

Executive Summary

As a leading North American marine and logistics service provider for over 73 years, the client has been operating at 85 terminals and 62 ports. With a strong safety culture, the client wanted to improve visibility by standardizing and managing their HSEQ program. They needed a centralized solution to streamline operations, improve transparency, and drive measurable results.

After implementing EHS Insight, the organization successfully unified its safety program under a single platform.

The modular design allowed them to roll out functionality at their own pace, enabling scalability and user adoption across multiple languages and locations. With real-time dashboards, robust reporting, and integrated training tools, the client was able to leverage improved visibility across terminals to further solidify their safety performance.

EHS Insight helped transform their internal processes and also delivered measurable ROI through fewer incidents, reduced costs, and a stronger safety culture.

Key Results

- 56% reduction in Total Recordable
 Incident Rate (TRIR)
- 58% reduction in Lost Time Incident Rate (LTIR)
- 22,000+ employee training courses completed annually since 2022

Challenges

Before adopting EHS Insight, the client needed a unified tool to manage their HSEQ initiatives across their 85 terminals. Their safety data was scattered across spreadsheets and siloed systems, making it difficult to track performance, share insights, or respond swiftly to incidents. The absence of a centralized platform led to inconsistent processes and minimal visibility across the organization.

Their goals were ambitious: to standardize safety processes, promote transparency, and build a system that could evolve with their operations. They needed to replace manual, Excel-driven workflows with a scalable, easy-to-use platform that could be rolled out with minimal customization and provide ongoing technical support.



How EHS Insight Helped

The client selected EHS Insight for its modular, scalable approach that matched their operational needs. With the ability to roll out features at their own pace—across one or all terminals—they ensured a seamless implementation with minimal disruption. The solution supported multiple languages and provided enough flexibility to tailor workflows without complex custom development.

Key modules such as Dashboards, Audits and Inspections, Reports, Corrective and Preventive Actions (CAPA), and the Training Module played pivotal roles in streamlining their program. The dashboards and reporting tools offered much-needed visibility into performance metrics, while online training tools helped boost engagement and compliance across all locations.

Backed by strong technical support and a painless renewal process, EHS Insight became an integral part of the client's operational strategy, with growing adoption across the industry.



Results/Safety ROI

Since implementing EHS Insight, the client has seen a significant transformation in their safety program. Where once each terminal operated in isolation, they now share a unified platform through which all HSEQ data flows—enabling real-time decision making and continuous improvement. With a strong safety culture as a backdrop, employees are more engaged and leadership empowered by transparent, data-driven insights.

The results speak for themselves: a 56% reduction in Total Recordable Incident Rate (TRIR) and a 58% reduction in Lost Time Incident Rate (LTIR) over five years. Furthermore, employee training has skyrocketed, with 22,000+ courses completed annually since 2022. These gains have not only enhanced safety but also resulted in substantial cost savings through fewer claims and injuries—though the true impact lies in the lives protected.

Looking ahead, the client plans to continue leveraging EHS Insight's full suite of capabilities to maintain momentum and further embed safety into their operational DNA.