NIPPON GOHSEI

Case Study ~

Managing Environment, Health and Safety Risks at Nippon Gohsei (UK) Ltd

"CamHealth® ensures management action can be taken without undue delay

and assists in supporting the company's proactive safety culture."

Background

The Nippon Synthetic Chemical Industry Co., Ltd. (Nippon Gohsei) was originally founded in Japan in 1927 to develop manufacturing technology for synthetic acetic acid production. Today, it is part-owned by the Mitsubishi Chemical Corporation and is a global chemical company with over 1,500 employees worldwide and a turnover of 110 billion yen.

Nippon Gohsei was established in the UK in 2001 and in 2004 opened a new plant dedicated to the production of Soarnol (a barrier resin typically used in innovative food-packaging technology) based on the BP Chemicals Ltd site in Saltend near Kingston upon Hull. The company is a top tier COMAH site under the COMAH regulations and also has an Environmental Permit to operate under the Environmental Permitting (England and Wales) Regulations 2007.
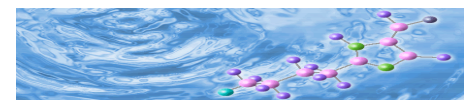
The Business / IT Challenge

As part of obtaining ISO 9001 and ISO 14001 accreditation, Nippon Gohsei (UK) Ltd undertook a review of its key business applications and general IT systems. The company takes a proactive approach to Environment, Health and Safety (EHS) management and has a clear philosophy on its responsibilities:

"Our work is never so urgent or important that we cannot take time to do it safely, efficiently and with care for the environment. Nippon Gohsei is committed to manage safety, health, quality and continuous improvement of its environmental performance. The overall goal is to have no injuries or occupational illnesses to people, nor any damage to property and prevent pollution of the environment, through the development and maintenance of an integrated management system."

The focus for EHS Management on the Hull site is Steve Brook, Health, Safety and Environmental Manager. His goal is to ensure Nippon Gohsei (UK) not only exceed their regulatory obligations but also proactively use EHS data to improve operational processes and reduce risk.

As Steve Brook explains, Nippon Gohsei (UK) had a number of separate and compartmentalised systems in place that enabled them to *"record the basic EHS data, but not to obtain the appropriate level of management information without a great deal of manual effort. I needed to be confident that all incidents, accidents and near misses were investigated and that any actions were followed through appropriately. The existing incident reporting system had a poor user interface which meant employees preferred to report incidents manually. This potentially delayed information which could prove critical in the timely investigation of an incident."*

Sector
Chemicals

Customer
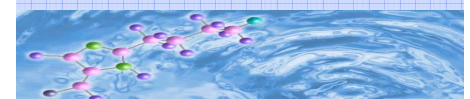Nippon Gohsei (UK) Ltd

Business/IT Challenge
- Exceed regulatory obligations
- Proactive risk reduction
- Rapid incident reporting
- Effective action tracking
- Access to KPI data

Solution
- CamHealth® Incident & Accident Management
- Oracle-based

Client Benefits
- Rapid roll-out
- Integrates with other in-house systems
- Online access via portal ensures rapid event reporting in real time
- Access to comprehensive reports
- Configurable user interface
- System user-maintainable
- Effective subcontractor management
- Proven reduction in operational risk
- Assisted in attainment of RoSPA Silver Award 2009

As a tier-1 COMAH site Nippon Gohsei must adhere to multiple regulations designed to prevent a major accident. The site is subject to regular inspections from the UK Health and Safety Executive (HSE). Information has to be readily available to support any inspection, and particularly to demonstrate that previous recommendations have been acted upon. A key requirement for Nippon Gohsei (UK) was a data repository that documented all incidents (for example, an accident, a near miss or a quality incident) and provided a full audit trail of any investigation and follow-up action.

As with any business, the management relies on accurate and up-to-date information on Key Performance Indicators (KPIs). With EHS performance being a critical measure, and with management performance bonuses dependent on EHS KPIs, it was important that any integrated management system addressed reporting needs.

Working alongside Steve Brook to select and implement the integrated EHS management system was Chris Morfitt, Business Systems Development Manager. His objectives were to *"identify a system which would be maintainable by the business users and would help reduce the number of spreadsheets and databases currently being used. From a cultural point of view it was important that the business could "own" any solution as this was key to uptake across the business."*

The Solution

A number of potential solutions were considered including extending the existing incident reporting system, undertaking in-house development and adopting the internal system of a major Petrochemical company. However, market evaluations determined that the CamHealth® integrated suite of applications provided a comprehensive, enterprise-wide solution best suited to Nippon Gohsei (UK)'s requirements.

