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# Solutions Overview for Sales

January 2016

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## Table of Contents

<b>Introduction</b> .....	<b>5</b>
<b>Brand Promise</b> .....	<b>6</b>
<b>Solutions Overview</b> .....	<b>7</b>
<b>Audit and Assessment</b> .....	<b>7</b>
Background: Why Audits Matter .....	7
Challenge: Audits are Difficult.....	7
Getting results .....	7
Audit and Assessment Products .....	8
Case Studies .....	9
<b>Compliance Management</b> .....	<b>10</b>
Background: .....	10
Challenge.....	10
Getting Results.....	10
Compliance Management Products.....	11
Case Studies .....	12
<b>Risk Management</b> .....	<b>13</b>
Background .....	13
Challenge: Balancing the need to take risk against staying competitive .....	13
Getting Results.....	13
Risk Management Products .....	14
Case Studies .....	15
<b>Incident Management</b> .....	<b>16</b>
Background: Incidents will happen and need to be managed effectively .....	16
Challenge: Recording and investigating incidents.....	16
Getting Results.....	16
Incident Management Products .....	17
Case Studies .....	20
<b>Health and Safety Management</b> .....	<b>21</b>
Background: Why Health and Safety Management Matters.....	21
Challenge: Continuous Data Capture and Analysis .....	21
Getting Results.....	21
Health and Safety Management Products .....	22
Case Studies .....	23
<b>Environmental Management</b> .....	<b>24</b>
Background: Why Environmental Management Matters.....	24
Challenge: Implementing an Environmental Management System .....	24
Getting Results.....	24
Environmental Management Products.....	25
Case Studies .....	26
<b>Third Party Management</b> .....	<b>27</b>
Background: Companies use third parties to augment their workforce .....	27
Challenges: Third parties need to be as compliant as regular workforce.....	27
Getting Results.....	27
Third Party Management Products .....	28
Case Studies .....	28
<b>Training and Competence</b> .....	<b>29</b>
Background: Companies need to ensure employees are trained .....	29



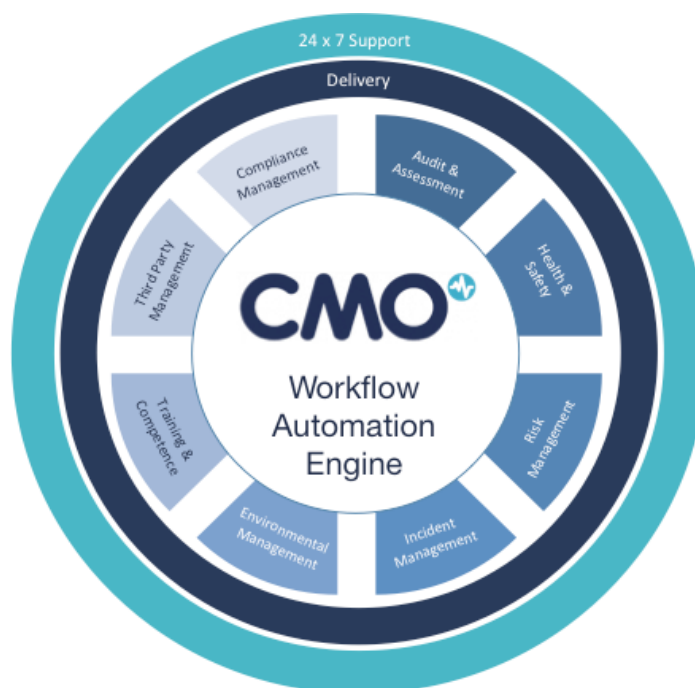
Challenge: Employee competence is a continually moving target .....	29
Getting Results.....	29
Training and Competence Products .....	30

## Introduction

This document is an initial Sales Primer to help you understand the high-level business challenges that we solve for our customers. It is not intended to be a full product sales training course – this information will be made available in the future.

It starts by presenting the *Brand Promise*, which explains why we exist as a company, what we believe and our goal. This forms the basis of everything we do at CMO Software and underpins the solutions that we build for our customers.

The diagram below shows the eight different solutions that we offer our customers:



For each of these solution areas, the following is explored:

- The background to the situation faced by the customer
- The challenges each of these situations causes
- The high level actions customers need to take to address these challenges
- The components that make up each of our solutions

Each of these sections can be used in customer documentation “as-is”. For shorter versions of the same text, please go to the Solutions section of CMO Software website (<http://www.cmo-compliance.com>).

Please contact [Stuart.Beattie@cmo-compliance.com](mailto:Stuart.Beattie@cmo-compliance.com) for addition information, to report errors and omissions or for general comments.



## Brand Promise

At CMO Compliance we share our customers' commitment to building safer and better-regulated working environments. Our software solutions make it easy to manage environmental, health and safety risks and to stay ahead of complex regulatory and audit compliance requirements.

### What we believe

- We believe environmental, health, safety and compliance processes should be easier, faster, more robust and accessible anywhere.
- We believe in the power of data and analytics to help our customers make better decisions and drive continuous improvement in working practices.
- We believe in the value provided by whole solutions that span: software, industry-specific regulatory and compliance information and implementation experts skilled in the domain.
- We believe in building a strong and active customer community as platform to share ideas, best practices and safety-critical information worldwide.
- We believe in giving our customers the best of both worlds: out-of-the-box best practices to accelerate deployment and configurability to help meet their unique operational requirements.
- We believe in the continued success of our customers and are committed to partnering with them to help develop their competence and confidence in using our solutions and to help drive a stronger return on their investment.

### Our goal

To be the best: the best at helping to save lives, reducing risk, and managing environmental impact. We do this by listening to our customers and delivering the best possible technology solutions, delivered to the highest standards. We are a team of people that care passionately about how we can positively impact the working environments of those that work with us.

# Solutions Overview

## Audit and Assessment

*“Managing the complexity, variety and pace of regulatory compliance.”*

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### Background: Why Audits Matter

Companies need to perform audits to ensure:

- Compliance with a wide variety of local, national and international laws and regulations
- Industry best practices are adopted and maintained across all areas of the business

Failure to meet strict regulations could result in one or more of the following:

- Serious injury or death of employees and local residents
- Significant damage to the environment
- Damage to equipment and buildings

As a result of causing these issues, guilty companies could face:

- Significant fines and compensation claims
- High costs to clear up any environmental problems caused
- A damaged reputation and loss of brand value
- Prosecution of company directors
- A complete ban on doing business in a particular region

In order to prevent injury to individuals, environmental pollution and damage to a company's reputation, organizations need to ensure that they are in compliance with all relevant regulations. To do this, they need to perform regular audits and assessments to determine if anything is out of compliance and then put measures in place to rectify them.

### Challenge: Audits are Difficult

Performing and managing the audit process can be a significant challenge as they are:

- Time consuming to perform
- Complex due to the number of different regulations that need to be covered
- Dealing with constantly changing legislation meaning it is difficult to keep up-to-date
- Often performed using paper-based, spreadsheet-based or homegrown software systems that are resource intensive and prone to errors
- Fragmented across departments and geographies resulting in audits being difficult to consolidate with email being used as an inefficient way to manage the process.

