



case study

Experience the ISS Difference!

our mission

Fostering our culture of "CARE" and establishing ISS as the premier employer and partner of choice in the United States.



About ISS

Intuitive Safety Solutions, Inc. (ISS) is a nationally recognized health and safety consulting services companies in the United States with project experience spanning the entirety of North America. With more than 150 years of combined experience and thousands of successfully completed projects, we reliably augment our client's safety efforts at the corporate and project levels, bringing critical experience and knowledge.



WWW.ISS-SAFE.COM

Partnering with a Global Leader in Data Center Development



Intuitive Safety Solutions, Inc.
PO Box 489
Edmonds, WA 98020

Phone: 866.362.9552



introduction

Client Overview: A global leader in data center development with a rapidly expanding construction portfolio across North America and beyond.

ISS Role: Intuitive Safety Solutions (ISS) partnered with the client to develop and implement a construction safety program, addressing critical safety challenges on their construction sites.



The Challenge

- **New Safety Leadership:** The client's newly hired Global Construction EHS Director was tasked with building a comprehensive safety program from the ground up to mitigate increasing incident rates.
- **Lack of Existing Program:** At the start, no formal safety representation (in-house or third-party) was in place across the client's construction sites.

Key Problems:

- ⇒ Rising incident rates and safety risks on sites.
- ⇒ Absence of budget and structure for dedicated safety resources.
- ⇒ No existing processes or contractor accountability mechanisms.
- ⇒ Limited internal bandwidth for safety program development.



The ISS Solution

- **Building the Safety Program:** ISS worked collaboratively with the client to design a scalable construction safety program:
 - ⇒ Developed contractor requirements and expectations for third-party safety personnel.
 - ⇒ Assisted in creating a global Construction Health and Safety Resource Guidelines document.
 - ⇒ Identified skill sets, experience, and certifications required for third-party safety consultants.
 - ⇒ Partnered in outlining budget frameworks to allocate safety resources to site clusters.
- **Strategic Investment:** ISS provided this program development service as a long-term strategic partnership.
- **Pilot Program Implementation:**
 - ⇒ Conducted a pilot program to test the safety structure across select construction sites.
 - ⇒ Gathered data and demonstrated tangible safety improvements, which ISS presented to decision-makers.

Gaining Buy-In

ISS partnered with the client to "sell" the program internally to key stakeholders, including:

- ⇒ Executive leadership in construction management.
- ⇒ Site-level construction managers.
- ⇒ Procurement teams.

Demonstrating Value of Partnership:

- ⇒ Highlighted the burden ISS consultants could alleviate for site managers.
- ⇒ Emphasized the need to hold general contractors accountable to safety contract obligations.
- ⇒ Showcased pilot results proving reductions in incident rates and increased site safety.

The ISS Consultant Impact

High-Performing Consultants: ISS deploys mid- to senior-level safety professionals with proven expertise managing large-scale construction projects.

- ⇒ Consultants excel in communication, risk identification, and stakeholder collaboration.
- ⇒ ISS consultants provide actionable insights, holding contractors accountable and mitigating risks.
- Example:** One ISS consultant recommended implementing mandatory spotters for lifts, resulting in a 60% reduction in incidents and near misses within months.
- ⇒ ISS consultants receive consistent positive feedback, with some being directly hired into full-time regional safety roles.
- ⇒ ISS consultants are repeatedly extended on projects, underscoring their high performance and reliability.

Program Evolution & Growth

Scaling the Program:

- ⇒ Following pilot success, the program was approved and expanded across North American data center construction sites.
- ⇒ ISS consultants were placed on projects to oversee and ensure contractor safety compliance.

Client Safety Team Expansion:

- ⇒ The program's success led the client to grow its internal safety team, including regional safety managers.
- ⇒ ISS transitioned into a support mechanism for the client's global safety leadership.

Global Reach:

- ⇒ The program now serves as a scalable model for the client's worldwide construction safety initiatives.

Key Takeaways

ISS Value Proposition:

- By investing time and expertise into building the client's safety program, ISS established a long-term, mutually beneficial partnership.
- Expertise in building and scaling construction safety programs.
- High-caliber consultants who deliver measurable safety improvements.
- Commitment to partnership and shared success.

Client Impact:

- Incident rates reduced across pilot sites and scaled programs.
- Successful allocation of safety resources to all North American clusters.
- Demonstrated return on investment in safety programs.
- A comprehensive safety program that reduced incidents and enhanced contractor accountability.



ISS remains the client's preferred safety partner despite procurement requirements mandating multiple vendors!