

The Six Degrees of Safety Management Separation

Sugar is big business in the northern part of New South Wales, and the New South Wales Sugar Milling Co-operative (NSWS) plays a major part in the industry. Accounting for \$A230 million in regional economic output, the 100 year old organisation employs 450 people across its three mills and single refinery, as well as indirectly generating work for 500 cane farmers.

The company produces refined sugar under its 'Sunshine Sugar' brand, selling primarily to commercial customers such as food and beverage manufacturers, and re-packers. It accounts for around 25% of the Australian domestic sugar market. NSWS also sells raw sugar on to domestic and international customers, as well as producing molasses and sugar syrups.

The Six Degrees of Safety Management Separation

We live in an inter-connected world and the theory is that everyone on the planet is connected to everyone else within six degrees of separation.

When you are running a business making links and connections improves efficiency, reduces costs and greatly reduces cycle times. Unfortunately, our business systems are not as agile: policy documents are hard to find quickly, files are never up to date, emails containing key data go missing and very few actions trigger other actions.

“From the outset, it became evident that the iviis™ team were highly professional, with a detailed understanding of their subject matter and their product”

It's unfortunate but that is just the way things have evolved - luckily there is now a way to link everything to everything else. This is particularly important where the safety, health and well-being of our workforce are concerned.



Business Issues

Sunshine Sugar required a system that would operate over a large geographic area, integrate with existing information systems, systemise and standardise business processes, be adaptable to meet their own particular requirements and satisfy the obligations of the new harmonised work health and safety legislation.

Solution

viisiSafe Health and Safety Management solution.

Outcome

The viisiSafe system provides a simple and effective approach to safety management that is efficient, cost-effective, and reliable. It provides timely visibility and the controls necessary to meet our legal obligations.

The Sunshine Sugar journey

Sunshine Sugar is a long way into its transitional six degrees of safety separation journey. The company is Australia's only 100% Australian owned and sustainably certified sugar manufacturer. It operates three sugar mills and a sugar refinery in northern New South Wales over a large geographic area.

Sunshine Sugar recognised the strategic importance of upgrading, systemising, standardising and ultimately linking its business processes to manage its work health and safety responsibilities effectively.

A technology solution that simplified the management of the many varied and complex transactions associated with work health and safety and provides a flexible and user-friendly reporting and notification experience was key to achieving its desired outcomes.

Legislative change is coming

Confronted with the introduction of the harmonised work health and safety legislation, Sunshine Sugar conducted a strategic review of their existing work health and safety management system and business processes.

As expected the strategic review identified some gaps between current systems and processes and those required for compliance with the new legislation. The review also identified that there were significant efficiencies to be gained by improving the standardisation of processes between operating locations.

The problem to solve

General Manager, Ian McBean summarised the problem they faced as follows; "senior management wanted a single view of our health and safety compliance across all of our operations. This presented some challenges as we require compliance measures relating to:

- competent workers
- compliant plant (both fixed and mobile)
- compliant contractors
- hazard reporting
- incident reporting and investigation
- audit management
- corrective actions; and,
- communicating the lesson's learnt.

Ian also mentioned other issues they were confronting: "We have around 550 management system documents that we required an efficient method of managing and making available to our 400+ staff. We also engage a significant number of contractors and needed to be sure that not only their employees were inducted and competent but also that the contracting company was compliant."

The solution

“We had already implemented the viisConnect product to manage our procurement requisition and timesheet approval processes. Because of the excellent working relationship with iviis™ we approached them to review their work health and safety solution viisiSafe.” Ian said.

From the outset, it became evident that the iviis™ team were highly professional, with a detailed understanding of their subject matter and their product. They made understanding our business and our safety management business needs a high priority and very quickly developed a professional and close rapport with the Project Team.

They took the time to listen and adapted the system to suits our needs without impacting on the capacity of viisiSafe.

viisiSafe has delivered;

- A business solution that easily interfaces with existing software systems for data transfer.
- A system that provides a single view of safety and compliance across four remote sites.
- Simplification of administration processes to manage inductions, training and qualifications for over 800 employees and contractors.
- All business processes around the management of health and safety including worker compliance, plant compliance, hazard reporting, incident management, audits, hazard and risk registers, meetings, corrective actions and lessons learnt were systemised and processes automated where possible.

iviis™ provide software solutions that help organisations know their business, now. For the manufacturing sector, the iviis™ supply chain management solution enables them to collaborate more effectively across their supply chain, helping increase efficiency, reduce costs and improve customer outcomes.

To arrange a consultation with one of our experts, visit www.iviis.com