



SAFETY FIRST IN PACKAGING INDUSTRY

Smart Case AMCOR





THE CHALLENGE

Australian company Amcor is the global market leader in packaging for consumer products. Amcor has five core values of which safety is their top priority. This concerns both the safety of packaging products for consumers and the safety of the company's employees. This is central to company policy and its operation.

Amcor's Belgian production site approached Smartflow to help them obtain further improvements in safety through the use of digital workflows. Amcor wants to be certain that is compliant with all of the legally required observations and safety inspections in the workplace. Through digitalisation, this objective can be realised with 100% certainty.

At the production site in Ghent, 1,500 employees work in a dynamic environment that has numerous machines and forklifts moving around. Forklifts drive back and forth at high speeds. Raw materials must be used and managed properly due to their toxic nature.

What does the safety workflow in the Amcor factory look like? At least once a year, every employee is required to carry out an inspection and observation on the work floor. Before mobile digitalisation, employees often did not receive any feedback on their incident reports. This was demotivating and reduced employee commitment. The SHEQ department at Amcor spent a lot of time chasing down employees to carry out safety checks. Paper forms did not appear to lead to the desired results. At Amcor, we believe that things can always be improved. An excellent challenge for Smartflow!



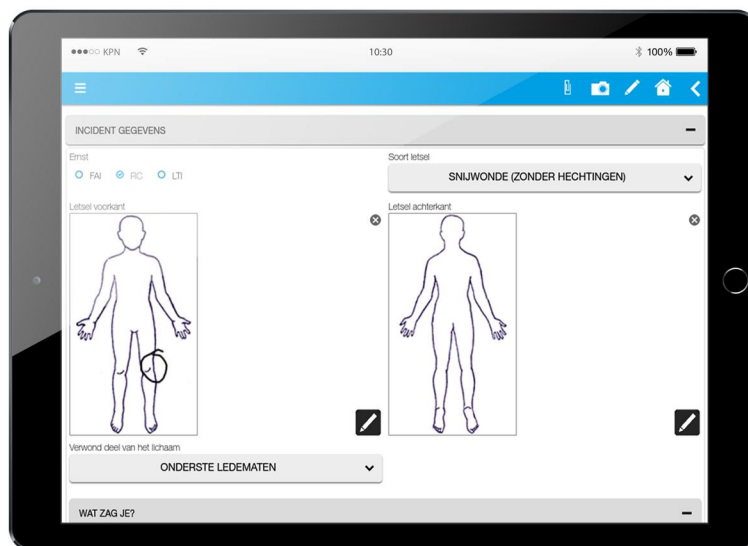
THE REQUIREMENTS

BUSINESS REQUIREMENTS

- An accessible solution that invites all employees to contribute to overall safety.
- Certainty about compliance with all legal inspection and observation requirements.
- Immediate structured reporting of incidents and quick feedback to reporters about the incident's status and the actions taken.
- The application covers all of the roles and tasks.
- The use of a traffic light model to display various types of incidents, such as first aid visits, short-term absenteeism and

TECHNICAL REQUIREMENTS

- Works on all mobile devices; iOS, Android, Windows 10 and all tablets and laptops.
- A link with the ERP-system Ultimo.
- Photo and video functionality.
- GPS localisation.
- Silhouette drawings to be able to report injuries.
- Logical programming of complex workflows with the type of incident, behavioural observations, the type of notification and communication of improvement actions to specific officials. A gatekeeper from the SHEQ department decides on the improvement actions to be taken.
- Automatic feedback to the reporters of the incident's status.
- Solved: yes/no. How? By whom?
- Calling a dedicated telephone number per factory zone, using an icon on each employee's smartphone.
- A structured database.
- An export to COGNOS, Amcor's business intelligence platform, for management reports on KPIs.

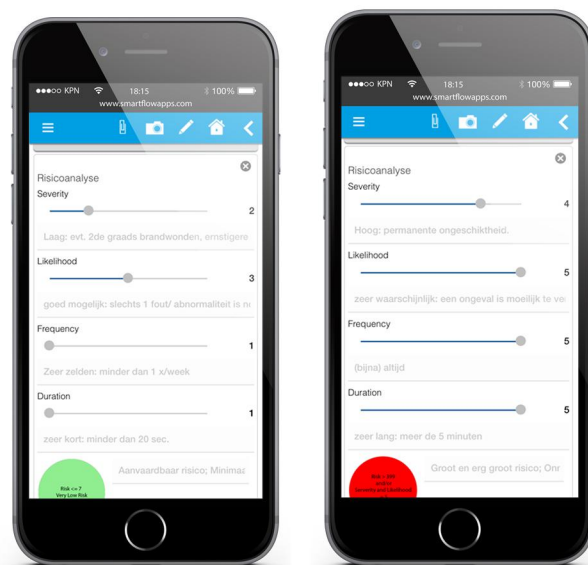
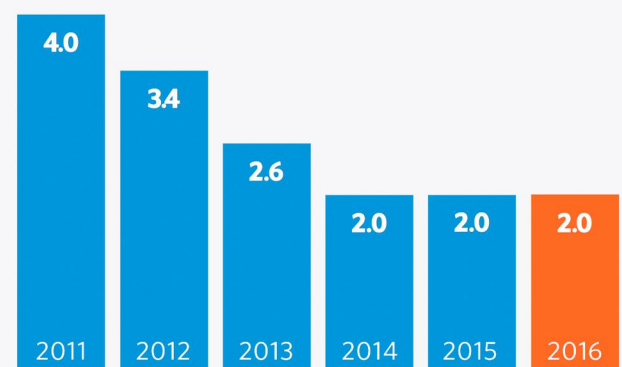


THE SOLUTION

Via workshops given by our LEAN black-belt consultants for the Amcor teams, the tasks, roles and officers in the safety workflows are mapped out. Using this input, an ingenious app has been built that meets all of the requirements and functionalities, while offering the most efficient workflow possible. After a successful pilot, the Amcor Safety app was rolled out at the Amcor plant in Ghent.

Recordable case frequency rate

Number of recordable cases per million hours worked





THE CUSTOMER

"As one of world's leading packaging manufacturers, Amcor offers customers the highest quality in innovative and sustainable packaging solutions, and partnerships built on service, reliability and excellence. Our extensive global footprint puts us on our customer's doorstep wherever they do business so big or small, Amcor can provide leading packaging solutions for any organisation.

Amcor offers a broad range of packaging related products and services, including packaging for beverages, food, healthcare, personal and homecare, tobacco, and industrial applications."

We hold our core values close to our hearts. They are the foundation of who we are and how we conduct ourselves. They play out in all of our interactions; with customers, in Amcor workplaces and with our other important stakeholders.

They guide us and act as our moral compass:

- Safety: We take care of each other and we take care of our stakeholders.
- Integrity: We build trust in our relationships through honest and ethical behaviour.
- Teamwork: We work together to make a difference.
- Social Responsibility: We respond to the needs of our communities and the environment.
- Innovation: If there is a better way, we will find it together."

THE RESULT

With the Amcor Safety app, Amcor can meet its legal requirements in a maximally controlled manner. In addition, the app makes an important contribution to Amcor's organisational process: the pursuit of zero incidents. Smartflow. Appify your safety. Check.

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