Session 7 - How to Implement Digital EHS Systems at Warp Speed

Speakers:

- Jennifer Barber, Project Manager, IS/IT; Tate & Lyle plc
- Chris Pansing, Director, Customer Services & Development; Gensuite LLC
How to Implement Digital EHS Systems at Warp Speed:
Tate & Lyle / Gensuite Implementation

13th March 2019

Chris Pansing
Director, Gensuite

Jennifer Barber
ISIT Project Manager, Tate & Lyle
Gensuite®
Inspired by Users. Created for Leaders Like You.

- **Comprehensive Solutions Suite**
  - Built on Best Practice Workflows
  - Leveraging Latest Tech & Innovations
  - Scalable from one site to enterprise

- **Cloud-Based Single Version Software**
  - Readily Configured and Launched (<3 months)
  - Extensions, IT Integrations and APIs
  - Continuous evolution, never obsolete

- **Streamlined Collaboration Platform**
  - Supporting 16+ Languages
  - 1,000,000+ users in 120 countries
  - No user licenses, rapid deployment

- **Engaging & Empowering Stakeholders**
  - Real-Time Data Analytics & Dashboards
  - Accessible across Desktop to Mobile
  - Supported by a global team in 8 countries

- **Gensuite Mobile App**
- **Gensuite Analytics** (Powered by Tableau®)
- **Virtual Assistant**
THE GEN SUITE STORY

FAST GROWING / VERY ENGAGED GROUP OF SUBSCRIBERS

10 subscribers
6 Industries 2011

39 subscribers
18 Industries 2013

69 subscribers
23 Industries 2015

225+ subscribers
35 Industries 2019

Built on a heritage of proven success: 1997 – 2010

EHS & SUSTAINABILITY | RESPONSIBLE SOURCING | QUALITY | PRODUCT STEWARDSHIP
SECURITY | EQUIPMENT ASSET MANAGEMENT

👍 16,000+ Sites
👍 1,000,000+ Global Users
👍 In 120+ Countries

❤️ #1 in Customer Service (NAEM MIS Survey, Capterra)
❤️ 92% Customer Retention Rate
❤️ 100% On Time Launch, Mostly <3 months
GENSUITE®
YOUR COMPREHENSIVE EHS&S SOLUTION SUITE

AUDIT & COMPLIANCE ASSURANCE
INCIDENT MANAGEMENT
SUSTAINABILITY AND ENERGY
HEALTH & SAFETY
RISK/PROGRAM MANAGEMENT
ENVIRONMENTAL COMPLIANCE
TRAINING COMPLIANCE
CHEMICAL & PRODUCT MANAGEMENT

POWERFUL STANDARD FEATURES & SERVICES INCLUDED WITH EVERY GENSUITE SUBSCRIPTION

Gensuite Analytics
Powered by Tableau®

Gensuite Mobile App
Gensuite wherever you are!

24/7 Global Customer Service
Available Online & On-Call

Genny™
Embedded AI-Driven Virtual Assistant

System Tools
Self-Service Config, Monitoring & Help
GENSUITE®
YOUR COMPREHENSIVE EHS&S SOLUTION SUITE

AUDITING & COMPLIANCE
- Action Tracking System
- Compliance Calendar
- Inspection Tool
- Reg Auditor
- Audit Assistant
- Audit Planner
- Permit Manager
- Reg Tracker

INCIDENT MANAGEMENT
- Incidents & Metrics
- Initial Injury Reports
- Concern Reporting

SUSTAINABILITY & ENERGY
- Eco Inventory
- Eco Prospector
- Eco Project Deck
- Eco Framework

HEALTH & SAFETY
- Safety Risk Assessment
- Safe Work Permit
- Safety Observations
- Lockout Tagout
- Industrial Hygiene
- Maintenance Manager
- Contractor Safety
- Equipment Tracker
- Safety Matrix
- Ergo Facilitator
- Safety Dialogue

RISK/PROGRAM MANAGEMENT
- Digital Cockpit
- Framework Scorecard
- Doc Manager
- MOC Manager
- Risk Registry
- Profiler
- Process Director
- Best Practices

ENVIRONMENTAL COMPLIANCE
- AirLog
- Water Watch
- Waste Tracker
- ODS Sentinel

TRAINING COMPLIANCE
- Training Tracker
- Action Plan Manager
- Training Calendar
- My Training Tracker

CHEMICAL & PRODUCT MANAGEMENT
- SDS System
- Product Steward
- Dangerous Goods Shipper
- PRTR Reporting

THE FOUNDATION
Included standard with every subscription
- Help Me!
- Utilization Index
- User & System Management
- Gensuite Mobile for iOS & Android
- Gensuite Virtual Assistant: Ask Genny™
- Gensuite Analytics | Powered By Tableau®

External use permitted
WHY GEN SUITE?

Through a Gensuite Champion, Tate & Lyle chose to implement Gensuite to embark on the journey to EHS Excellence.

How does Gensuite Meet Tate & Lyle’s needs?

• Practical tools for site with lower and higher EHS maturity
• Supports implementation of a new global EHS management system
• Makes it easy to stay on to of regulatory obligations
• Pre-configured solution enabled fast implementation (6 weeks)
• Through a Gensuite Champion, Tate & Lyle chose to implement Gensuite to embark on the journey to EHS Excellence.

• How does Gensuite Meet Tate & Lyle’s needs?

