

Interview

Why Triple-S Steel Uses Alert Meter



An Interview with Tanner Hickman
Director of Safety and Security
at Triple - S Steel Holdings

Q. How many facilities and employees at Triple-S are using the AlertMeter?

A. We have 900 people at 40 locations in the U.S. using the AlertMeter.

Q. What has changed at Triple-S since you implemented the AlertMeter?

A. At the facilities where AlertMeter has been used, our incident rate is now very close to zero.

Q. What other improvements have you seen?

A. The interaction between our leadership team and our employees from a safety perspective has just gone through the roof. It has increased everyone's safety awareness. Second, in states where marijuana has been legalized, the morale has really improved because there's more assurance that everyone is fit for work. Also, we have lowered our Worker's Comp claims activity. The costs have definitely come down. And paying for AlertMeter is about the equivalent of one Worker's Comp claim.

Q. How did your employees feel about using the AlertMeter?

A. I can count on one hand the number of employees who objected, and once they started to use it on a day to day basis, it turned out to be nothing at all.

Q. What's been the investment of cost and time?

A. Extra hardware was about \$15,000 total for all 40 sites. The investment of time is about 2 hours per site on infrastructure. The physical training is about 2 hours for the supervisors, and about 45 minutes for the employees.

Q. What about increased liability? Do you have any concerns about that?

A. Our Labor, HR, and Insurance attorneys told us the AlertMeter actually de-escalates our liability with another layer of ensuring our folks are fit for duty.

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Q. Has it changed employees' lifestyles overall?

A. Employees have told me that they're taking better care of themselves now such as getting more sleep. One employee said his family traditionally had a BBQ every Sunday night with a fair amount of partying. They've changed it to Saturday night so he's better rested for work.

Q. Any other stories you've heard?

A. The one story that really sticks with me is an employee who came in one morning, struggling with the AlertMeter game, so the supervisor asked him if anything was wrong. Apparently the evening before, his teenage son had to be taken to the emergency room because his son has some sort of terminal illness. The guy was in the hospital all night with his kid, and he shows up for work the next day. The supervisor asked him, "Why in the world are you here?" The guy's response was, "I'm the breadwinner of the family, I've got to earn a paycheck." This particular employee operates a 50-ton crane. Especially in the steel business, we've got a lot of tough guys out there. Prior to using the Alertmeter, we probably would have never known his state of mind that day. When you think that through, I can't tell you for sure we avoided an accident that day, but I can tell you we kept an employee who had no business working that day from hurting himself or others.

Q. What was your reason for looking for something like the AlertMeter?

A. We started off looking for a solution to marijuana detection but it has morphed into a whole lot more than that. The vast majority of causes for employees scoring outside their normal ranges has been fatigue or emotional distress. At the end of the day it doesn't really matter what the reason is – we are a safer company regardless. Everyone is better able to focus.

Q. Thanks for talking with us about this, Tanner.

A. There are no secrets to safety. I'm happy to discuss our experience with anyone who is interested.

The AlertMeter is a 60-second game-like test that helps companies gain visibility into employees struggling with alertness with an instant, objective, individualized result.

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