### Getting results

To produce meaningful and actionable steps that businesses can use to improve performance, audit solutions need to:

- Make data **capture** as **simple** as possible
  - Ensure that all relevant data is **captured quickly** and **accurately** even in **remote** locations
  - **Consolidate** data from different departments, subsidiaries and geographies to ensure that the big picture is being considered
-



## Audit and Assessment Products

**Audit and Assessment** enables companies to manage internal, external and third party audits across multiple geographies while meeting different compliance requirements. The centralized software consolidates multiple data collections, giving senior management global visibility of their current risk profile.



Figure 1: Audit and Assessment Solution Dashboard

**Mobile Audit and Assessment** allows auditors to collect data in the field offline and synchronize it when they reconnect to their network. Unlike traditional paper-based systems, the collection of audit data is fast and accurate, as it does not have to be captured manually and entered into the system at a later date. This saves a significant amount of time for the auditor collecting the data and reduces the possibility of introducing errors.



Figure 2: Mobile Solution



**Compliance Finding and Non Conformance** helps with the identification, evaluation, segregation and remediation of findings and non-conformances. It also gives managers visibility of company performance via real-time reports and dashboards.

ID	Entry	Description	Potential Loss	Process	Actions	Risk	Target Risk	Controls	Residual Risk	Status	Ref
2547	Manufacturing Plant Site	Low Level Radiation Leak			1 Overhaul 1 Repeat 1 Renewal	Low, Possible, insignificant (4)	Low (1)			Open	
2446	Head Office	Test			Not Applicable					Open	
2117	Mine Site	Contact ingestion with a hazardous substances results in injury / illness and damage to property	2,500,000		1 Enhance PPE 1 Review 1 Review	High (17)	High (17)	1 Effective	High (13)	Open	3
2116	Head Office	Test risk to check Finding Register			Not Applicable					Open	
2115	Improvement Project	Community exposed to toxic smoke from chemical fire			1 Enhance PPE 1 Review 1 Review	Medium, Very Likely, Minor (12)	Low (3)	1 Effective	Medium (10)	Open	1
2023	Mine Site	Working underground leads to illness	50,000,000		1 Enhance PPE 1 Review 1 Review	High (20)	High (20)	1 In Progress	Low (4)	Open	1
2022	Mine Site	Being caught between moving objects / machinery			1 Enhance PPE 1 Review 1 Review	Medium, Possible, Minor (8)	Low (4)	1 Effective 2 In Progress	Medium (6)	Open	2
2021	Mine Site	Electrocution	12,000,000		1 Overhaul 1 Repeat 1 Renewal	High, Certain to Occur, Major (16)	High (16)	2 Ineffective	High (14)	Open	2
2020	Mine Site	Exposure to Chemical			1 Enhance PPE 1 Review 1 Review	High, Certain to Occur, Moderate (12)	High (12)	1 Effective	High (11)	Open	1
2019	Mine Site	Spill			1 Enhance PPE 1 Review 1 Review	High, Certain to Occur, Minor (10)	High (10)	1 In Progress	High (17)	Open	2
2018	Mine Site	Loss of Containment			1 Enhance PPE 1 Review 1 Review	Medium, Possible, Minor (8)	Low (3)	1 Effective	Medium (7)	Open	1
2017	Mine Site	Hit by moving objects			Not Applicable		Low (3)	1 In Progress	High (17)	Open	1
2016	Mine Site	Damage to vehicles			1 Enhance PPE 1 Review 1 Review	Medium, Very Likely, Insignificant (7)	Low (3)	1 Effective	Low (2)	Open	2
2015	Mine Site	Vehicle accidents			1 Enhance PPE 1 Review 1 Review	Medium, Very Likely, Minor (12)	Low (3)	1 In Progress	Medium (8)	Open	1
2014	Mine Site	Damage to Property			1 Enhance PPE 1 Review 1 Review	Medium, Possible, Minor (8)	Medium (8)	3 In Progress 1 Ineffective	Medium (8)	Open	1
2013	Mine Site	Injury to Personnel			1 Enhance PPE 1 Review 1 Review	High, Certain to Occur, Moderate (12)	Medium (12)	2 Effective 1 In Progress	High (17)	Open	2
2012	Mine Site	Community exposed to toxic smoke from chemical fire			1 Enhance PPE 1 Review 1 Review	High, Certain to Occur, Moderate (12)	High (14)	1 Effective 2 In Progress	High (13)	Open	1
1421	Mine Site	Test outcome			Not Applicable					Open	
1384	Mine Site	Test			Not Applicable					Open	

Figure 3: Compliance Finding and Non Conformance

## Case Studies

The following companies are using CMO Compliance for their Audit and Assessment requirements:

- [Big 4](#) (Audit and Assessment)
- [Shell](#) (Quality Audit)
- [Barrick Gold](#) (Audit and Actions)
- [Owens Corning](#) (Audit)
- [Glencore](#) (Audit and Assessment)
- [NorSeaGroup](#) (Audit Management)
- [Melbourne Airport – ISS](#) (Audit and Assessment)
- [Kiewit](#) (Audits)



# Compliance Management

*“Automate the tracking of responsibilities and due dates for compliance obligations.”*

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## Background:

Companies are coming under greater pressure to ensure that they are compliant with an increasing number of local, national and international laws, industrial regulations and best practices.

Failure to be compliant with laws and regulations can result in:

- Significant fines
- Prosecution of company directors
- Serious injury or loss of life
- Damage to machinery, buildings or the surrounding environment.

Failure to carry out internal best practices and guidelines results in operations being inefficient which negatively impacts the company’s bottom line.

## Challenge

To avoid these problems, companies need to:

- Identify the Health & Safety and Environmental regulations that are relevant to their business
- Determine what they have to do to become and remain compliant
- Assign obligations to groups and individual employees
- Track actions and critical dates in order to remain in compliance

## Getting Results

To manage all of the moving parts associated with remaining compliant, companies need to deploy software that integrates all of the obligations and their associated dates, actions required, responsibilities and automates the steps required.

CMO Compliance provides organizations with the ability to take control of their entire compliance management process giving individuals time to focus on remaining compliant and improving the business rather than on filling in paperwork.

## Compliance Management Products

**Action Tracking** allows the automation and tracking of actions that are generated from audits or from HSEQ processes such as incidents, audits, training, obligations and risk assessments.

