

Commonwealth Bank



Total Essential Services Group

- Engaged in opportunity in May 2018
- Deal awarded in July 2018
- 1,000+ retail buildings with over 375,000 SQM of floor plans
- 48,000+ Staff
- TESS prime the deal, Uptick and Locatrix providing the technology
- PlanSafe and PlanStudio delivery

CASE STUDY

Overview

Commonwealth Bank (CBA) was founded under the Commonwealth Bank Act in 1911 and commenced operations in 1912, empowered to conduct both savings and general banking business. Today, they've grown to a business that serves 15.9 million customers, employs 48,000+ people and has more than 1,000 locations.

Identifying the Challenges

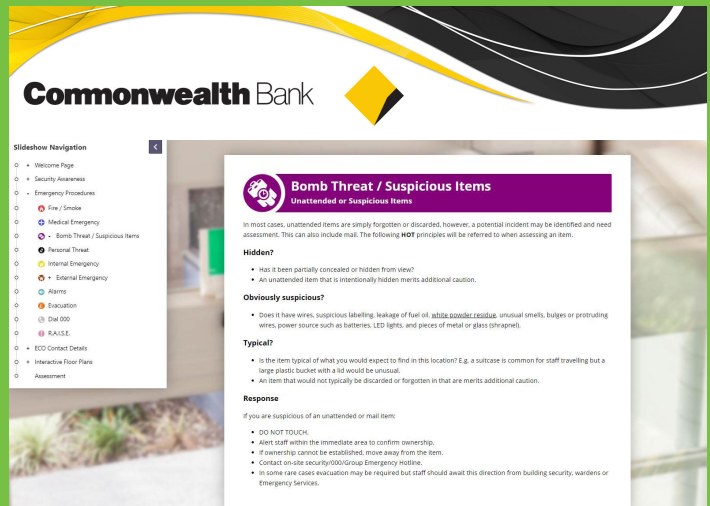
With a problem of having a large number of staff across a big geographical spread, it makes compliancy training a challenge. CBA was looking for a flexible and scalable emergency training solution that addressed all the needs of CBA and ensured it met all the necessary regulations. Operating in an industry that is required to pass stringent annual accreditation checks and in which emergency situations occur more frequently, CBA needed to ensure that its 1,000+ facilities were compliant and that its 48,000+ employees were properly trained for every emergency. Quickly and with minimal disruption to business. CBA upon reviewing their business situation, researched and implemented an online system to induct people, who come with different roles and responsibilities, with the necessary skills and knowledge to ensure they remain safe. The induction process ensures all Emergency Planning regulatory requirements are adhered to and, compliant.



FIRE & EMERGENCY | TRAINING PLATFORM

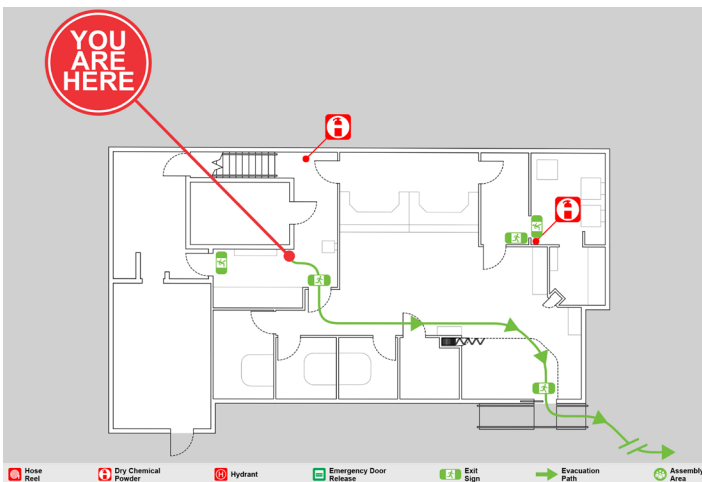
PlanSafe Solution

CBA adopted PlanSafe's online safety induction and emergency management program to provide safety information and safety training to their employees and wardens through a single system that enabled them to achieve 100% compliance with the current WH&S Legislation, the Building Fire Safety Regulations and Australian Standards (AS 3745-2010).



Result

As CBA has specific requirements for different members of staff, in-depth configuration work had been invested to create a specific induction portal which covers the broad set of content that CBA must manage. Interactive floor plans were created for each site and building to provide localized and site-specific information on any form of equipment. Present-day fire safety equipment training videos, a library of 70 emergency services certified videos for Employees, First Responders, and Wardens were integrated into the portal. Site specific Emergency Coordination Organisation Instruction (Safety Wardens) and videos customised to CBA's requirements. Different types of assessments were setup dependent on the type of inductee. The results are kept in a central database and will trigger re-assessment after a certain timeframe which keeps all staff compliant year on year which can also be reported on.



The PlanSafe Difference:

PlanSafe provides users with an online Fire & Evacuation Plan (FEP) plus employee training and reporting features that allow records to be maintained and produced, in keeping with a building occupiers safety compliance obligations.