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• Introducing Tate & Lyle in partnership with Gensuite
  Fast implementation in 6 weeks
Tate & Lyle Implementing Digital EHS Systems at Warp Speed

CASE STUDY
Introducing Tate & Lyle

• Founded in the UK in 1859, the Henry Tate & Sons and Abram Lyle & Sons businesses merged to form Tate & Lyle in 1921

• Headquartered in London and listed on the London Stock Exchange. FTSE 250 member

• Leading positions in sweeteners, texturants, fibres, stabilisation, and industrial starches

• Technical expertise in key categories of dairy, beverages, and soups, sauces and dressings

• Customers include many of the world’s largest food, beverage, industrial and pharmaceutical companies

• Production facilities, laboratories and offices in more than 30 locations

Values

Safety
Integrity
Respect

Behaviours

Partnership
Agility
Execution

More than 4,100 employees worldwide

Around 55 different nationalities work at Tate & Lyle

Sales of £2.7 billion and operating profit of £301 million\(^2\)\(^3\)

18 application and technical service labs globally

Support customers across around 120 countries

1.4m acres of corn processed at our manufacturing facilities in the US each year

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(1) At 31 March 2018 (£million)
(2) For financial year ended 31 March 2018
(3) Excluding exceptional items and amortisation of acquired intangible assets and net retirement benefit interest
Our Purpose
Improving Lives for Generations

Through our purpose, we believe we can successfully grow our business and have a positive impact on society. It inspires us and informs what we do.

Working in partnership with our customers, we use our ingredients, expertise and people to bring our purpose to life every day. We do this by helping people make healthier and tastier choices when they eat and drink, and lead a more balanced lifestyle.

For over 150 years, we have been working to improve people’s lives. Our purpose is our passion. It’s in our DNA.
Our Values

**We protect our people; this is foundational to our business**
- We always watch out for the safety of ourselves and others
- We proactively identify safety risks and take the appropriate actions to report or fix them
- We take responsibility for ensuring the right tools, support and skills are in place at work

**We do what is right, no matter what**
- We act as a positive role model for the people around us
- We speak up against inappropriate actions and behaviours
- We always do what we know is right, even under significant pressure

**We treat people fairly and value the world we live in**
- We are open, honest, and fair in the way we conduct ourselves
- We treat everyone the same, always seeking to listen and understand the views of others
- We take positive actions to protect and value the environment we live in
The Life Saving Principles and STOP Work Authority are the foundations of the Journey. These models protect our employees, the environment and ensure we are good Corporate Neighbours. They also, empower each employee to have a voice in EHS and STOP work if they feel unsafe, or if an operations is out of normal operating conditions.

All Employees have a voice to shape EHS within our Business
Our Journey to EHS Excellence Strategy

• Transformation of the existing EHS Management System

• Introduction of new performance measurements

• Implementation of new EHS Digital Management Tool
Our Journey to EHS Excellence Tollgates

Senior Management provide drive and direction

Sites make annual Safety Risk Management Status Report

Toll-gate process structures site performance improvement activities

Toll-gate Assessment Criteria including ‘Culture Pulse’

Iron 2 3 4 5 6 7

Foundation  Developing  Secure

Build Competence
J2EE Kick-off Slides
Tollgates
GenSuite / Digital
Incident Investigation
Bow-Tie Methodology
EHS Governance
Office Program
J2EE Kick-Off Video
EHS Community
The Project – Safety Phase 1 Delivery

- Delivery of Gensuite platform + 7 Gensuite modules
  - Incidents and Measurements
  - Action Tracking System (ATS)
  - Concern Reporting
  - Compliance Calendar
  - Initial Injury Report
  - Framework Scorecard
  - Eco Inventory

- Language translations for above modules

- Integration with Tate & Lyle SAP systems

- Employee data feed

- Data migration from legacy Tate & Lyle system
Direction from JJ was to have the Phase 1 project deployed by January 1st 2018

4 weeks after signed contract with Gensuite!

It was necessary to begin capturing all 2018 data in the new Gensuite tool rather than having some 2018 data reside in Gensuite, and some 2018 data reside in legacy Tate & Lyle EHS system.
How did we work together to find a solution to the challenge?

• Gensuite brought their expertise on delivering systems with rapid delivery

• Business came with flexibility in prioritization of key components driving the J2EE strategy

• Project Manager drives the project forward with the urgency required and ensuring leadership support provided for rapid delivery

• Agile-like approach to deliver Gensuite modules first (by Jan 1), SAP interfaces next, and finally complete data migration.
Key Learnings

- Well defined scope
- Clear expectations and decision makers
- Collaboration and partnership
Gensuite – In Action

Year 1 Launch Recap

Kick-off in mid-November 2017

Tate & Lyle EHS, IT and Gensuite Teams
Platform Setup, Application Module Configurations, System Integrations and Training completed by early January 2018

Phase 1 – launched January 2018
Compliance Calendar
Action Tracking System
Incidents and Measurements
Eco-Inventory Survey
Profiler
Framework Scorecard
Concern Reporting
Digital Cockpit

Phase 2 – launched September 2018
Additional Gensuite modules
New Data Warehouse / Tableau reports
Enhancements to Phase 1 modules

User Actions by Month ... 478% increase since launch!
Congratulations to Tate & Lyle’s team in London for completing our Tollgate 1 requirements

Claire Moynihan (EHS Officer) and the team are now in full swing in preparing for Tollgate 2

Great Work!
Gensuite Utilization – Jan 2018 to Jan 2019

2,700+ unique users
96,000+ data records logged
1,000,000+ page views
1,250,000+ user actions
Next Steps in the Journey to EHS Excellence

- Phase 3 successfully launched March 8th
- Phase 4 currently in planning
- Overall number of Gensuite applications in use at Tate & Lyle - 16
Thank you!

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Join us for a Welcome Reception!

Come celebrate a great first day with us at our welcome reception in our Exhibit Hall (1st Floor)!