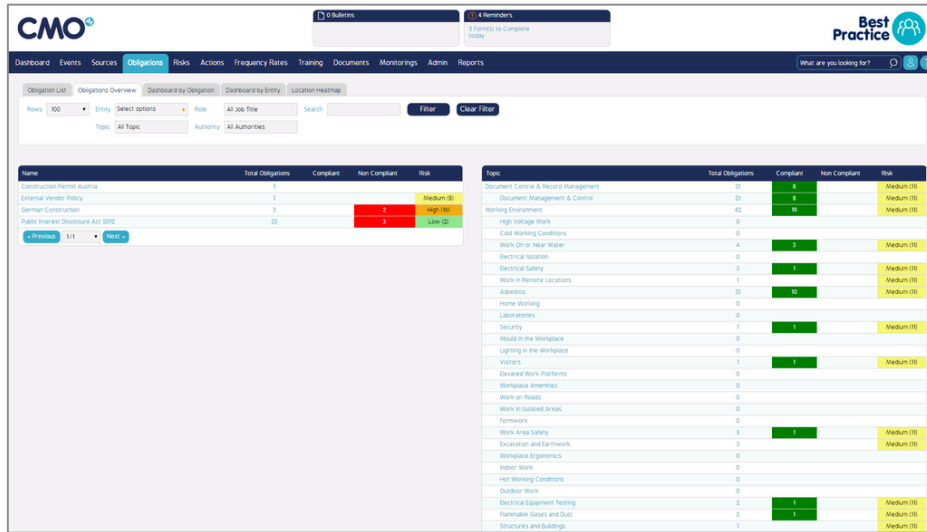


Figure 4: Obligations Overview

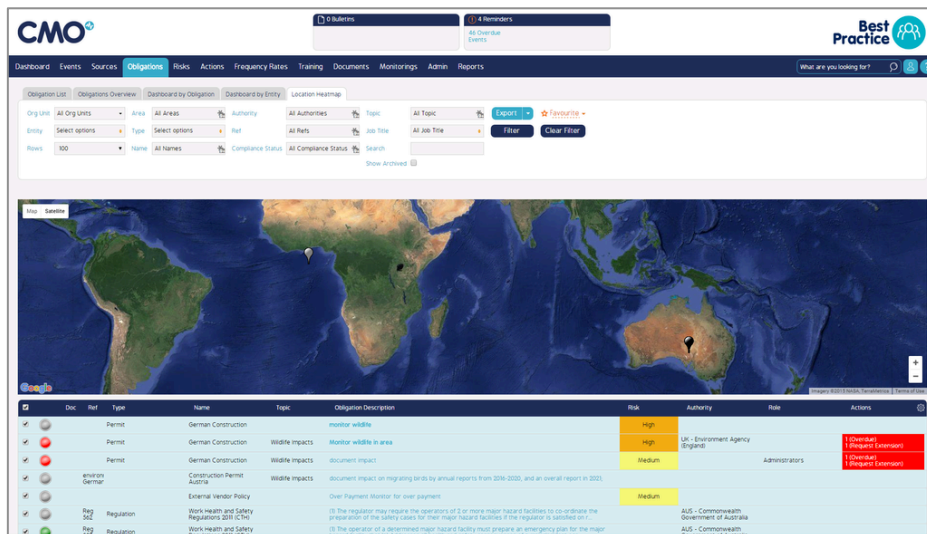


Figure 5: Obligations Heat Map

**HSEQ Obligation Library** includes the ability to map compliance requirements and obligations to an organizational hierarchy with the ability to manage law & regulations as well as standards & codes of practice obligations.

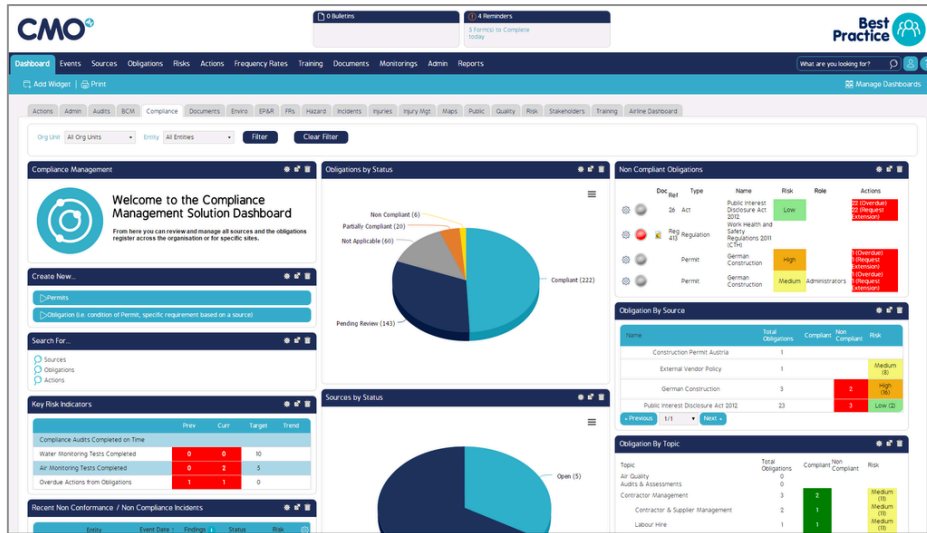


Figure 6: Compliance Management Solution Dashboard

**Permits and Approvals** allows the tracking of critical dates and tasks derived from obligations and conditions. This ensure compliance with approval, lease, permit and tenement requirements as well as regulatory commitments, tracking responsibilities, assigning actions and driving accountability. Similarly, the **Legal Obligations Software** automates all steps in the compliance management process, tracking responsibilities and due dates for all legal compliance obligations.

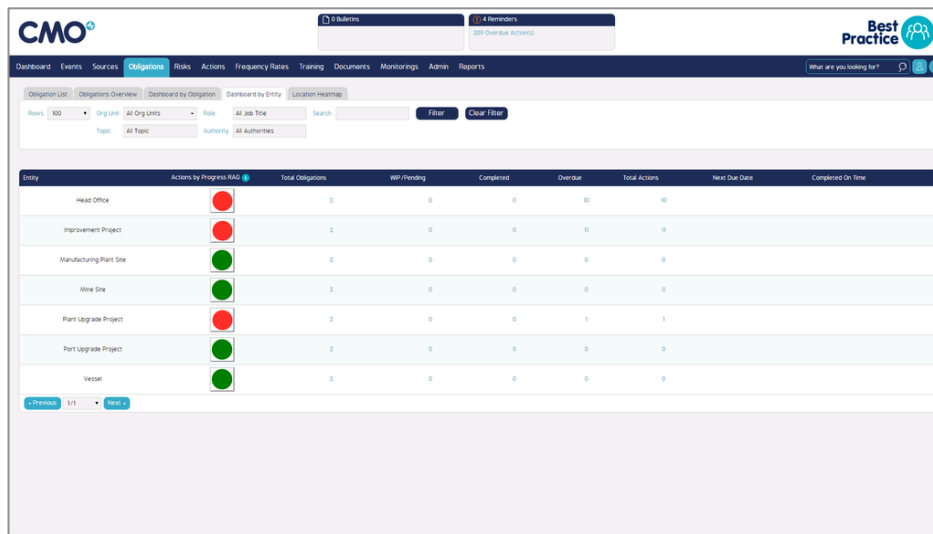


Figure 7: Obligations by Entity

## Case Studies

The following companies are using CMO Compliance for their Compliance Management requirements:

- [Heathrow Airport](#) (Permit to Work solution)
- [BHP Billiton](#) (Compliance)
- [Roy Hill](#) (Compliance)
- [Glencore](#) (Compliance)

## Risk Management

*“Efficiently manage operational risk to maximize organizational performance within acceptable levels.”*

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### Background

As a result of constantly changing economic, regulatory and competitive landscapes, the associated risk of doing business are a constant moving target. To gain a competitive advantage in a market place, organizations need to maintain some appetite for risk. However, they need to strictly define the boundaries so that they do not expose the company to risks that are beyond what they and their stakeholders are comfortable with. If controlled, risks can be exploited to provide a major competitive advantage compared to others in the same market. However, left uncontrolled, risks present a potential liability that could cause severe damage to the company, its reputation and the health and wellbeing of employees.

