



# Schweizer Zucker

## Use the Proactively App to digitise their EHS systems

### ABOUT SCHWEIZER ZUCKER

How many sugar beets does it take to produce 1kg Sugar? At Schweizer Zucker they can tell you that the answer is about 8. They process beet into around 250 thousand tonnes of sugar a year at manufacturing sites in Aarberg and Frauenfeld in Switzerland. The company has around 250 employees, increasing during the busy campaign months.

Schweizer Zucker was founded in 1912 and the sites are a mix of both old and new infrastructure. There is a strong focus on increasing automation and raising efficiency. The sites operate to quality (ISO 9001) and environmental (ISO 14001) systems and are considering H&S (ISO 45001) certification.

### PROACTIVELY IS HELPING SCHWEIZER ZUCKER TO:



#### SAVE TIME

Reporting is quick using a mobile app that is always available



#### REDUCE RISK

Schweizer Zucker use the Proactively system to find out about hazards and eliminate them before there is an incident



#### ENGAGE

They involve people in the health and safety process rather than simply telling them what to do.

### CHALLENGES

Multi-stage processing brings a wide range of health, safety and environmental risks including transport, high temperatures, flammable dusts, lifting operations, working at height, effluent treatment etc. Schweizer Zucker need to keep people safe and healthy.

There is a strong efficiency ethos. In busy periods, production is prioritised. An EHS system that manages risk effectively whilst maintaining production levels is essential.

As in all companies, the risk of Covid shutting the plant is high. Proactively helps to ensure that relevant controls are in place and remain effective.

Quality and environmental systems have grown over time and are now complex with many procedures. The health and safety system needs to keep things simple and minimise paperwork.

#### Plant Manager, Steve Howe said:

**“The culture in Switzerland is one of personal responsibility. We had a problem with individual's assessment of risk. We needed a simple system that encourages people to get involved in and thinking more about EHS when it is not their main activity.”**

## HOW SCHWEIZER ZUCKER CHOSE PROACTIVELY

Steve heard about Proactively from a friend. Following a quick demo, he started a trial to see the App working on his site. The evaluation considered the following questions:

- How easy is the app to use compared to our existing paper forms?
- Can we measure our performance for discussion in H&S committee and corporate reports?
- Will it fit with our way of work?

The H&S committee discussed the trial results and decided to buy Proactively.

## THE IMPLEMENTATION PROCESS

**1. Champions workshop:** Six champions were chosen to learn more about the Proactively system and encourage and support their peers. During a half day workshop they tested the different forms, actively thinking 'are these the right questions for us' and then came back with suggestions for improvements. The champions were able to easily make changes to the app themselves during the workshop.

**2. Company objectives:** The H&S committee set measurable objectives and targets, with dashboards in Proactively to keep track of progress. Previous objectives only measured lagging indicators or historical data such as the number of incidents. The new system is able to use a mix of lagging and leading indicators, helping Schweizer Zucker look forwards and continually improve.

**3. Pilot:** Over two weeks the champions tested the forms to make sure they collected the data they needed. The champions refined the questions to make sure they supported the way Schweizer Zucker works. We used a messaging app to share information and ask questions.

**4. Go live:** On the official launch day, the test data was wiped and the Proactively system went live. Many more people were added to the system so that it can start to be integrated into regular work activities.

## FEEDBACK FROM SCHWEIZER ZUCKER

### Steve said:

**"The reporting app is intuitive. I sent an invitation to someone this morning and they got going straight away without the need for training."**

- The mobile app has been adopted well, perhaps because it is so easy to use.
- Customising the mobile app ourselves lets us build a system that is exactly what we want.
- When we had questions, Proactively were quick to offer support.

The ability to report things quickly, directly from the workplace, is very powerful and Schweizer Zucker are already looking at other ways in which the Proactively mobile app can be used. They are currently introducing lean techniques including 5S, and looking to use Proactively to support this.

## HOW CAN PROACTIVELY HELP YOU?

Please get in touch to find out more about how Proactively mobile reporting can help improve your processes.

