

# A Transformation in Safety: RELMEC Mechanical's Success Story



## Customer Experience Systems Changing Contracting Safety



### Introduction

RELMEC Mechanical, a prominent Plumbing and HVAC contractor in Cleveland, Ohio, embarked on a mission in 2022 to eliminate workplace injuries. Partnering with Servecentric Coaching, they adopted a groundbreaking strategy centered around the credo "Communicate, Communicate, Communicate," leading to a record-setting year of safety in 2023.

### Challenge

Despite a history of strong safety efforts, RELMEC struggled with consistent safety outcomes due to communication gaps and inconsistency. The need for a new approach was clear.

### Strategy

The collaboration introduced two pivotal changes:

1. Credo Implementation: The "Communicate, Communicate, Communicate" credo aimed to enhance transparency and dialogue across all organizational levels and "make safety excellence the standard" helped set the tone for maximum daily performance throughout the company.
2. CX Systems Deployment: Advanced systems were deployed to streamline communication, supporting the new credo's objectives.

### Results

The impact was immediate and significant. In 2023, RELMEC reported zero injuries, marking a first in over a decade, over 299,162 work hours. This achievement underscored the effectiveness of prioritizing communication in cultivating a safe work environment.

### Conclusion

RELMEC Mechanical's journey highlights the transformative power of communication in achieving workplace safety. By embracing the "Communicate, Communicate, Communicate" credo, Relmec not only improved safety but also set a new standard for the industry, proving that effective communication is key to operational excellence.