### Challenge: Balancing the need to take risk against staying competitive

Businesses need to minimize or eliminate risks to prevent themselves from being exposed to situations that could result in the injury or death of an employee, damage to property or loss of reputation. This means that the right controls have to be in place to ensure that hazards are detected and monitored.

To perform effective risk management, organizations need to consider:

- Internal and external factors as both could present hazards to the business
- Retrospective and forward-looking viewpoints in order to learn from what has happened before so that they can mitigate future risks

### Getting Results

To efficiently achieve this, companies need to deploy software to help them regularly assess their environments for changes to existing risks and to the introduction of potential new risks. Once identified, they need to be analyzed, continually monitored, reviewed and mitigated or eliminated depending on the company’s appetite for the particular risk and its associated consequences. This requires much more than a traditional checklist of activities and should involve a complete workflow that integrates with the rest of the business so that timely decisions can be taken and remedial action implemented to avoid potential risks becoming significant, business-impacting major incidents.



## Risk Management Products

**Risk Assessment** allows potential hazards and risks to be identified, scored and ranked. This information is then used to inform mitigation planning sessions where organizations determine what actions, if any, should be taken to prevent major incidents. The consolidation of data into a single location eliminates duplication of effort and ensures a consistent risk assessment approach across the organization. This results in the overall reduction of risk and an improvement in operational performance.

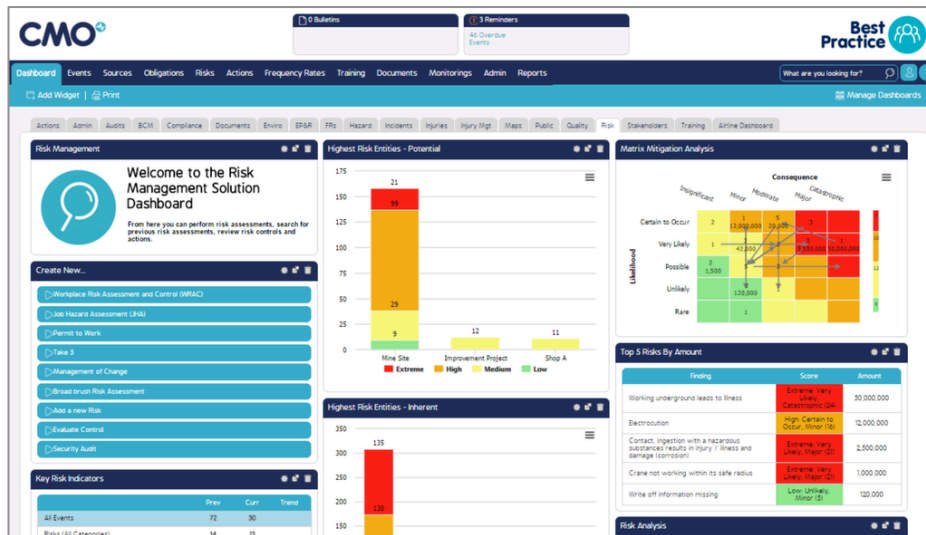


Figure 8: Risk Management Solution Dashboard

**Risk Register** ensures that significant risks that exist at sites throughout the enterprise receive the appropriate level of visibility, ownership and action. Senior managers are able to assess their current risk posture at all times by drilling down to view the details of risks based on their risk scores.

