



Case Study

SKYCLIMBER.
RENEWABLES





95%

mobile, non-desk workforce

90%

of workforce (field technicians) travel

224

monthly active users

93%

find information shared via Beekeeper useful

About

Sky Climber Renewables is a division of Sky Climber, a 60-year-old company that specializes in delivering suspended access product and services solutions to work-at-height industries around the world. In 2007, Sky Climber Renewables entered the renewable energy market as a suspended access equipment provider, developing safe and efficient solutions for wind turbine repair and maintenance. After 10 years of experience, today Sky Climber Renewables is a trusted service partner to the industry's largest OEMs (original equipment manufacturers) and wind farm owners, offering a wide range of services including installation, inspection, repair, and maintenance for clients throughout North America.

With a 350-person team headquartered in Delaware, OH and multiple locations in U.S. and Canada, Sky Climber Renewables completes over 360 projects that range from a few days to 9 months on an annual basis. Sky Climber core values include safety above all else, and reliability, to name a couple. Employee performance is measured against the company's core values to assess teamwork, knowledge, service-value, contribution, and professionalism.



Challenges

Working 300 feet above ground on wind turbines across the U.S. and Canada, safety is an absolute necessity and the top priority at Sky Climber Renewables. The company needed a way to effectively communicate safety notices and information, as well as policy updates, with their dispersed workforce of field technicians.

Connecting Management and Dispersed Field Technicians

Since field technicians work all over North America 9 to 12 months a year, ensuring they had the latest company news and safety updates was especially difficult. Before Beekeeper, communications took place largely over email and conference calls. Project managers held Skype meetings, but carving up a manageable meeting roster for employees working at project sites in different time zones proved problematic.

Effective Reinforcement of Safety Awareness Initiatives

Of all the core values, safety is understandably Sky Climber's primary focus. Leadership was invested in finding an internal communications solution that reinforced the Mission Zero safety awareness initiative. Mission Zero advocates for safe work culture and strives for zero incidents, unsafe behavior, harm to Sky Climber employees, customers, and communities.



"Most companies, even large construction businesses, still have an opportunity to see employees on a relatively frequent basis. Our field technicians work at project sites all over the country, and getting in front of them is very difficult. In-person meetings are not realistic time-wise and cost-prohibitive. Beekeeper provides an alternative method of reaching and engaging them."

Chad DiFranco

VP of Sales & Business Development



Goals

In addition to safety reminders, facilitating better internal communications from management to field technicians was the number one goal.

Other goals for implementation of Beekeeper included:

1. Improve safety awareness with field technicians working on customer wind turbines
2. Boost operational efficiencies with real-time communication with the entire team
3. Incident prevention and information sharing
4. Improved logistics with mobile daily reports from field technicians
5. Establish management-led best practices related to safety and maintenance





Solution

To motivate workplace adoption of Beekeeper, Sky Climber Renewables created a pre-launch video to highlight the objectives of the online Sky Climber community. As part of the rollout plan, they provided employee engagement incentives two months before the launch to better encourage their employees to download Beekeeper to their mobile devices and set up their profiles. In return for successfully signing up and logging in, Sky Climber employees received company jackets and gift cards.

Since leadership buy-in is a crucial first step to ensuring digital workplace tool adoption, management completed a Beekeeper training. Beekeeper is actively used for recruiting events in the form of digital signage that displays tailored content such as “Tech of the Week” posts.

