



TPA Safety Journey

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**We are transforming our
business
into becoming
a safety-focused, values
driven provider of
integrated mobility
solutions**

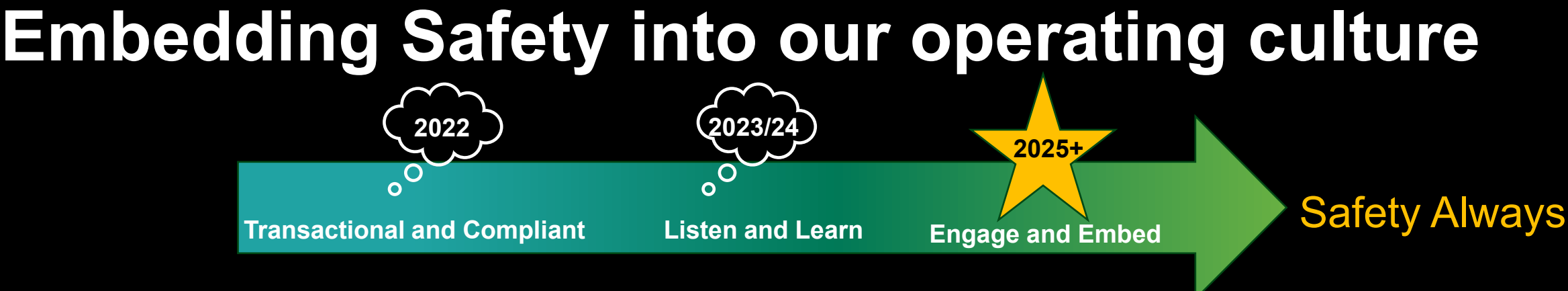
*We see the future clearly,
and we have a strategy
to get there.*

Our Core Values

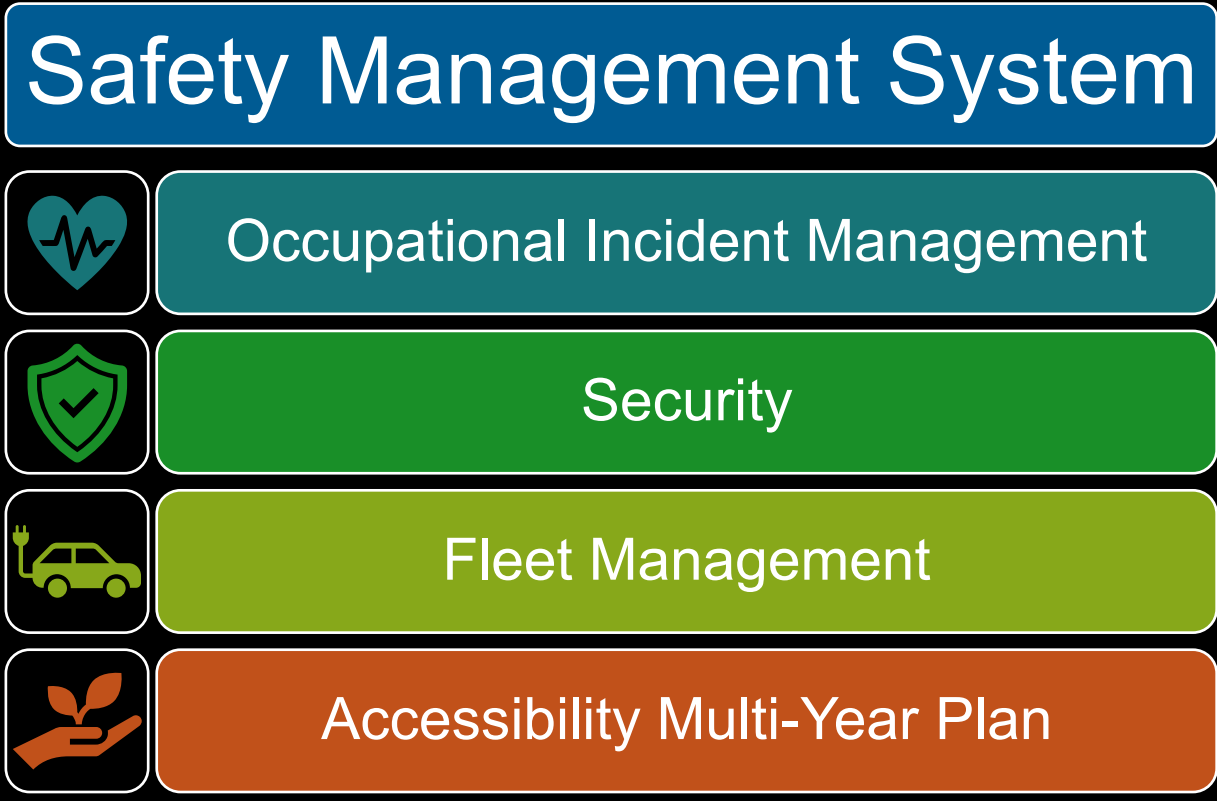
- Safety Always
- Respect and Value Differences
- Act with Integrity