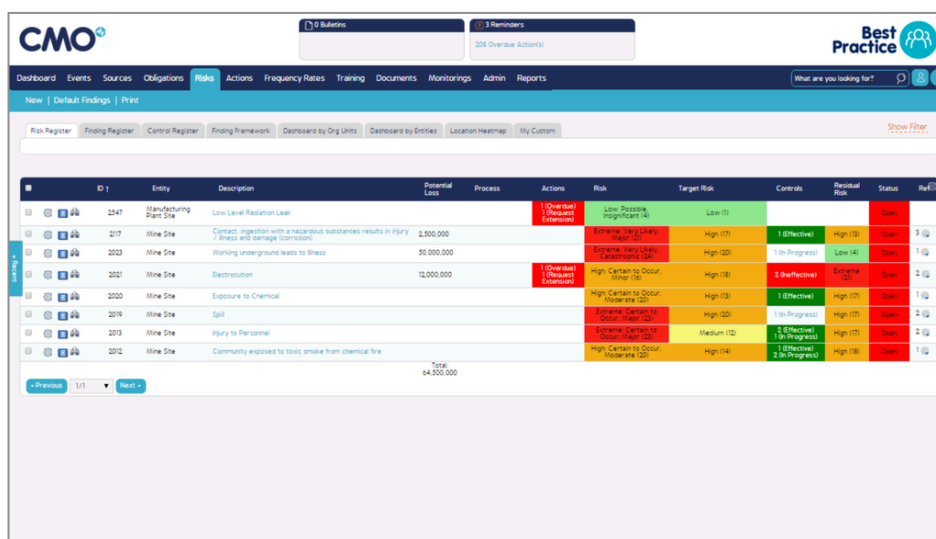


Figure 9: Risk Register

Org Unit	Entry	Finding	HOC	Control Text	Risk	Actions	Residual Risk	Status	Ref
Australian Operations	Mine Site	Loss of Containment	Engineering	Bunds	Medium, Possible, Minor (3)	0/0	Medium, Very Likely, Significant (7)	Effective	
Australian Operations	Improvement Project	Community exposed to toxic smoke from chemical fire	Administration	Regular maintenance and inspection of machinery to prevent a fire	Medium, Very Likely, Minor (2)	0/0	Medium, Very Likely, Minor (2)	Effective	
Australian Operations	Mine Site	Community exposed to toxic smoke from chemical fire	Mitigants (Post Event)	Monitoring Alarms placed in key areas in the community	High, Certain to Occur, Moderate (20)	0/0	High, Possible, Major (8)	Effective	2
Australian Operations	Mine Site	Damage to Property	Mitigants (Post Event)	Fire Proof Facility to prevent the fire from spreading	Medium, Possible, Minor (3)	0/0	Medium, Possible, Minor (3)	Ineffective	
Operations Projects	Mine Site	Contact, ingestion with a hazardous substance results in injury / illness and damage (concern)	Elimination	Add New security Barrier	Extreme, Very Likely, Major (3)	0/0	High, Possible, Moderate (13)	Effective	
Australian Operations	Mine Site	Damage to vehicles	Engineering	Reinforce windscreens and 4WD vehicles to be used on unsealed roads	Medium, Very Likely, Minor (3)	0/0	Low, Unlikely, Minor (3)	Effective	2
Operations Projects	Mine Site	Being caught between moving objects /	Isolation	Review Hydrocarbon Tags	Medium, Possible, Minor (3)	0/0		Effective	1
Australian Operations	Mine Site	Being caught between moving objects / machinery	Mitigants (Post Event)	Ensure at least one person supervises the operation of the machine who is trained in First Aid	Medium, Possible, Minor (3)	0/0	Medium, Rare, Moderate (6)	Effective	
Australian Operations	Mine Site	Injury to Personnel	PPE	PPE	Extreme, Certain to Occur, Major (25)	0/0	High, Very Likely, Moderate (11)	Effective	
Australian Operations	Mine Site	Injury to Personnel	Mitigants (Post Event)	Fire Extinguishers	Extreme, Certain to Occur, Major (25)	0/0	High, Very Likely, Moderate (11)	Effective	3
Australian Operations	Mine Site	Being caught between moving objects / machinery	Administration	Train all operators on SOP for machine	Medium, Possible, Minor (3)	0/0	Medium, Rare, Moderate (6)	In Progress	2
Australian Operations	Mine Site	Exposure to Chemical	PPE	Mandate specific PPE	High, Certain to Occur, Moderate (20)	0/0	High, Very Likely, Moderate (11)	Effective	
Australian Operations	Mine Site	Vehicle accidents	Isolation	Only essential travel on unsealed roads	Medium, Very Likely, Minor (2)	0/0	Medium, Possible, Minor (3)	In Progress	
Australian Operations	Mine Site	Damage to Property	Mitigants (Post Event)	Fire Extinguishers	Medium, Possible, Minor (3)	0/0	Medium, Possible, Minor (3)	In Progress	
Australian Operations	Mine Site	Damage to Property	Administration	Regular maintenance and inspections of machinery for faults that may lead to fire	Medium, Possible, Minor (3)	0/0	Medium, Possible, Minor (3)	In Progress	
Australian Operations	Mine Site	Working underground near to shafts	Administration	Sign On Process	Extreme, Very Likely, Moderate (25)	0/0	Low, Possible, Significant (4)	In Progress	1
Australian Operations	Mine Site	Execution	Administration	Training and Induction Procedures for Site	High, Certain to Occur, Major (25)	0/0	Extreme, Very Likely, Moderate (25)	Ineffective	4

Figure 10: Control Register

## Case Studies

The following companies are using CMO Compliance for their Risk Management requirements:

- [Glencore](#) (Risk Management)
- [NorSeaGroup](#) (Audit Management)



## Incident Management

*“Maintain ongoing operations by managing the implications of critical incidents.”*

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### **Background: Incidents will happen and need to be managed effectively**

Regardless of how thoroughly a company performs proactive risk management, it can never completely eliminate incidents from impacting the business.

The incidents could cause:

- Employee injury or illness
- Damage to the environment
- Financial loss due to interruption of standard operation
- Fines from authorities
- Physical damage to machinery and property
- Cyber security breaches

Companies need sophisticated processes to manage the impact of incidents to minimize the damage they cause once they occur.

### **Challenge: Recording and investigating incidents**

These processes start with the recording of incidents. Companies that are not able to effectively record incidents for further investigation will not be able to prevent similar incidents for reoccurring which will result in the company and employees being constantly put at risk. The process of reporting incidents needs to be as simple as possible to actively encourage employees to record all necessary details.

Once an incident has been recorded, it needs to be investigated as efficiently and quickly as possible to determine the root causes. This information is then used to put actions in place to reduce any associated hazards.

If an employee has suffered injury or has taken ill as a result of an incident, the company needs to record and manage the illness or injury, handle any compensation claims and manage the return to work of the employee once they are fit to do so.

### **Getting Results**

All of these steps require an integrated, automated incident management software solution with effective notification, investigation and reporting capabilities so that incidents can be dealt with quickly and efficiently to reduce their impact on business operations.

Overall, companies need to demonstrate a commitment to workplace safety and continuous improvement by not only handling incidents quickly and efficiently but by identifying their root causes to prevent them from reoccurring in the future.



## Incident Management Products

**Incident Reporting** allows organizations to log and manage incidents, schedule activity and manage actions. It has been designed to be easy to use which encourages employees across the organization to input accurate incident reports.

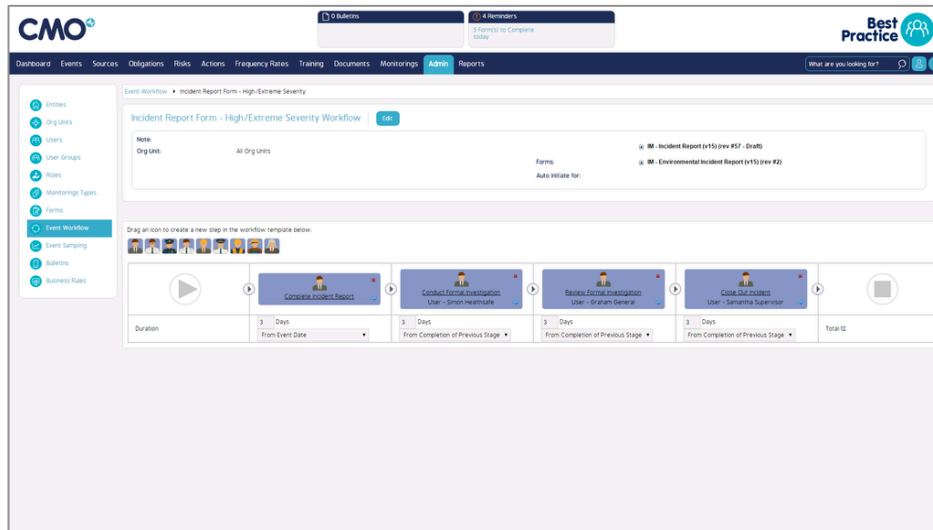


Figure 11: Incident reporting workflow

**Root Cause Analysis** supports multiple methodologies such as 5 Why, Taproot and ICAM to allow organizations to identify contributing and root causes by conducting comprehensive incident investigations. Any findings can then be used to reduce risk to avoid future incidents and to drive continuous improvement.

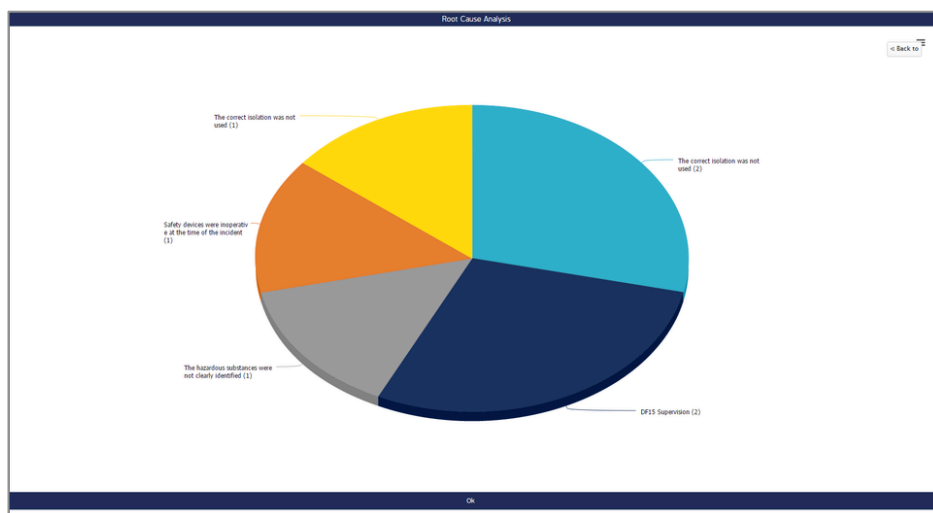


Figure 12: Root cause analysis



**Incident Investigation** enables organizations to conduct comprehensive investigations resulting in corrective and preventative actions being recorded.



