Client Case Study: Enhancing Safety for Remote Workers

Client Overview

A leading U.S. distribution company with a workforce of over 7,000 employees is now a multi-year client of MākuSafe. The company adopted MākuSafe to enhance safety for their team—both in fixed facilities and out in the field. To date the MākuSafe platform is deployed across several sites. Approximately 1,000 workers are enrolled, including 10% of which are route and delivery drivers, and use MākuSafe every day. With MākuSafe's remote worker capabilities, the organization sought to better understand risks their drivers faced beyond fleet telematics, which primarily tracked vehicle data.

Challenge

The company faced frequent injuries among route drivers, particularly due to high-force tasks like unloading trucks, navigating cluttered delivery sites, and handling heavy materials. Fleet telematics offered valuable insights inside the cab but left a significant gap in understanding worker experiences during deliveries. Safety leaders needed actionable data to address these risks and improve outcomes for their remote workforce.

Solution

The organization deployed MākuSafe's Ally™ wearable devices paired with company-issued smartphones in remote worker mode. Drivers checked out devices at the start of their shifts, enabling real-time transmission of environmental, motion, and ergonomic data. MyVoice™ capabilities simplified hazard reporting, allowing drivers to record observations in their native language and provide GPS-tagged details about incidents or risks.

Results

- **Incident Reduction**: Over a year, sites using MākuSafe experienced a 46-50% decrease in recordable incidents, including those involving route drivers.
- **Proactive Insights**: Data from MākuSafe highlighted high-risk delivery locations, such as narrow basement stairways, enabling the safety team to implement preventive measures like better equipment and improved site coordination.
- **Enhanced Investigations**: Following four driver injuries, MākuSafe data enabled the corporate EHS team to diagnose contributing factors and recommend targeted corrective actions.
- **Worker Adoption**: Drivers preferred MyVoice™ for reporting hazards, appreciating its ease of use compared to texting or calling, especially in dynamic work environments.

Conclusion

MākuSafe bridged the gap between telematics and worker safety, empowering this client to proactively address risks, reduce injuries, and foster a culture of continuous improvement. The integration of real-time data with actionable insights has become a cornerstone of their safety strategy, benefiting both fixed and remote work environments.

For more on how MākuSafe can transform safety for your remote workforce, visit www.makusafe.com.