Case Study

WCMRC: Enhancing Water and Fleet Safety With Evotix

Industry	Employees	Customer since
Environmental Services	210	2023

Western Canada Marine Response Corporation (WCMRC) is a member-owned organization responsible for responding to marine oil spills along British Columbia's 27,000 km coastline. Its mission is to mitigate the impact of spills, protect wildlife, address environmental sensitivities and ensure the safety of both responders and the public. WCMRC has been undergoing significant growth, having doubled its fleet to 80 vessels and expanded to 210 employees across nine locations, including six new bases in the past four years.
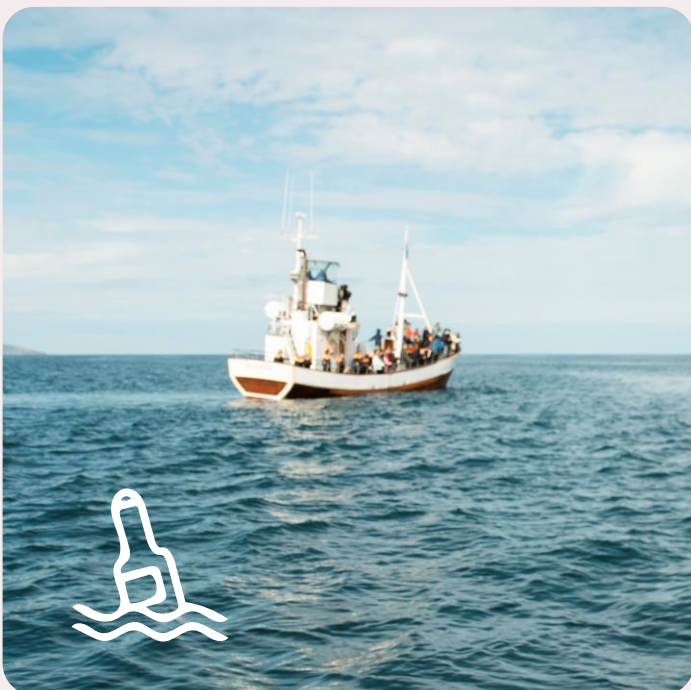
Day-to-Day Challenges

Given WCMRC's operations, water–based activities pose the greatest safety risks. As OHS Advisor Marcelle Gibson explains,

> **If things go wrong on the water, you have less time to react, and things can escalate very quickly.**

Managing a large fleet of vehicles also presents risks, particularly with tow trailers and moving equipment.

With WCMRC experiencing rapid growth, aligning the team with safety protocols has been critical. Senior Health and Safety Manager Gord Anderson noted, "We're reflecting on what 'business as usual' looks like after such a big growth period, and safety has to evolve along with it." The organization's commitment to safety is not just lip service: "Every company says safety is number one, but here, it truly is," Anderson emphasized.
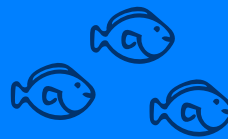
Why Evotix?

When selecting EHS software, Gibson and Anderson sought automation for safety data tracking and assigning corrective actions, as well as a mobile application for field workers.

They needed a solution that could efficiently share safety data with senior management and crew.

After trialing different EHS platforms, Evotix stood out for its flexibility, ease of implementation and the ability to add modules as needed. Anderson shared, "Other vendors might have only covered health and safety or one component, but Evotix allowed us to pick from a whole suite of solutions."

With Evotix

01

Flexible implementation

Due to the company's growth, WCMRC took a phased approach to Evotix's implementation. They first rolled out the Incident module, followed by the Behavior and procedural Audit modules. Gibson explained, "We didn't want to overwhelm staff, so the incident reporting piece was our focus, and we phased in the other modules." She credited their implementation consultant, Thomas, with helping them navigate the process: **"Thomas has the patience of a saint. He was always quick to respond and incredibly supportive."**

02

Ease of sharing insights

Since adopting Evotix, WCMRC has benefited from real-time data visibility. Anderson shared how the software has streamlined operations:

> **It's great that I can log in and have all the information at my fingertips instead of pulling data from multiple sources.**

The ability for supervisors and other team members to access incident data immediately has improved response times, removing communication delays that previously hindered efficiency.

This seamless data sharing has also been invaluable when presenting to senior management. "We track leading and lagging indicators through audits and inspections, and being able to generate leading indicators out of Evotix has been extremely helpful for presenting to the board," Anderson added.