Figure 13: Incident dashboard

**Injury Management** records, tracks and reports on trends of all types of injuries and illnesses. It has an easily configurable workflow, which can be adapted to fit into any organization's incident management process. This simplifies the management of injuries and illnesses.

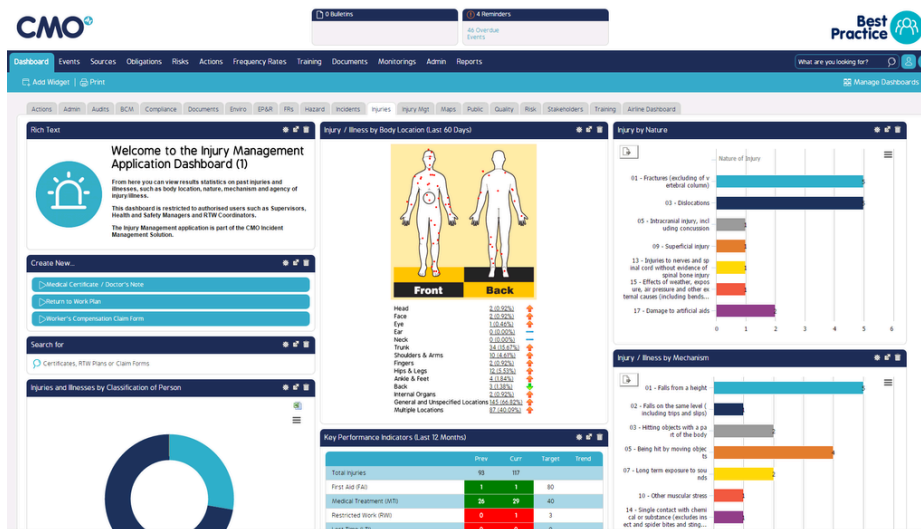


Figure 14: Injury dashboard

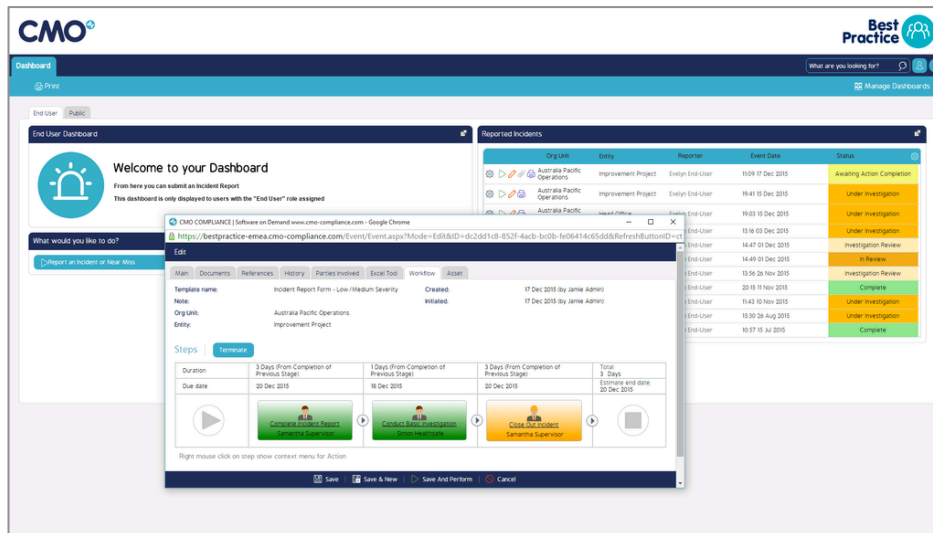


Figure 15: End User and Work Flow In Practice

**Claims Management** helps handle a variety of compensation claims such as worker compensation and property damage. Claims can be recorded, reviewed and analyzed to generate standard, pre-defined reports or custom reports. Multiple claims can be linked to a single incident report so that an overall view of the impact can be assessed. Data can be exported to third party applications so that it can be made available to third parties such as administrators, brokers or insurers. All of these features make claims management easier to manage while ensuring data integrity is maintained.

**Return to Work** helps human resource and other departments manage the processes associated with employees returning to work after illness or injury.

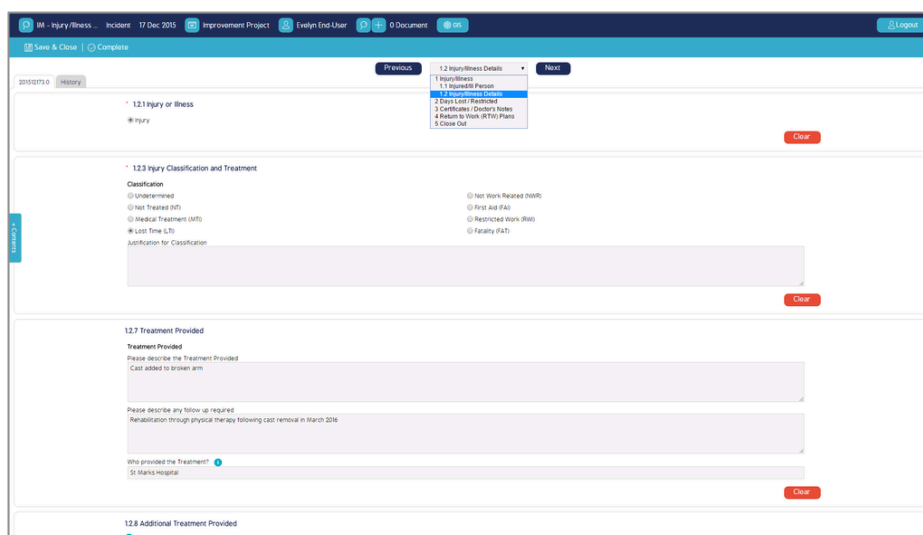


Figure 16: Injury and return to work



## Case Studies

The following companies are using CMO Compliance for their Incident Management requirements:

- [Glencore](#) (Incident Management)
- [NorSeaGroup](#) (Incident Management)
- [Kiewit](#) (Incident Reporting)

## Health and Safety Management

*“Continuously measure and analyze high risk workplaces to minimize risk to employees and others.”*

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### Background: Why Health and Safety Management Matters

Hostile environments are a way of life in many industries. To deliver their products and services, companies often employ workers to:

- Work in dangerous locations
- Move heavy objects
- Handle dangerous chemicals

As a result of these dangers, organizations have regulatory and moral obligations to protect their employees, other citizens and the environment.

