



CTF Nordex Acciona Streamlines contractor lifecycle

Need

CTF Nordex Acciona were determined in their search for an interactive, user-friendly, and a configurable, cost-effective software that could manage their assets (workers, vehicles and equipment) and was tailored to their business needs.

Challenges

With work rapidly growing at their site, they lacked means to manage effects of this growth. They had a manual contractor lifecycle and request process which had no real-time visibility in their operations.

CTF Nordex Acciona is an established leader in the wind turbine industry – they design, manufacture and sell powerful wind turbines for nearly all geographical locations across the globe. Creating their strong presence in Europe, Americas and other emerging markets for the past 30 years, their products are well-suited for complex projects, large-scale wind farms that require efficient and reliable engineering

Safety and efficiency – a major need

Challenges With the rapid growth of wind turbines as a clean source of power around the world, the wind turbine industry offers sustainable solutions to global energy challenges and contributes in creating resilient economy.

But the wind project lifecycle isn't that easy, and while construction, there are many issues that need careful handling. Several contractors are involved, and contractor management becomes a necessity due to the presence of hazards and risks involved in the construction phase.

After all the permits and land-lease agreements are obtained, prior to construction –constructing the access roads is the primary objective. To begin the construction of access roads and wind turbine pads, conventional earth moving equipment – excavators, bulldozers, graders and dump trucks are moved on-site. Simultaneously, equipment lay-down areas are prepared, and water, power and other utility services are installed.

All of these require a huge involvement of workforce – there will be contractors, subcontractors, workers and safety personnel involved to execute the tasks as safely and efficiently as possible. The heavy vehicle and equipment in-out also remains an additional concern at such a workplace – equipment delivery and utility interconnect are major critical paths.

Easy information retrieval holds prime importance at such locations (due to their remote geographic location) - manual data collection dependencies lack those. With contractor labourers present at site, a Contractor Management Software ensures that standards and regulations are met at each step of contractor management process. It bridges the functional gaps prevalent in tracking contract labour attendance.

Solution

- ☞ Web-portal for registration of workers, vehicles and equipment
- ☞ Authorized ID-badge printing
- ☞ Document scanning for future reference
- ☞ Effective login-logout system
- ☞ Policy-based approval workflow
- ☞ Vehicle & Equipment Inspection
- ☞ Contractor-compliance tracking

Efficient on-boarding and off-boarding and enhanced compliance checks

In February 2019, during their construction phase, CTF Nordex Acciona approached ASK-EHS for deployment of safety manpower at their site. During business interactions, CTF Nordex Acciona quickly realized the fact that ASK-EHS could help them manage their contractor-related processes.

In the energy generation sector, whether oil and gas, renewables or nuclear, a glut of contractors (civil engineering, crane services, maintenance services) sometimes outnumber the organization that actually comprise the sector itself. Reasons include specialized competencies of contractors that further lead to efficiency and reduced overall costs.

There are inherent expectations, at times, where a contractor must seamlessly integrate with a client's system. But in practical, it becomes difficult because often, OSH elements are found contradictory, misaligned, out of scope or extremely difficult to gauge, either in paper or in practice.


Contractor management process is a unique improvement opportunity to proactively manage site risks and demands a full cycle approach. ASK-EHS, at their site, in form of CMS, enabled –

- Elimination of the siloed approach to manage their assets (workers, vehicles and equipment)
- A digital access, control and reliability in contractor-vendor-supplier dominated operations
- Multi-modal information delivery
- Helped in data capture, recording, maintenance and planning
- Asset permission-authorization tracking

Previous to CMS implementation, Nordex regularly managed 600-800 workers, 80-100 vehicles and 105-110 equipment on-paper on a regular basis. But their stand-alone documents were subject to greater analytical errors and decrease in accountability. Also, the attendance management process was haphazard, for each contractor managed attendance of their own team – it lacked visibility to the Nordex personnel.

Completion of their process cycle was crucial to their operational developments and hence, in the first week of April, they involved ASK-EHS safety team to further discussions on the same at their site in Punjaithalayur, Tamil Nadu. In addition to the Contractor management software, they actively embraced a mobile application based solution to scan their entry/exit badges and effectively accomplish the login-logout tasks of their assets. Each contractor safety was given the access to manage his/her team – the app provided transparency in the proceedings to Nordex.

The major highlight was the time-cycle in which the whole software was rolled out – within 2 weeks from the mutual connect and interaction, ASK-EHS completed the whole project. For almost 10 days, trainers trained the site personnel and provided assistance in the software usage.



“The quality received was stellar, and the trainers walked us through step-by-step. It was easy to leverage the software solution to achieve process standardization and efficiency, that ultimately drove tighter controls, mitigated compliance risks. The streamlined approach enhanced the ability to respond and manage projects proficiently.”

CMS efficiently managed worker personal records through user dashboards– that consisted of their identity cards, photographs, medical certificates, workplace reporting, and job-role. Similar case was with vehicles and equipment – vehicle details (RC, PUC, insurance), driver and equipment details.

A setup for best industry practices

Successful contractor management requires a strategic approach, where contractors are both temporary and permanent, integral and separate, trusted but verified, subordinate and equal. CMS proved itself as the best example – Initially, there was no location tracking enabled (login-logout) in the app. Hence, for Nordex, it was difficult to ascertain whether the contractor teams were performing at the best of their capabilities eg. Regularly showed up at time, completed their scheduled shifts etc.

ASK-EHS enabled GPS to remove ambiguity, improved collaboration with real-time attendance metrics and facilitated a transparent environment for both – Nordex and their respective contractors.

A contractor risk isn't indifferent from a company's risk, and accountability is therefore, viewed as a two-way street. Contractor management software presents numerous gains in safety for a reasonable investment relative to potential risk. It advances the core objective of developing a contractor base that adheres to safety and creates a cycle of positive reinforcement.