NAVEX

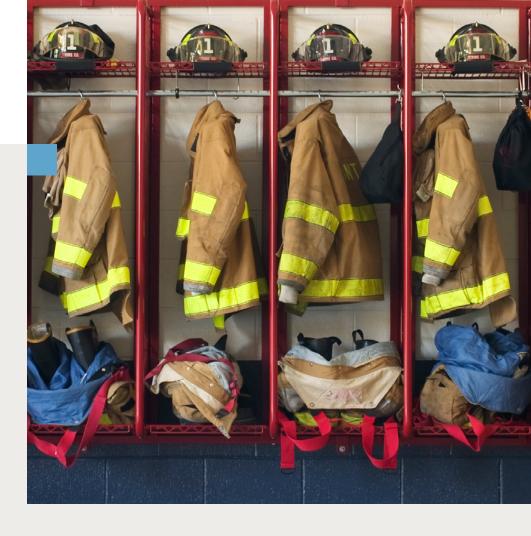## NAVEX Customer Success Story

Concord Fire Department Improves Emergency Response with PolicyTech®

"The reason we went with PolicyTech was to ensure the same message got delivered to all the members of our department."

Jeffrey Lex
Firefighter / IT

Highlights

INDUSTRY

Government

NUMBER OF EMPLOYEES

51

CHALLENGE

Gaps in policy and procedure management reveal need for better system.

SOLUTION

Hosted policy management solution puts everyone on the same page even in an emergency.

Solution

SINGLE-PRODUCT

PolicyTech®
POLICY & PROCEDURE MANAGEMENT

When properly managed, communicated and enforced, policies:

- Convey the organization's mission and enable the execution of its strategy

- Ensure that employees clearly understand expectations and consequences

- Influence employee behavior and decision-making

- Create a positive and respectful workplace

- Foster credibility and trust with customers and business partners

- Improve productivity and business performance

- Ensure the organization meets all legal standards required to operate

- Help the organization avoid litigation and mitigate risk

- Identify, prevent and respond to criminal conduct

- Protect the organization's people, reputation and bottom line

Download the Definitive Guide to Policy & Procedure Management to Learn More

To learn more about NAVEX E&C Policy & Procedure Management® to schedule a demo, please visit **www.navex.com** or call us at **+1 866 297 0224.**

Challenge: A Policy Management System That Needs to Keep Up with Emergencies

In an emergency, everyone needs to be on the same page. No one knows that better than the firefighters of the Concord Fire Department in Massachusetts. With policies and procedures for every type of emergency the department may encounter, the organization needed a better system for managing those documents and holding department employees accountable for knowing the content of those policies and procedures.

In addition, the department needed to standardize its operating procedures. With four different groups at two stations "every manager, or every supervisor, or every shift commander or officer had their own basic way of running a particular call. There could have been up to eight different ways of operating at a particular emergency scene," said Jeffrey Lex, a firefighter and IT manager at the Concord Fire Department.

Solution: PolicyTech® Puts Fire Department on the Same Page

Now with PolicyTech in place, no matter who is on duty, the department operates in the same way. "The reason we went with PolicyTech was to ensure the same message got delivered to all the members of our department," said Lex.

Whenever a new policy comes out every employee gets an email notifying them that they need to review the policy. At a daily morning roll call, the fire department goes over new policies, policies that are up for review and documents that have been amended to make sure that every department member knows what is expected of them. "With PolicyTech in place, everybody is getting the same message and everybody is expected to follow the same guidelines. Everybody knows what their responsibilities are even when they are working with a different group that they don't typically work with," said Lex.

PolicyTech®
POLICY & PROCEDURE MANAGEMENT

Policy Management: PolicyTech®

Centralize, simplify and strengthen your policy management lifecycle with PolicyTech. Automating this foundational process of your E&C program reduces legal risk while increasing productivity, accessibility and accuracy of your policies.

Policy Writing & Review

Determine whether your policies are aligned with your risks with a policy review or writing assistance. Our approach brings your policies into compliance with all applicable laws and regulations while increasing readability and engagement.

Agile Code of Conduct™

Bring your code to life with an agile code of conduct. With NAVEX's Agile Code of Conduct, users can navigate your code document through interactive links. This dynamic file allows you to create and include unique rich media content that helps employees access and better understand your guidelines and policies.

Results: Upgrading to Hosted Solution Makes Compliance Portable

PolicyTech has also made it possible for the Concord Fire Department to stay compliant on-the-go. When the department began working with the software, it used a non-hosted solution, which meant the department couldn't access policies and procedures anywhere other than within the department. This made it challenging to keep up with policies when firefighters were responding to an emergency and needed to reference a procedure or a chain of notification.

Working with NAVEX's Implementation team, the fire department transitioned to a hosted solution. On a recent call, firefighters needed to reference a specific chain of notification, which was stored in PolicyTech. Using a phone at the site of the emergency, they were able to look up and easily access the policy that they needed. Lex noted that while the Concord Fire Department has always been committed to doing the right thing, PolicyTech has made it easier to standardize its operations. "There was always a strong commitment to ethics in the department before PolicyTech, but PolicyTech helped get everybody on the same page."

About Concord Fire Department:

The mission of the Concord Fire Department is to provide rapid and effective fire, rescue, and emergency medical services to the community, and strive to make Concord a safer place for all to live, work and visit.