Beekeeper Effect

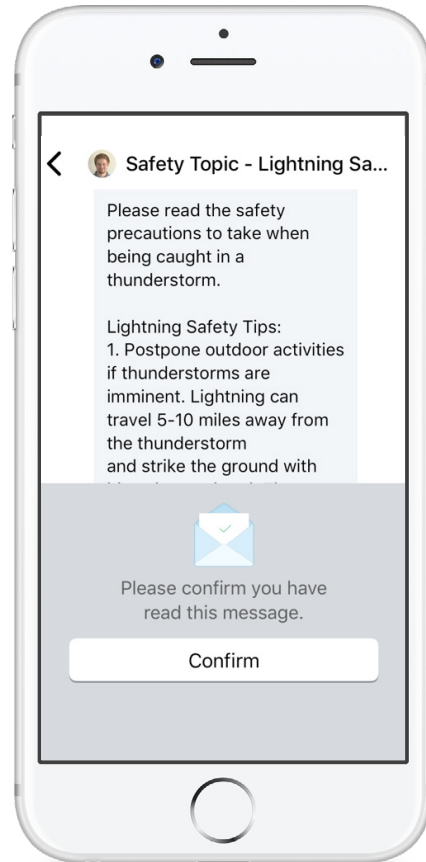
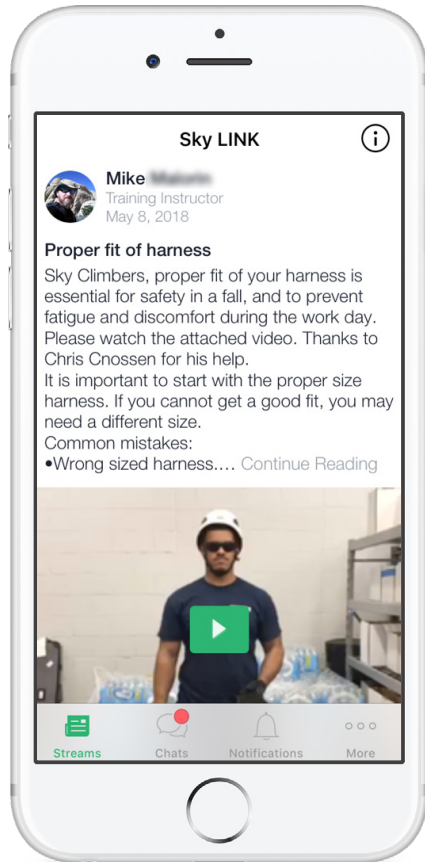
Dedicated communication streams in Beekeeper are the go-to resource for safety reminders, videos, and training content. Having this content mobile and accessible 24/7 is especially important for the highly-active field



"Just having the Beekeeper app period has shifted the mindset of our employees. It gives them a way to better see and embrace our company vision and how operations are set up."

Dustin Joffrion

Director of Operations



technicians who might need to reference a safety training video that demonstrates the proper way to install a safety harness before beginning work up-tower on wind turbines, for example.

Improved Safety Logistics and Operational Efficiency

Helpful notices on worksite conditions—such as noting the maximum outdoor temperature field technicians can work in to avoid heat stroke, and reminders not to work if wind speeds exceed restrictions—are posted in Beekeeper. Field technicians also use Beekeeper to report safety risks and maintenance-related tips in real time, often right from the worksite.

Confirmation Campaigns for Safety Awareness

Management sends messages to all field technicians and Sky Climber Renewables team members with important safety awareness reminders and best practices. Utilizing Beekeeper’s confirmation campaign feature, they ensure that all employees receive and read each message. This reinforces their primary company goal to have a safe and incident-free work environment, both in office and out in the field working on turbines which is where the majority of Sky Climber’s team spends their workday.



Other regularly-posted and safety-related content includes images of the Safety Ticker, which keeps track of how many days Sky Climber Renewables has gone without a recordable injury. Field technicians have the opportunity to share reminders based on their own experiences, such as reminders to bring an extra shirt up-tower to change into or to double-check staging platform surfaces for slip hazards and debris (or even rattlesnakes, depending on the worksite).

