and safety observations were now being reported, allowing safety leaders to react before potential incidents or injuries could occur. When it comes to safety, the more data the better.

When you have all safety incident data easily available, there is no excuse when it comes to identifying potential gaps in safety procedures. **For example, after noticing a rise in reported**



eye injuries, a supervisor determined that the safety glasses for a particular project were not adequate for the conditions at a particular site. This was a simple change to implement. New safety glasses were identified, procured, and issued to the crew members at the site. This resulted in reducing the eye injury incidents for this project to zero.

Results

Since partnering with HSI at the end of 2019, Complete Mechanical Services has seen a huge improvement in their TRIR (total recordable incident rate), dropping from 3.9 to below 1.5 in 2022. While TRIR is a big consideration for CMS when submitting jobs, having that number calculated and easily visible on the EHS dashboard makes employees more aware

“Being able to demonstrate your safety record to a customer is invaluable. We would not even be considered for some projects without the HSI system.”

— Nick Macke,
Business Development Director

of the tangible effects of their safety efforts. “Having this data available in real-time, you start thinking, what else can we do, how else can we be better, what am I missing,” Matt said.

“There is a professionalism in how we are viewed by others, and HSI is a huge tool that shows we practice what we preach.”

— Nick Macke,
Business Development Director

On a more abstract level, CMS Business Development Director Nick Macke noted that in recent years, the company has gained many large, Fortune 500 customers. One of their first questions is typically, “what is your safety record?” Being able to show CMS’ commitment to safety is truly invaluable. In fact, Nick pointed out that Complete Mechanical Services recently landed their largest client to date, in part thanks to demonstrating their safety program — and how advanced they are with digital tracking and training via the HSI platform.

Employee training and digital technologies are only as effective as those who use it, and Complete Mechanical Services noted their 120+ employees were receptive to the change. Employees found the HSI system more engaging, and **everyone has enjoyed the portability of the platform, with training easily available on cell phones, tablets, laptops, or whatever an employee is working on.**

In conclusion, finding a safety platform that is easy to implement, easy to use, and easy to build upon is a key step for any organization looking to improve their safety program. Complete Mechanical Services has found the intuitive safety training and the in-depth EHS management offerings with HSI beneficial to their employees, their supervisors, and their clients.

“CMS wants to create partnerships not only with our customers but with our vendors. **HSI has become a trusted partner, providing regular, ongoing support.** We continue to buy more solutions to expand and improve our safety program.”

— Nick Macke,
Business Development Director