03

Unparallelled customer service

WCMRC praised Evotix's customer support, noting that the Evotix team was always quick to address any issues. Anderson said, "The level of support we've received has been excellent, whether it's technical assistance or sales inquiries. Evotix has been with us every step of the way."
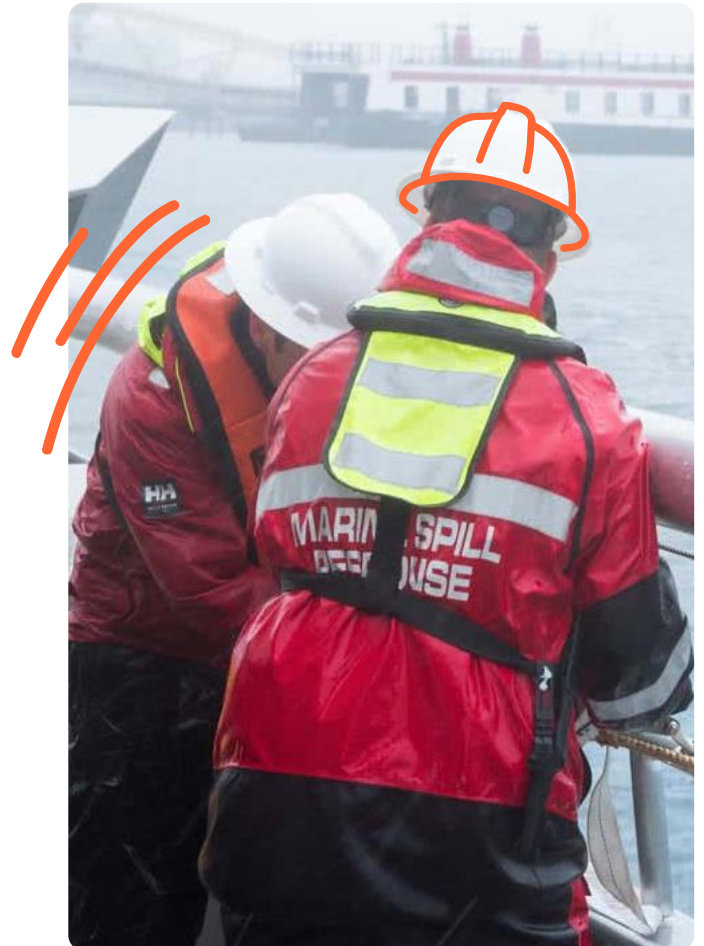
Gibson also emphasized the value of the Evotix knowledge base, which offers detailed guides and resources that are continuously updated, making it easier for WCMRC to stay informed about system functionality and best practices.

04

Enhanced engagement

A key part of WCMRC's success with Evotix has been staff engagement. Employees were involved from the outset, and the safety team has incorporated user feedback to refine forms, with the system now on version 11. Rolling out the modules gradually ensured staff weren't overwhelmed and allowed them to adopt the system effectively.

Gibson noted that the ease of reporting has led to a significant increase in safety observations compared to previous years, reflecting greater employee buy-in.

05
Time savings

Evotix has drastically cut down response times for WCMRC. Anderson shared an example:

"We received a safety observation this morning, and it was instantly sent to the safety team, allowing us to discuss it right away. The real-time nature of Evotix has made a huge difference."

The platform has replaced cumbersome paper-based systems, enabling faster, more efficient incident management.

06
Configuration

WCMRC has used Evotix to create custom scorecards based on leading indicators, improving its ability to report across the organization.

The team sees potential for further expansion with the software, with Anderson particularly excited about exploring the Risk and Change Management modules. He also noted that the procedural audit feature is proving useful across multiple functions.

Tips for people considering Evotix

Gibson's advice to other organizations considering Evotix is to fully engage with the process from the start.

> ❝
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> It's not just about the system implementation, but also about preparing your team for the change and making sure they're comfortable with it.

Anderson echoed this, recommending that potential customers take advantage of the responsive and supportive Evotix team. WCMRC has even recommended Evotix to other companies in its region, a testament to the value seen in the system.

Evotix has played an integral role in enhancing WCMRC's safety protocols during a period of rapid growth.

From real-time data sharing to custom reporting and phased implementation, the software has enabled the organization to keep safety at the center of its operational expansion.

WCMRC is looking forward to deepening its partnership with Evotix.

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Let's chat

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As safety professionals and long-term leaders in the Verdantix EHS Green Quadrant, our deep and practical insight addresses your evolving needs, helping you achieve your health, safety and sustainability goals.

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