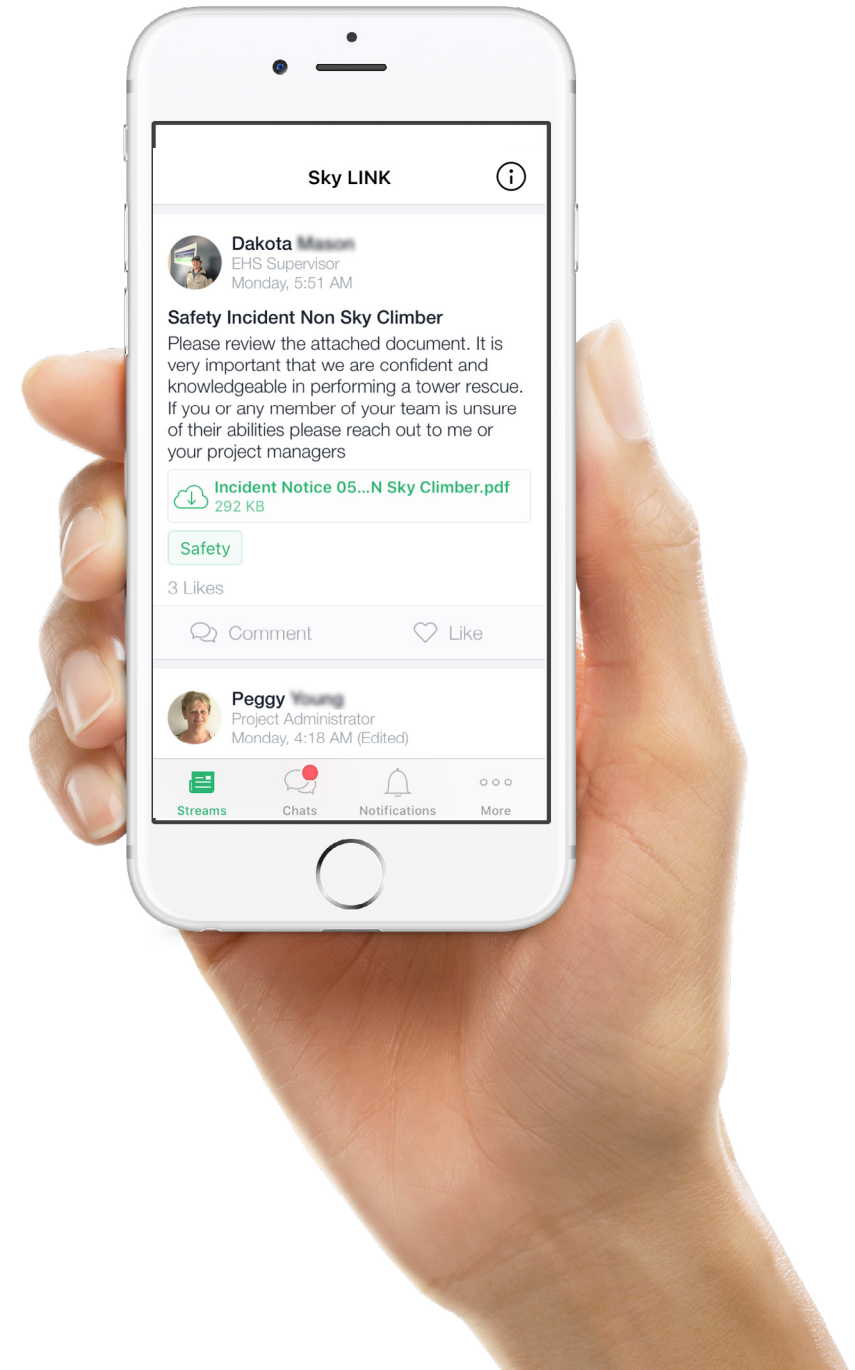
Incident Notice Distribution

Incident notices are posted in the team communication stream in PDF form. Summarizing the incident, each post is tagged with “Safety,” which categorizes the post for easy content sorting and future retrieval. The PDF is attached to the post, and can be viewed with one click from within the app. Its contents detail the incident with photos and clearly state preventive measures to avoid future incidents. Employees utilize post commenting features to provide advice or insights on the incident notices.

"Our company excels at operational logistics. We have the knowledge and ability to be where our clients need us, when they need us. Integrating technology like Beekeeper into work processes up-tower, like mobile daily report forms, has helped make us even more efficient."

Chad DiFranco

VP of Sales & Business Development





“Tech of the Week” and Employee Recognition Programs

From Wisconsin to Northern California, projects take field technicians all over the country, and Sky Climber Renewables management encourages employees to post their experiences on the Beekeeper app. Photos of the day’s sunrise, shoutouts to fellow teammates, or breathtaking views (captured safely, of course) from atop a wind turbine are posted by field technicians on Beekeeper to share employee experiences with the nationally-dispersed team.