To do this effectively, they need to continuously measure, categorize, analyze and report on the levels of danger that they are introducing as a result of their activities.

### Challenge: Continuous Data Capture and Analysis

Data needs to be continuously captured from a wide variety of sources including:

- Monitoring workforce activities
- Regular safety meetings
- Observations and behavior based safety
- Industrial hygiene monitoring

There are many challenges when collecting and processing this data including:

- Collecting, storing and processing large quantities of data using a uniform process so that data from geographies and divisions can be rolled up to show an enterprise-wide perspective
- Ensuring that personal health records and other confidential data is kept secure
- Ensuring that the processes and systems are flexible enough to manage national and international EHS requirements as well as industry best practices
- Communicating the EHS information with wider audiences to ensure that lessons from previous incidents are learned

### Getting Results

CMO Compliance addresses all of these challenges by providing a robust health and safety software solution that can be deployed enterprise-wide while being flexible enough to adapt to individual company and departmental requirements.



## Health and Safety Management Products

Medical information relating to employees can be managed more effectively using the **Occupational Health** application. This means that time can be spent delivering excellent patient care to staff rather than on managing paperwork. Reports on illness and injuries can be made available in real-time to provide insights into the performance of an organization's workforce.

The **Document and Policy Management** application reduces the time and cost of compliance while increasing control and productivity by enabling the management, control and distribution of documents in a manner that is compliant with many different standards. It addresses the document and data control sections of common standards such as ISO 15489, ISO 32000, IS 9001, ISO 14001 and AS 4801.

ID	Title	Document Type	Entry	Last Updated	Date	Review Date	Expiry Date	Status	Ref
1721	April 2015.jpg (1)	Notice		25 May 2015	Best Practice			Draft	
1743	Arrangement Intro			25 May 2015	Best Practice			Approved	
1113	Arrangement Intro Image			25 May 2015	Best Practice			Approved	1
1094	Arrangements			25 May 2015	CHIO Admin			Approved	
1121	Arrangements Format Image			25 May 2015	Best Practice			Approved	
1102	Arrangements Image			25 May 2015	Best Practice			Approved	
2021	AS 4801 Certificate.jpg attached to Event 20101042.0		Manufacturing Plant Site	14 Oct 2015	Public User			Approved	1
2041	burning oil rig-explosion-fire-photo2.jpg attached to Event 20101026.0		Vessel	11 Oct 2015	Samantha Supervisor			Approved	1
2111	Warning oil rig-explosion-fire-photo1.jpg attached to Event 20101042.0		Mine Site	16 Nov 2015	Janie Admin			Approved	1
1731	Caution-hot.gif (1)	Notice		25 May 2015	Best Practice			Draft	
1011	Chief Executive Officer			25 May 2015	CHIO Admin			Approved	
1021	Chief Operating Officer			25 May 2015	Best Practice			Approved	2
1781	Communicating the Policy			25 May 2015	CHIO Admin			Approved	
2081	Construction Permit Germany			05 Nov 2015	Janie Admin			Approved	1
1901	Consultation and Communication			25 May 2015	CHIO Admin			Approved	
1081	Contractors			25 May 2015	CHIO Admin			Approved	
1321	Emergency Planning and Response			25 May 2015	Best Practice			Approved	1
1071	Employees			25 May 2015	CHIO Admin			Approved	
861	Environmental Policy Image			25 May 2015	Best Practice			Approved	

Figure 17: Document Management

Incident rates and associated costs and time spent managing them can be reduced by the **Behavior Based Safety** application. It allows organizations to identify trends associated with at risk behaviors in the work place. Behavioral based safety observations can be recorded when they occur by offline iOS, Android and Windows mobile devices. This information can be synchronized back to the management system and analyzed so preventative actions can then be prioritized.

An audit trail of health and safety meetings and related documents including schedule, attendance records and assigned actions can be managed using the **Meeting Management** application.

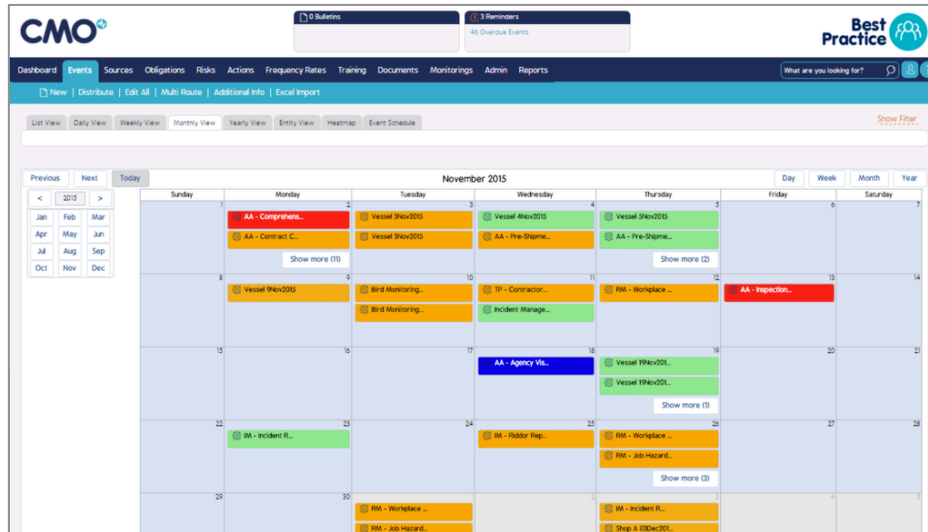


Figure 18: Audit Calendar

## Case Studies

The following companies are using CMO Compliance for their Environmental Management requirements:

- [Ports of Auckland](#) (Comprehensive EHS Solution)
- [Hanwha](#) (Comprehensive EHS Solution)
- [Kenya Pipeline](#) (Comprehensive EHS Solution)
- [Brussels Airport](#) (Safety Management System)
- [Yancoal](#) (Comprehensive EHS Solution)
- [GBF](#) (Comprehensive EHS Solution)
- [Glencore](#) (Health and Safety Management)
- [AVENG](#) (EHS Management)



# Environmental Management

*“Minimizing environmental damage to exceed stakeholder and legal expectations.”*

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## Background: Why Environmental Management Matters

Increased public awareness around climate change and updates to ISO 14001 mean that companies have to take significant steps to improve their environmental processes to meet ethical and legal standards.

The nature of some company’s operations means that their business activities could significantly impact the environment. For example:

- Chemicals used in manufacturing processes need to be transported, stored, used and disposed of responsibly
- Some business processes can be energy intensive
- Water could be polluted as a result of incorrect drainage procedures not being followed
- Excessive waste could be generated due to inefficient manufacturing techniques

Failure to monitor and control key environmental factors could result in significant fines, compensation claims and clean up costs as well as loss of reputation and brand value.

There are many environmental factors that need to be monitored and controlled including business waste, emissions, energy use, use of transport, consumption of materials, water use and pollution, and impacts on surrounding wildlife.

## Challenge: Implementing an Environmental Management System

Before companies can control and prevent any negative effects as a result of their operations, they need to measure and record the impact their business activities are having on the environment.

