

# FROM OVERWHELMED TO OPTIMIZED: **Embracing Digital for Physical Compliance Excellence**

*How two safety-driven campuses transformed operations for good.*



In today's rapidly evolving landscape, staying ahead of the game is almost impossible. Managing physical compliance is no longer just a simple checkmark on a sheet, but represents detailed operating requirements that are constantly changing.

How most schools manage day-to-day physical operating compliance today holds immense potential for improvement. As regulations continue to evolve, relying on traditional paper-based methods, or a variety of spreadsheets and different applications, for managing compliance is no longer sufficient. With delayed response times to issues, unreliable tracking and reporting systems, and costly maintenance due to a lack of effective use of compliance data, campus operations are left inefficient and significantly at risk for safety incidents.

Learn how the safety and facilities managers at two quality-driven educational institutions, Carleton University and Norristown Area School District, have deployed technology to not only make their lives easier, but also reduce risk while saving time and resources managing physical operating compliance on their campuses.



# CARLETON UNIVERSITY

## *Finding Confidence in Compliance*



### Situation

To comply with the fire code, the Emergency Management team has to ensure all 2500+ fire extinguishers on campus are inspected monthly and annually, are functional, and are in the right location. Compliance was managed by signing off on the tags and tracking the status on a piece of paper to be filed for future reference.

### Challenge

- Without follow-up inspections, it was **impossible to confirm** if monthly inspections were completed as per the policy standards.
- Paper reporting led to manually combing through piles of paper to find records of missing or broken fire extinguishers to replace them, resulting in **issues being missed or taking longer to find**.
- When the inspector arrived, they had to manually find and pull together all the inspection data to prove compliance and **hope the paperwork wasn't lost or damaged**.
- **Budgeting and planning was time-consuming** without the organized data to analyze and confirm requirements.

### Solution

Carleton University turned to [Command Center](#) to create a digital workflow for each building and fire extinguisher on campus to ensure nothing was ever missed again. Using the mobile application, staff simply follow the workflow and capture the necessary performance data in real-time, all maintained in a single database for easy access and reporting. To ensure no extinguishers were missed a scannable tag is attached to each one to eliminate the ambiguity of completed procedures.

- Created an **audit-proof** fire prevention strategy using asset-specific scannable tags.
- **Have confidence** that all fire extinguishers have been inspected, are functional and available.
- Can **easily and quickly pull up monthly inspection data** when the inspector arrives to prove compliance.
- **Improved forecasting and budgeting** with more detailed asset and performance data.

# NORRISTOWN AREA SD



## *Enhancing Operations Knowledge*

### Situation

The Norristown Area School District has 12 schools and one administration building that needs to be clean and safe all times, each with an assigned head custodian responsible for daily operations. While they had existing building automation technology, they were only able to remotely monitor the big equipment, it was the day-to-day procedures that lacked oversight and presented a challenge to keep track of.

### Challenge

- As custodians moved around the district, they **needed to be trained on the specifics** of each school, which could often be missed or overlapping certain procedures with the wrong schools.
- **High turnover of employees** post-COVID the onboarding of new staff was time-consuming, especially for the night shift who worked largely independently.
- Daily **inspections were being missed** by accident, resulting in unnecessary equipment damage with more resource use needed.
- Accessing the data for insurance was **time-consuming and challenging**.

### Solution

Norristown turned to [Command Center](#) to digitally transform the operating procedures such as boiler, water softener, roof, playground quality inspections, fire code compliance, emergency generator run times, etc. for each school to improve district oversight of physical operations and ensure needed insights were recorded and accessible across the board.

- *Ensured all **procedures followed specific tailored requirements** for each building.*
- ***Eliminated the ambiguity** and made sure staff clearly understood exactly what needed to be done for each procedure.*
- ***Saved time and resources** with more accurate monitoring of procedure completion.*
- *Encouraged **more informed communication** between operations teams and administration.*

# MEET COMMAND CENTER

Command Center is SaaS-based grab-and-go technology that combines the flexibility of near-field communications (NFC) technology with the smartphone to cost-effectively ensure adherence to all daily physical operating requirements associated with health and safety, fire code, environmental, commercial insurance, brand standards, etc. It's the only solution to provide a single version of the truth regarding operations and access to real-time, accurate operating data that can be used to increase efficiencies, reduce overall risk, and help save lives, money, and time.



## Eliminate All the Paperwork Required to Keep the Doors Open.

- Create **unlimited work plans** based on your compliance calendar.
- Design workflows tailored to your operations to be **sequenced or ad-hoc**.
- Optimize response times to issues using **automated alerts** based on operating policies.
- Directly link to specific assets or locations for **end-to-end life cycle management** using Near Field Communications Technology
- Assign work plans to **individuals or teams**



**OPERATING PROCEDURES**



**INSPECTIONS & AUDITS**



**OPERATING PERMITS**



**EMERGENCY RESPONSE**



**INCIDENT REPORTING**



**ASSET MANAGEMENT**

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