

INTELEX

CASE STUDY



Heraeus

Where Technology and
Innovation Intersect with
Bricks and Mortar



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**- Dr. Anja Teske
Head of EHS Governance and
Performance at Heraeus**

Heraeus is a technology company with roots going back to a family pharmacy in Hanau, Germany founded in 1660 by Isaac Heraeus. Today, Heraeus is one of the oldest business dynasties in Germany, and the Heraeus group includes companies in sectors like environment, electronics, health and industrial applications. Customers benefit from innovative technologies and solutions based on broad materials expertise and technological leadership. Heraeus is still headquartered in Hanau and has globally more than 16,000 employees at about 100 sites in over 40 countries. In 2021, total revenue was 29.5 billion Euros.

Introducing a new global EHS system

In 2019, Heraeus developed a new global Environment, Health and Safety organization (EHS) to reflect business needs and to safeguard the enterprise. After extensive design, configuration and quality assurance, Heraeus rolled out its Intelix system in August 2020 as part of the Global EHS Framework. Intelix is a global environmental, health and safety management software solution that streamlines and simplifies environmental, safety and quality management. It helps companies to ensure compliance, reduce risk and improve performance.

Since the roll-out, Heraeus has significantly improved the performance on incident response, its compliance status and overall organizational awareness regarding EHS. “We’ve seen an increased participation culture since we implemented Intelix, and the number of lost time incidents has dropped, including a reduction of Lost-Time Incidents (LTIs) in Germany by 10 percent and in the United States by 40 percent between 2020 and 2021,” summarizes Dr. Anja Teske, Head of EHS Governance and Performance. “We see Intelix as integral for our company, as it drives systematic incident management to prevent reoccurrence.”

Due to a recent corporate restructuring effort, the Heraeus EHS department needed to evaluate its current systems. “Our processes, methods and existing initiatives did not always tackle the real issues we were seeing within the business,” explains Teske. “There was an opportunity to increase transparency of EHS data within all levels of the organization. This led us to reexamine everything we did from scratch involving our key stakeholders from the business units, the EHS community, management and other corporate functions to determine the best path forward.”

Examining the EHS systems showed key focus areas for improvement. For example, EHS incidents did not have standardized processes to identify risks, investigate incidents or follow up on known problems. The lack of a centralized tool for incident investigation and action planning meant there was a manual, time-consuming workload for EHS professionals.

Forging a new safety culture with InteleX

The new global EHS organization was tasked to address these improvement opportunities together with the Heraeus business units. The framework has three critical elements:

The EHS Development Path and Toolbox: This is a staged excellence initiative, which includes EHS global best-practice standards with a powerful toolbox. It consolidates all Heraeus global EHS services, standards, processes, insurance contracts, certain legal requirements and requirements for ISO 14001 and ISO 45001 into one streamlined program. It has been reviewed by multinational certification bodies like SGS, TÜV Rheinland, TÜV Süd and DEKRA as a fundamental step for achieving the certification.

InteleX EHS Software: InteleX is the backbone of the Global EHS Framework. It acts as the home page of Global EHS and is built on the following applications:

- Incident Management
- Risk Management
- Action Plans

EHS Assessment Program: At this stage, EHS colleagues from other Heraeus sites conduct annual assessments, including on-site walks, interviews and document checks to review the implementation of the EHS Development Path and identify opportunities for continuous improvement.



By simplifying EHS management across sites and at all corporate levels, Heraeus has increased transparency for every stakeholder in the organization and supports the day-to-day work of the business by facilitating managing big data, running analyses, identifying trends and evaluating KPIs. More than sixty sites that have followed the EHS Development Path have also achieved certification for ISO 14001:2015 and/or ISO 45001:2018. They reduced manual activities and helped Corporate EHS gain a position as a value generator that makes positive contributions to the organization's strategy.

"Incident Management allows us to report, investigate and approve incidents at the group level and visualize the data to show trends, improvements and comparisons with other sites," says Teske. Intellex Risk Management and Action Plans have led to additional improvements. Heraeus now has common standards and structures for risk assessments across all global sites. "Since August 2020, more than 1,300 EHS risk assessments have been prepared in Intellex around the globe," says Teske. "As the number and quality of risk assessments is growing, we see an increasing safety awareness and reduction of both risks and incidents. Furthermore, end users preparing a standard risk assessment in Intellex save up to 60 percent of their time when using our risk assessment library." Similarly, Action Plans have significantly reduced manual workflows. Since its launch, users have created more than 20,000 actions in the application. "This task management is fundamental to making our EHS Management System sustainable," says Teske. "It replaces hundreds of Excel task lists, which makes the task management much leaner, user friendly and transparent."

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Every month, approximately 1,000 users at 83 production sites use Intelix to track actions, prepare risk assessments, investigate incidents, visualize data in dashboards and perform many other tasks. Recurrent users represent seven percent of the total Heraeus workforce. This is a remarkable participation rate, especially when one considers the rapid implementation of the Intelix system and the decentralized structure of the Heraeus group.

Achieving milestones and setting new goals

As part of Heraeus' Global EHS Framework, Intelix has helped the Corporate EHS practice to develop a safety culture demonstrating transparency and safety awareness, resulting in reduced incident rates and improved compliance. By using Intelix to automate manual tasks, Heraeus has significantly reduced costs and improved the collection and analysis of EHS data across all sites. As Teske relates, "Intelix is a major milestone for working globally on EHS topics to fulfill the governance role in a global organization."

Having the Global EHS Framework with Intelix as a foundation will continue to help Heraeus global businesses to engage in continuous improvement of their EHS performance.





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For over 30 years, Intellex has been making a difference in the world by helping our 1,400 customers achieve safer, more sustainable operations. Our web and mobile solutions streamline and simplify environmental, safety, quality and risk management, empowering organizations to meet the challenges of an increasingly complex marketplace while minimizing negative social, environmental and human impacts. Intellex is proud to be an operating company of Fortive Corporation, which provides strength in numbers, strength in skills and perspectives and strength in our shared conviction to make an impact.