“Tech of the Week” is one such employee recognition program that Sky Climber has introduced using Beekeeper. Nominated by their peers, “Tech of the Week” posts acknowledge the stellar performance, leadership (such as helping to train new hires), and proactive attitude of field technicians that go the extra mile.

“Beekeeper is the vehicle to deliver video weekly updates and employee recognition initiatives like “Tech of the Week.” We post birthdays and encourage employees to share images from projects and worksites. When the content is relevant to the company and encourages employee engagement—that’s the true value add to our business.”

Chad DiFranco

VP of Sales & Business Development



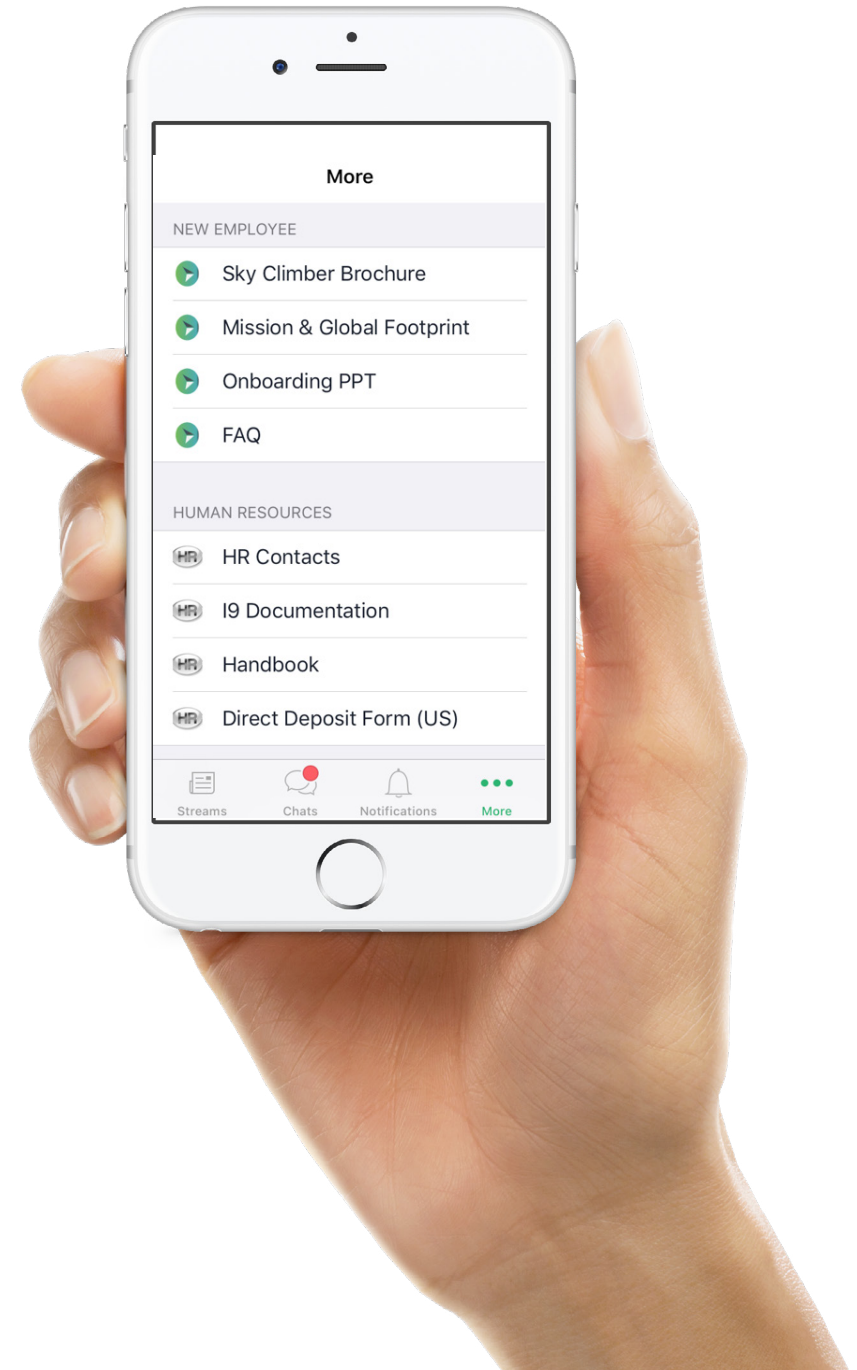
Improved Accessibility and Transparency of Employee Review Processes

