



Kasteel Year in Review

2019 Improvements

Our Northern based Kasteel team has been working hard to grow the company and grow it in the right way. In 2019 we were focused on organization and innovation in order to streamline our processes to achieve internal efficiency in certain key areas. A substantial amount of time and consideration was put into the following implementations:

✓ Safety Program

Our safety program was completely overhauled in 2019. All safety documents, forms and policies were updated and revised, plus a new up-to-date Kasteel Safety Manual was constructed from scratch. These efforts were completed in conjunction with preparation to migrate to an online safety management program ... SiteDocs. Kasteel is passionate about safety and we are continually improving towards better safety documents and better safety processes, learned and then implemented.

Our external COR Audit was also conducted in the fall of 2019 which is a requirement to maintain our safety certification status. We have developed a comprehensive internal Health and Safety Program that meets established standards requiring ongoing commitment to meet very strict criteria as an employer to manage risks, establish controls, and minimize the incidence of injury and illness to their workers.

✓ SiteDocs

Recognizing the need to enhance the day-to-day management of safety and to ensure 100% compliance, we ditched the inefficient paper trail and switched to an online safety management program allowing full on-site access to our complete safety program. No more flipping pages in roughed up binders, or tracking down a Lead to find a certain form, Safety at Kasteel is now facilitated online through our mobile devices allowing for real time completion and tracking for all employees (from management to labourers), regardless of location.

✓ Internal Training Matrix

Our training matrix was restructured to better maintain employee training, clearances and certifications within one document to allow for better job site planning and preparations regarding compulsory and specialized training requirements, and to ensure gaps are identified in advance. Employee certifications are uploaded to our SiteDocs which allows for easy verifications of employee training and certifications while on-site.

✓ Accounting Software

At the beginning of 2019 we migrated our accounting system over from Sage 50 to QuickBooks Online. This was a long-awaited software conversion and finally settled on the best fit for Kasteel as a service-based business and pulled the trigger. This new online accounting program has allowed us to streamline several business financial tasks and processes to increase efficiency within the full realm of our accounting operations. Time is money!

✓ TSheets

With the implementation of our new accounting software, we also integrated an online timecard program to achieve efficient and accurate digital time tracking to replace the tedious manual paper timecard system. Now employees can quickly track their time from any location, weather in the office or on a job site, in real time. This has significantly reduced our payroll processing time.

✓ Mobile Devices

Communication is a key factor to success and mobile computing is allowing our crews the ability to work more effectively while being more organized and productive in the field. Kasteel is continually investing in and upgrading our mobile devices to ensure our workers have the proper technology available to accomplish this. Mobile devices have become instrumental in our day-to-day operations as we move towards cloud based, online digital applications. Not to mention having access to so many different tools within one device which are used daily by workers: GPS, Google maps, camera, video recorder, email, calculator, web browser, clock and stopwatch, weather report, along with the ability to easily view files, PDF documents and blueprints.

✓ OneDrive

Considering the company growth and how much Kasteel has branched out, we now have various people working remotely as well as workers requiring mobility who need to maintain access to company files. Therefore, we decided to maximize our company network functionality by transitioning to a cloud-based environment for file saving, sharing and collaborating.

✓ Corporate Email Signatures

Since email is one of the primary forms of communication nowadays it has also become a digital marketing platform, so we wanted our team to have a standardized look within our digital communications to reinforce who Kasteel is as a company. Not only do our emails look professional, they are consistent across the board. Signatures are centrally managed which alleviates individual users from having to create, re-format and update their own signatures which takes up valuable time and resources.

✓ Phone System Upgrades

Everyone is aware of the “ringing phone” frustration which is quite bothersome to the caller. So we implemented key features to our phone system to improve on our business communications, both internally and externally.

Our team is busy and constantly on the go so we setup an Auto Attendant to field incoming calls, now our office phone is always answered regardless of time or day. Having this system in place has increased general productivity and efficiency since calls are routed right where they need to go, which also speeds up response time.

Due to the nature of our business, employees in the field cannot answer every call that comes in and managing voicemails can become tedious. To streamline this process and to improve customer service we now have Voicemail to Email setup for those employees to automatically route voicemails to their email. This increases the ability to manage and respond to messages promptly and easily.

✓ Marketing

Kasteel is dedicated to Business Development and providing a Northern network allowing us to build a work force inclusive of well trained local and indigenous people. Our company has developed specific affiliations with like-minded companies in order to collaborate on larger projects in the North. We have been growing our brand and marketing our company by utilizing a number of marketing elements:

- Website Development and Maintenance
- Project Profiles: utilizing a professional photographer
- Donations and Sponsorships
- Community Involvement
- Marketing Materials: Summary of Services and Corporate Profile
- Promotional Materials: exhibiting at trade show venues

✓ **Joint Venture**

Kasteel has been working on a Joint Venture with Colon Construction Corporation. Kasteel and Colony collaborate on joint projects which brings the capacity to perform much large projects. Colony offers experience and skill while Kasteel brings the relationships and Northern Development.

✓ **Bonding**

Kasteel has completed the bonding process and is now a bonded company.