CASE STUDY

Digital Transformation: Raising logistics QHSES Performance to New Levels

Going From Paper-Driven Manual Processes to a Modern EHS&S platform

Background

The deugro group comprises four independent companies focused on project freight forwarding, ocean transportation of heavy-lift and project cargo, transport and marine engineering and heavy haulage equipment management.

deugro group originates from deugro, which was the name of the first company founded in 1924 in Frankfurt am Main, Germany. Today, deugro group continues to be a family-owned enterprise with a strong financial foundation and a global, flexible and diversified network with local knowledge and experience redefining industry standards.

deugro group, headquartered in Pfäffikon, Switzerland, operates in over 40 countries and 70 offices worldwide and trains and operates according to the highest Quality, Safety, Environmental and Security (QHSES) and compliance standards. The group's philosophy is to exceed clients' specific needs with unique solutions and deliver with the highest standards.

40 countries and **70 offices** worldwide

The Challenge

deugro group's top priority is delivering first-class services safely to clients and stakeholders worldwide by integrating the highest QHSES standards and compliance in their operations. However, with such complex global operations and high operating standards, managing the environment, health and safety risk and complying with country-specific regulations with a manual risk-based approach was challenging and impacted performance.

Many organizations across sectors face the challenge of meeting clients' high expectations with the task of using paper-based manual processes or an inflexible system built in-house.

Daniel Arndt, deugro group's Head of Global QHSES, recalls the key reason for searching for a digital solution.

Managing incidents in a high-hazard environment illustrates the cumbersome nature of using manual and paper-driven processes to report incidents.

For deugro group, the person reporting the incident would first track down the correct form, fill it out and sign it. Then, someone else would enter the incident report into a manual paper system and store the information on a server for review.

Working with paper-driven manual processes can be challenging for a small company. However, with a global company such as deugro group, it was nearly impossible and certainly not sustainable over time. Management searched for new approaches and turned to digitalization to unlock new levels of QHSES delivery while creating additional business value for the organization.

As a result, deugro group conducted a search to modernize their QHSES processes and chose Evotix, an SAI360 Company, for their smart EHS, sustainability and ESG software with a universal native mobile app. The configurability of the Evotix solutions matched deugro group's strategic objective and business processes roadmap. The configuration option allows organizations to take a phased approach by starting with the most immediate needs and scaling up as the business grows.

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We were still very paper-driven.

Daniel Arndt
deugro group's
Head of Global QHSE

The Solution

Evotix's software solution is highly flexible with over 25+ pre-configured modules that are configurable and can be expanded as the business grows and matures. It is simple to use and easy to access anytime, anywhere, for maximum engagement in all EHS, ESG and sustainability programs.

The system's configurability allowed deugro group to scale with ease and take control of their QHSES processes, goals and outcomes by deploying only the needed modules, enabling flexibility to expand later as required.

deugro group currently utilizes four Evotix EHS and Sustainability (EHS&S) modules: Incident Management, Audit Management, Metrics Management and Obligations Management.

The Results

Evotix's EHS&S modules transformed deugro group's QHSES operations. They experienced a **66 percent reduction** in the time it took to report an incident and cut it down to only five minutes per case.

It also eliminated redundant double data entry from the procedural aspects of managing an incident, conducting an audit, managing obligations and performance reporting.

On the audit management system side, digital technology enabled increased visibility globally into the QHSES processes. This made it easier for everyone, including external auditors, to inspect. According to Arndt, one of the most remarkable aspects of using Evotix is visibility.

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> Our audits are now easily viewable by internal auditors, external auditors, business stakeholders or anyone provided with access to view.
>
> **Daniel Arndt**
> deugro group's Head of Global QHSES
>
> Before, stakeholders managed audits in different silos with a lot of disconnects.

