

IEC Webinar Recap: Improving Business Outcomes Through Safety Apps: A Contractor Panel

Moderator: Jeff Wolfla (Boyd, Shackleford, Barnett, & Dixon, LLC)

Panelists: Chris Shipp (Encore Electric), Mike Callison (Encore Electric), Tedd Holbrook (Ohio Valley Electrical Services), Tony DeAscentis (Ving), Zach Sowards (Kings Electric Services), and Billy Eudy (Kings Electric Services)

Overview

This IEC webinar brought together electrical contractors and safety leaders to discuss how digital safety applications are improving safety performance, operational efficiency, and business outcomes. Panelists shared real-world experiences using SafetyCulture (Mitti), Ving, Paycor LMS, and Vector Solutions to streamline safety processes, enhance accountability, and strengthen safety culture across their organizations.

A recurring theme throughout the discussion was that technology does not create a safety culture, but it can significantly support and strengthen one by improving visibility, communication, and data-driven decision-making.

Moving Beyond Paper Improves Efficiency and Accountability

- All panelists emphasized the challenges of paper-based safety programs, including:
 - Lost or misplaced documentation
 - Administrative burden of filing and scanning records
 - Difficulty tracking compliance and training completion
 - Limited visibility into safety performance across multiple jobsites
- By digitizing audits, inspections, training records, and toolbox talks, organizations can centralize documentation, automate reminders, and ensure critical safety information is easily accessible.

Digital Tools Drive Consistency Across Jobsites

- For growing contractors operating across multiple states and locations, consistency can be difficult to maintain.
- Digital workflows help ensure that every jobsite follows the same safety expectations regardless of location.

Encore Electric: SafetyCulture (Mitti)

- Encore Electric, with approximately 1,500 employees across the Intermountain West, uses SafetyCulture primarily for safety audits and field inspections.
- Benefits include:
 - Customizable audit templates
 - Automated scheduling and reminders
 - Embedded corrective-action tracking
 - Cloud-based record retention
 - Offline functionality with later synchronization
- The company also leverages analytics and AI-powered features to create and improve audit programs.



Ohio Valley Electrical Services: Ving

- Ohio Valley uses Ving as a communication, training, and engagement platform.
- Key applications include:
 - Safety training delivery
 - Toolbox talks
 - Company-wide announcements
 - Equipment inspections
 - Certification management
- A significant advantage is the ability to train and certify employees remotely and provide instant documentation to general contractors when needed.
- The company reported extremely high engagement levels, with completion rates above 95% for many training and communication activities.

Kings Electric: Paycor LMS and Vector

- Kings Electric recently implemented Paycor's Learning Management System (LMS) alongside Vector Solutions' training library to solve a major challenge: tracking employee certifications.
- The system allows the company to:
 - Assign training electronically
 - Monitor expiration dates
 - Send automated reminders
 - Store certifications digitally
 - Verify worker qualifications instantly
- The platform helps ensure employees arrive on jobsites with the required credentials and reduces administrative effort for safety and HR teams.

Impact on Safety Culture

- One of the strongest themes from the discussion was the effect these systems have on employee engagement.
- Panelists highlighted that digital tools:
 - Increase participation in safety programs
 - Encourage hazard recognition
 - Improve reporting of near misses
 - Make safety conversations more frequent
 - Give leaders visibility into field activities
- Chris Shipp described how repeated engagement with digital audits has improved his ability to identify hazards even when he is not actively conducting an inspection.
- Tedd Holbrook also shared a notable metric: after implementing its digital reporting system, near-miss reporting increased by 144% in the first year, indicating significantly greater workforce engagement.



Benefits Beyond Safety

- While safety improvement remains the primary goal, panelists emphasized broader business benefits, including:
 - Reduced administrative workload
 - Faster communication
 - Improved documentation
 - Better compliance management
 - Enhanced productivity
 - More effective training management
 - Reduced risk exposure
 - Data-driven decision making
- Mike Callison (Encore Electric) stressed that technology helps organizations move from a reactive approach to a proactive one by identifying trends and addressing risks before incidents occur.
- Several panelists also pointed out the personal benefit for safety professionals: less time spent chasing paperwork and more time focused on leadership, coaching, and culture-building.

Advice for Contractors Considering Safety Technology

- **Start with the Problem:** Don't select technology simply because it exists. First identify the specific challenge you are trying to solve, whether it is:
 - Training management
 - Auditing
 - Communication
 - Compliance tracking
 - Incident reporting
- **Start Small:** Many organizations use multiple specialized tools rather than one platform that attempts to do everything.
- **Focus on Adoption:** Technology only works when people use it. Strong leadership commitment and employee buy-in are essential.
- **Use the Data:** Collecting data alone is not enough. Successful organizations analyze trends and use the information to drive proactive improvements.

Final Message

Technology supports safety, but people create safety culture. Digital tools help contractors reduce paperwork, improve visibility, increase accountability, and make better decisions, ultimately helping ensure that workers go home safely every day while improving overall business performance.