Post pandemic we recognized the need to change our approach to Safety





TPA's
Safety
Journey



- ISO 45001
- WSIB Excellence

Designing systems that protect and perform

SMS Design Considerations



Organizational context,
tailored for TPA business



Process and data
driven approach



SWOT analysis and
continuous improvement



Risk based thinking



Outcomes

- Safer environments for employees and customers
- Stronger safety culture
- Increased brand trust
- Risk reduction
- Data driven decisions

PLAN

DO

CHECK

ACT

Our approach to safety has become more strategic and values based

Our Journey (2022-2024)



Compliance and
safety
performance



Establish facility
safety inspection
processes



Safety
training



Enhance
Security to
protect
customers and
staff



Invest in
skills training



CCTV cameras



Results

- ✓ Introduce Safety Management System
- ✓ Execute AODA Action Plan
- ✓ Implement Occupational Incident Management System
- ✓ Review Safety and Security team enhancements
- ✓ Modernize Fleet Safety Program
- ✓ Launch New Safety Training Modules

Our efforts are delivering desired outcomes

Key Initiatives

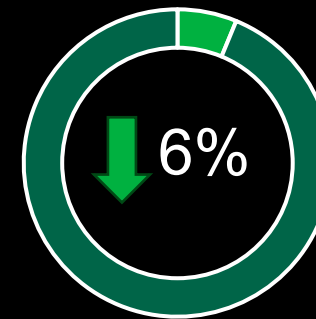
- 24/7 Hazard reporting into Monitoring Station
- Employee Engagement
 - Monthly Joint Union/Management Health and Safety Committee
 - Quarterly Office Health and Safety Committee
 - Roundtables and Safety Events
- Training and Communication
 - Access to 80+ E-Courses Canadian Centre of Occupational Health and Safety
 - Delivered 20+ In-Person Training Sessions (Job Specific such as De-Escalation, Driver Safety and Working from Heights)

100%

Monthly
Enterprise-Wide
Safety Talks

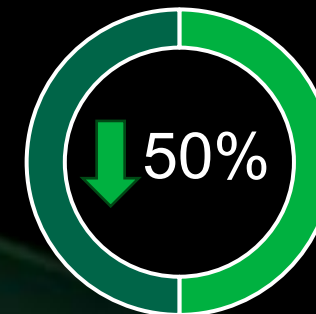
2024 Workplace Incidents

Reportable Incidents



2024 TRIF = 5.6
2023 TRIF = 6.15
(15 vs 16)

Lost Time Claims



2024 LTIF = 1.9
2023 LTIF = 3.85
(5 vs 10)

SMS is making TPA a safer place to work



Source: www.wsib.ca

Prioritize safety. Maximize impact.

Building a Great Place To Work

↑ 74%

2024 Employee Engagement:
Safety Results

■ +28 pts vs 2022

Source: Mercer



Connecting with Customers

↑ +40%

Averaged increase in customer
safety perception vs 2023

Source: Research Strategy Group

Embedding safety, empowering teams.



Choice. Ease. Speed.

THANK YOU