The self-service data analytics capability of the Evotix EHS&S platform allows different users from every department of deugro group to examine the information in a way that works for them. For example, the Quality Manager can visualize the data one way, while the Health and Safety Manager views performance data from their perspective. In addition, thanks to personalized views and permission-based roles, employees can use the software for individual needs or collaborative tasks.
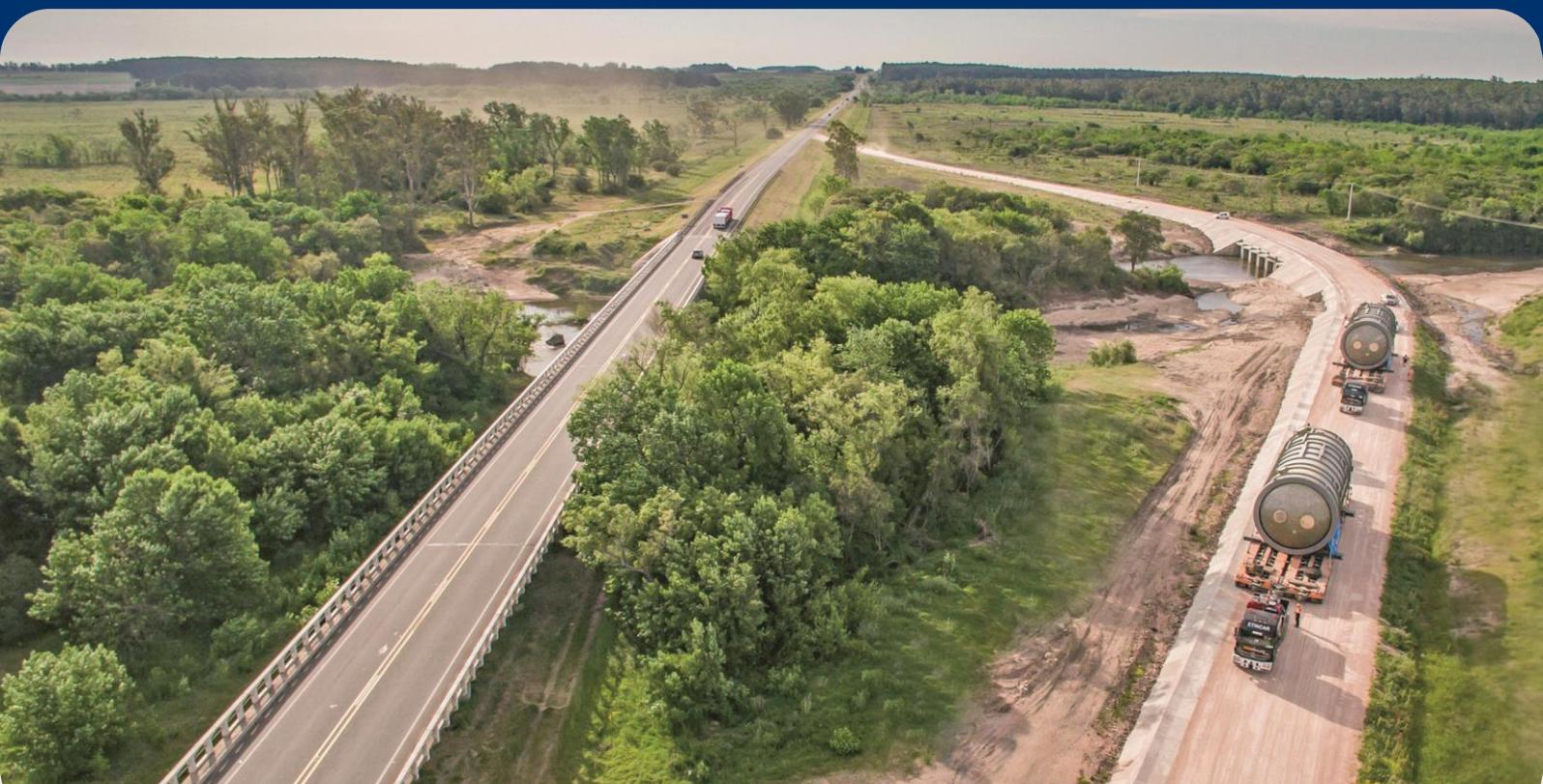
Deugro Group
Streamlines Audit Process

Audits require a global effort at deugro group. Audits are first recorded to a central database. They're tracked for non-conformances and on-the-go data capture across worldwide operations. Audits are used for compliance, while findings aid performance improvements.

Incident Management

Automates the process of capturing, tracking and reporting of incidents and near misses. Both can be documented online or offline using a native mobile app. Incident Management integrates with Injuries, Investigation, Root Cause Analysis and Lessons Learned elements.

Audit Management

Supports the Plan-Do-Check-Act methodology that ensures early identification of operational risk. Assess compliance and monitor performance against management, policies, obligations and regulations. Track nonconformance and on-the-go data capture with the native mobile app.

Obligation Management

Ensure regulatory compliance to avoid penalties and fines. Automate and simplify the compliance process. Assign owners and action plans with triggers such as emails, escalations and reports to ensure that compliance stays on track and deadlines are met.

Metrics Management

Manage data collection, reporting and analysis required for environmental, social and governance (ESG) performance metrics. Capture disparate data points across operations. Validate collected data for accuracy and record to a centralized system. Disclose ESG and sustainability numbers with confidence.

Deugro group focuses on environmental sustainability and is an ISO 14001–certified organization.

To comply with this standard, deugro group uses Evotix's Metrics Management module to maximize regulatory reporting efficiency and minimize environmental impact.

The Metrics Management module also enables deugro group to streamline data collection to report on scope 1 and 2 carbon emissions goals, and improve the performance of key metrics such as energy consumption, heating and cooling, and waste management.

Evotix and deugro group, an Ideal Partnership

Daniel Arndt believes in the partnership between deugro group and Evotix. He is proud of the progress made and sees Evotix as the ideal partner for where the company wants to go.

That strategic objective is all about the triple bottom line:

The people

The profits

The planet

The goal is to ensure employees and stakeholders return home safe and sound. Evotix EHS&S modules streamline processes, empower users and enable every incident, audit and metric to be measurable and accountable. Efficiencies free up staff time and resources to focus on projects that help the company achieve its goals, which include progress toward reducing scope 1 and 2 carbon emissions.

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...when we looked around and compared different solutions, Evotix's comprehensive modular system approach and solution configurability were precisely what we needed as we continued to grow and mature as a business, which gave us a lot of confidence in Evotix .

The modular approach was going to make it possible for us to do a phased approach by starting only with our most immediate needs and adding on later or stripping off what we do not need but keeping the core running.

Daniel Arndt
deugro group's
Head of Global QHSES

US
Chicago

UK
London
Manchester
Glasgow

AU
Melbourne
Perth

+1 (872) 215 5913

+44 (0) 161 521 8490

+61 3 8595 5909

Let's chat

contact@evotix.com

Our Evotix team is passionate about applying market leading technology to create safer, smarter workplaces, partnering with organizations that value people's safety, communities and the planet.

As safety professionals and long-term leaders in the Verdantix EHS Green Quadrant, our deep and practical insight addresses your evolving needs, helping you achieve your health, safety and sustainability goals.

Evotix: your all-around partner for the journey.

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