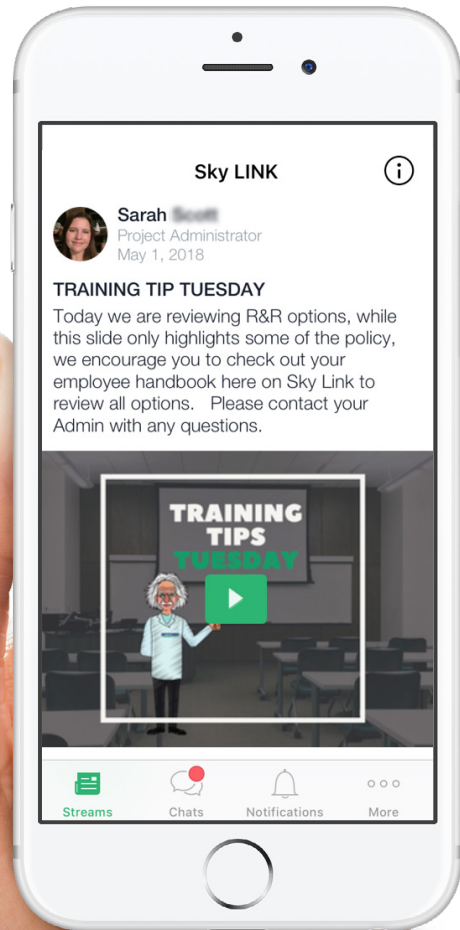
Beekeeper has improved Sky Climber Renewables employee review processes by locating the online performance review link directly within their Beekeeper app documents library. Management shares videos with updated employee performance review processes through communication streams on Beekeeper.

These employee reviews serve as a way for the company to evaluate and support employees' professional development. Conducted on a monthly, project-based, and quarterly basis, employee reviews are an important component of reinforcing the company's goals and business objectives. Online surveys are sent out to team leads, site leads, and field technicians via Beekeeper regarding monthly and specific worksite project performance. This streamlined process provides an efficient delivery and response mechanism for management to deploy and review submitted surveys.

More Apps Navigation Centralizes New Employee and HR Documents

From onboarding presentations, a new employee FAQ, and training resources to the company handbook, Sky Climber Renewables utilizes the More Apps navigation feature as a centralized digital hub for essential HR materials. PDF documents can be easily downloaded via Beekeeper on employee mobile devices or laptop computers.





HR and Weekly Video Company Updates

HR uses Beekeeper to post “Training Tip Tuesday” videos that answer commonly-asked questions and review company policies found in the employee handbook, such as time-off requests. The videos end by encouraging employees to comment with questions or suggestions for the next week’s video. Reminders such as deadlines for benefits enrollment and work vehicle inspections are also posted to the team communication stream in Beekeeper.

Chad DiFranco, VP of Sales & Business Development, shares company press and photos from company events with the Sky Climber Renewables team, such as the Wind Power Conference 2018. Beginning with the motto to “Rise and Climb” and reminders to prepare for the day with adequate stretching, each weekly video update covers new hires, goals, highlights, and lowlights such as safety incidents.

Did you know?

SkyClimber developed a custom rigging solution that remains on premise for ongoing access to the building’s exterior for one of the UK’s largest museums, Tate Liverpool, in London.



About Beekeeper

Beekeeper is an award-winning employee communication platform that digitizes the non-desk workforce by connecting operational systems and communication channels within one secure, intuitive interface. Beekeeper connects colleagues across locations and departments in real time via mobile or desktop devices, and includes an intelligent dashboard to help companies improve internal communication and streamline business processes. Secure, automated, and relevant information is readily distributed, searchable, and measurable in one central hub for an efficient digitized workflow. The company is based in Zurich and San Francisco and supports users in more than 130 countries.

Get a Free Demo

For more information, visit www.beekeeper.io and follow us @BeekeeperSocial.