Chris Morfitt explains some of the reasons behind the decision:

"The integrated nature of CamHealth® was a major factor. It's not just about stand alone reporting; it's about having a consolidated

system for managing incidents and events alongside other aspects of the business. CamHealth® has a comprehensive event management layer which allows actions to be assigned automatically to individuals or roles in the event of a near-miss, incident or accident. That automatic notification was something we felt was missing from alternative systems. Additionally, as a web-based system CamHealth® will run on our Intranet, encouraging people to report incidents and near-misses immediately. Authorised users can adjust the configuration themselves, for example when plant-modifications take place. Having a self-maintainable EHS system puts the business in control and lowers the burden on IT resources."

CamHealth® is an Oracle-based system, and its Corrective Action Tracking System (CATS) portal is integrated within Nippon Gohsei (UK)'s Integrated Management System (IMS). The first phase of the implementation covered Incident and Action Management. The entry point is through the CATS portal which provides a central point of access to the IMS. All actions are being tracked by CamHealth® with the management team regularly reviewing and setting actions where appropriate. The second phase of implementation included Training Management and DSE Risk Assessment. Further extensions, using other CamHealth® modules, are available.

The Benefits

Overall, the most important aspect of the CamHealth® solution for Nippon Gohsei (UK) is the immediate online notification of events, as Chris Morfitt explains:

"As a web-based system running on our Intranet, it is simple for people to report incidents and near-misses immediately. This ensures management action can be taken without undue delay and assists in supporting the company's proactive safety culture. This capability extends to diverse events which may originate from external processes, for example a quality audit."

Also of relevance are:

- As a web-based system, the roll-out of CamHealth® across the existing infrastructure and its incorporation into the in-house portal proved straightforward.

- As a portal-based system, many of the outputs are in real-time rather than delayed, so management action can be swift.

- The system provides a selection of default, out-of-the box reports combined with the ability to generate specific reports from the extensive information model.

- The system integrates into existing systems, for example information-sharing with the HR system.

- It has a highly configurable user interface, meaning that profiled input screens could be designed to lead individual users down different information capture routes determined by their roles.

- It tracks and reports on large numbers of subcontractors across Nippon Gohsei (UK)'s operations

Steve Brook adds:

"Daily operations meetings now run much more smoothly as all the required information is at hand and multiple databases and spreadsheets are consolidated. I also have immediate access to safety competency of employees wishing to enter hazardous areas.

CamHealth® is a key component in our operational risk reduction program. We are committed to improving not just safety, but also quality and environmental performance. Action tracking, escalation and resolution are an essential part of the process. From a management perspective one of the most critical aspects we need in any EHS IT solution is the ability to assign actions to individuals, who will then accept ownership through to resolution. I can see immediately the

implications of an incident, the status of any action and escalate if necessary. CamHealth® certainly fulfils my original specification for a system that enables us to effectively manage operational risk."

In 2009, Nippon Gohsei UK Ltd was presented with a RoSPA Occupational Health and Safety Silver award at its first attempt. Steve Brook is delighted at the recognition of Nippon Gohsei (UK)'s commitment to protecting the health and wellbeing of its employees and others:

"The RoSPA awards are not just about reducing the number of accidents and cases of ill health at work; they help to ensure that organisations have good health and safety management systems in place. The CamHealth® system has played a pivotal role in enabling us to demonstrate our total commitment to effective risk management and to creating a safer environment for our employees and others involved in our operations."

Steve Brook (centre) accompanied by Richard Thomlinson (left) and David Milner (right) with the RoSPA Award

About CSR Performance & CamHealth®

CSR Performance was originally founded in 1988 and has been providing Risk Management software and services for Environment, Health and Safety (EHS) to blue chip customers for almost two decades. Clients range from FTSE-100 petrochemical companies, multinational industrial groups and global services organisations.

The CSR Performance integrated suite of applications, CamHealth®, provides a comprehensive, enterprise-wide solution to the management of EHS risks for organisations. Comprehensive functionality produces measurable reductions in operational risk, compliance overheads and legal liabilities. In addition, it enables organisations to meet corporate social responsibility commitments and targets, and generate measurable improvements in operational performance.

For more information, visit www.csrperform.com or contact us on T: 01353 740 150 or e: enquiries@csrperform.com