



## Building a world-leading workplace compliance solution

The mining industry is heavily regulated to ensure the safety and security of its workers. It means businesses like Yancoal, Australia's largest pure coal producer, must stay on top of worker safety and compliance. With over 12,000 workers and visitors to manage, this is no easy task.



### The Client

In 2021, Yancoal operated five producing mines, managed two mines, and had interests in another two joint venture mines across Queensland, New South Wales and Western Australia.

Each hosted an array of workers and contractors, all of whom need clearances, inductions, training and certifications to be able to do their jobs safely. Creating a solution to do that effectively is where Avetta's John Furner, stepped in.

"Yancoal has 10 sites where Avetta has been implemented, including head office. All up, there are thousands of worker profiles to manage. To do this successfully, Yancoal partners with Avetta on an end-to-end solution, including online learning, worker competency management, company pre-qualification, and access control," Furner says.

Developing, implementing and updating one system that can "do it all" is a considerable challenge. However, Avetta is up to the job. As leaders in workforce management services, Avetta has spent decades helping businesses meet safety regulations, implement online inductions, report on compliance and ensure proof of worker qualifications.

Therefore, when it came time to assist Yancoal in managing its workforce, Avetta was in a unique position to partner with them to build comprehensive solutions that were developed specifically to respond to in-the-field needs.

#### Industry

Mining

#### Challenges

- Company and worker compliance, security access integration

#### Duration

- 2018-ongoing – across two cycles of development, build, implementation and expansion to date, with third cycle in planning

#### Goal

- A streamlined digital system that ensures company and worker compliance

#### Location

- 10 sites around Australia

## The Challenge

Both the scope of its operations and the demanding nature of the coal sector dictate that Yancoal maintain best practice in workforce management. One lapsed safety accreditation or missed training module can lead to unacceptable risks for the worker in question, their teammates and the company as a whole.

Yancoal previously used a system implemented by Avetta at a number of mine sites for insight into the qualifications, safety and skills of its contractor workforce. The coal company saw something promising in this platform, and made a business decision to implement the Avetta system as a standard across all of their sites.

To achieve this goal, Yancoal and Avetta began a “development partnership”. This partnership would work to build a brand new platform – leveraging the valuable data Yancoal was already collecting in their Avetta contractor system – into one that offered leading-edge features and integrations which Yancoal could then roll out to all the other sites.

Speaking in late 2020, Craig Hagan, Yancoal’s Training and Development Specialist summed up the mining company’s motivations.

“ The Avetta project really came about through Yancoal looking to be innovative. We were looking at new ways to manage training competency in a digital sense,”

“ We were looking at how we could pull in a number of systems that would allow us to have a best-practice model.” Commencing a development partnership with Avetta was an avenue to do just that.”

Work on Version 1.0 of the Client Portal project – an intuitive system where Yancoal reports, analyses, and makes operational and safety decisions based on the information in the Avetta system – kicked off in earnest in 2018. By 2020, Version 2.0 – offering considerable UX and functionality upgrades – was in service and planning for Version 3.0 (due to be in service in 2022) was well under way.



## The Partnership

Yancoal presented Avetta with a unique challenge. While the company saw potential in the Avetta offering used by some of its operations, the mining giant also had clear ideas on what improvements would be required to make it a viable solution to support all Yancoal sites.

Overcoming a bumpy onboarding process with Yancoal, Avetta showed it was determined to build the solution into what the miner wanted. What resulted was a unique relationship between the two companies. John Furner explains: “ Yancoal views the Avetta Client Portal project as a partnership. It has a vision for where it wants the software to be and backs the development work needed for the project.”

“ Our challenge, then, is to decide if Yancoal’s vision is a good fit for the overall software. In most cases, it has been and that’s proved beneficial to both parties.”

Craig Hagan concurs, saying that Yancoal presented Avetta with a steep challenge, which it stepped up to.

To date, the project has been a win-win for both Yancoal and Avetta. Yancoal has benefited through the roll-out of a powerful and comprehensive workforce management solution tailored to its needs, while Avetta was able to extend its offering to current and future clients.

“ Avetta had to up their game on this. It was about how they prepared themselves to work and focus on a concept that would end up showing what best practice looks like,”

**Craig Hagan, Training and Development Specialist – Yancoal**

## The Nuts and Bolts

Over the past few years, the Avetta Client Portal has been under continual development as more and more features, integrations and concepts are added. Each time, the Avetta development team worked closely with Yancoal; first to fully understand what was needed, and then to implement what they'd built in a comprehensive and effective manner.

Within the Client Portal, Yancoal can report, analyse, and make operational and safety decisions based on the information collected in their Avetta contractor management system.

### Features include:



Broadcasting messages to quickly communicate to the workforce.



Interrogating workforce analytics to learn from trends, ask questions and act on data.



Utilising powerful tools to find workers/contractors and keep track of their scope.



Cloud based access to training and assessment modules to deliver important safety training events to workers online.



Face-to-face training, scheduling and digital learning enrolments through and innovative learning management system.



In field mobility assessment and compliance record applications to provide real time information.



## Into the Future

While the Avetta Client Portal is now polished and functional, it continues to be developed and improved. And when it's done, the co-development team won't be resting on its achievements.

"We've got more enhancements to come. From our perspective, there's at least another 12 months of development," Hagan says.

"We've already road mapped the next six months and the most exciting milestones are just coming to fruition." Likewise, Avetta is maintaining its dedication to innovation and improvement. Working with Yancoal has enabled it to extend the platform beyond anything seen before.

"The work we're doing in this space is really leading-edge stuff," Furner says. "Some other organisations have done some ad hoc arrangements around this, but in my 30 years in the industry I've never seen a system that's so intuitive and smart."

The differences in the solution used previously and what Avetta has now evolved with Yancoal are stark.

"We can now look at the development needs of individuals. We're creating pathways around the individual roles to ensure that training continues on and thrives in the business," Hagan says "And we're doing that at the same time as managing contracts and access controls. It really is a holistic system."