Recording, managing and tracking multiple environmental variables can be time consuming.

## Getting Results

An environmental management system significantly reduces the overhead involved in improving a company’s environment management and control processes.

Once implemented, an environmental management system will help:

- Recognize operations that could cause environmental issues
- Manage ongoing environmental improvements
- Help ensure compliance with environmental laws and regulations
- Ensure that employee commitments to environmental policies are being met

As a result of using an environmental management system, companies:

- Are able to maintain a business that operates within legal and regulatory guidelines
- Can minimize or eliminate damage to their reputation due to environmental issues
- Can generate significant financial savings through increased efficiencies due to reducing energy use and waste



## Environmental Management Products

**Emission Monitoring and Measuring** allows organizations to record, monitor and alert on environmental variables to avoid fines and prosecution due to environmental violations.

Users can:

- Store, track and report on multiple emission sources
- View real-time summaries of all greenhouse gas and air pollutant emissions
- Be alerted by onscreen messages or email notifications when predefined thresholds have been exceeded

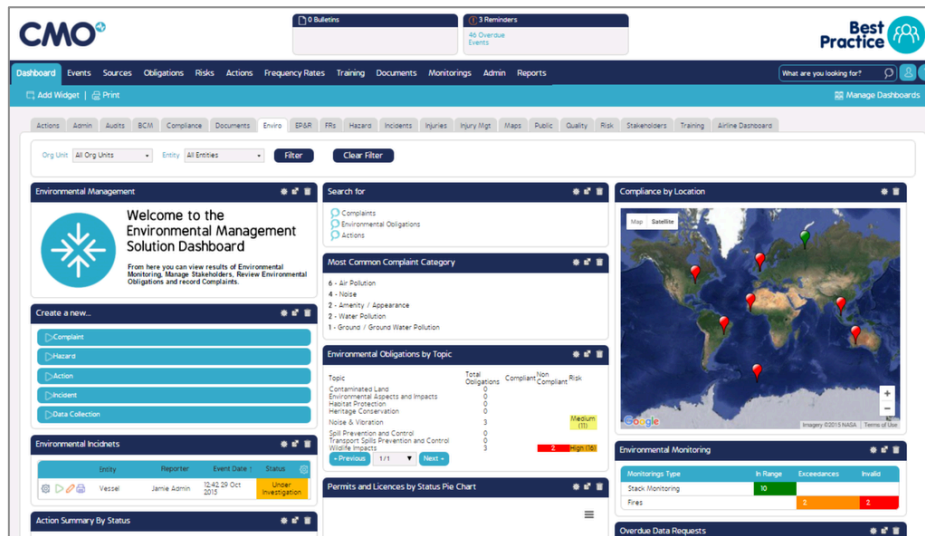


Figure 19: Environmental Management Solution Dashboard

**Obligation Management** tracks responsibilities and due dates for legal and non-legal compliance obligations. It allows organizations to map compliance requirements and obligations to individuals and groups within the company and manages all laws, regulations, standards and policies associated with environmental management.

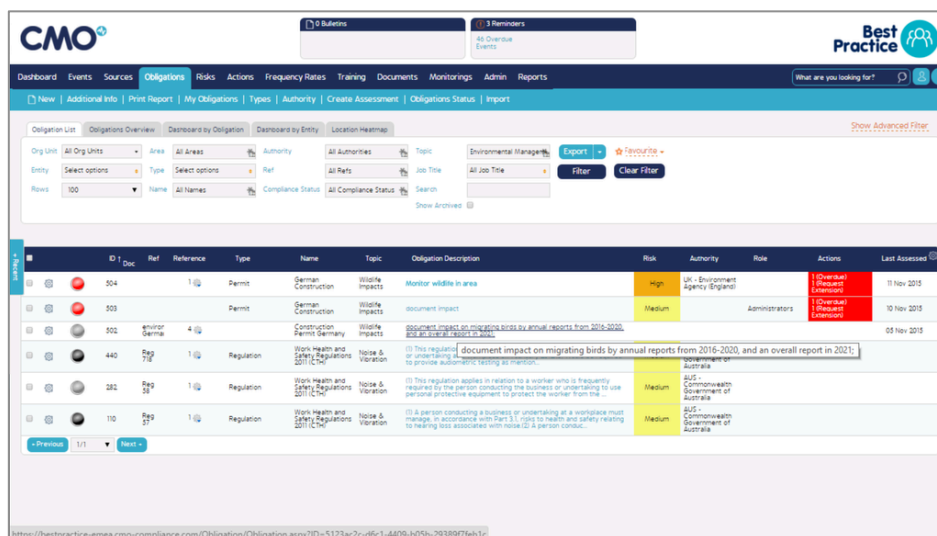


Figure 20: Environmental Obligations



**Environmental Incident Management** helps companies to report, track and analyze environmental incident information such as chemical spills and damage to local wildlife. It allows the standardization of incident reporting across their entire enterprise and exceeds the incident reporting and emergency response compliance requirements of ISO 14001. As a result of the insights that can be gained from the reports, organizations are able to reduce the risk of environmental incidents.

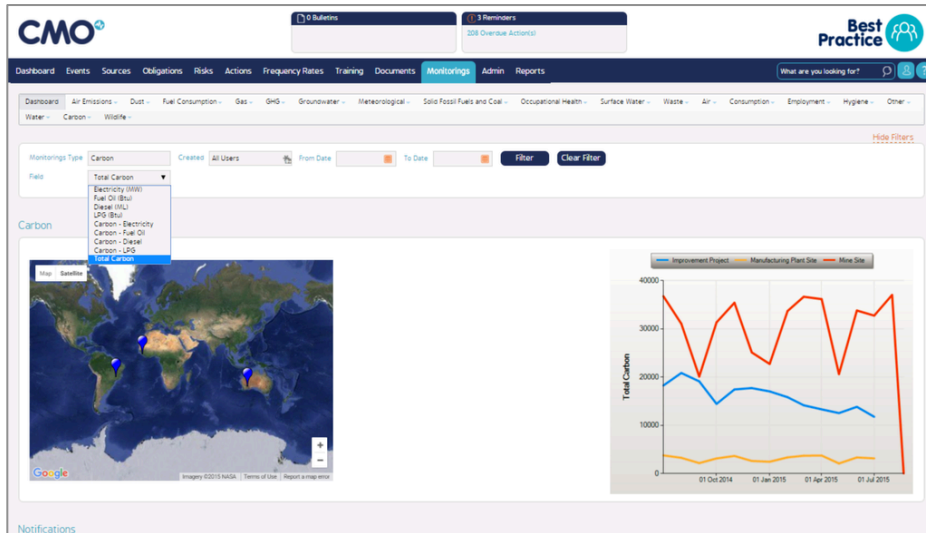


Figure 1: Environmental Monitoring

**Permits and Approvals** enables organizations to ensure compliance with approval, lease, permit and tenement requirements by tracking critical dates and tasks derived from obligations. In addition to managing corporate and industry specific requirements and obligations, the solution can automate associated workflow and integrate with any GIS systems to enable the inclusion of geographic information.

## Case Studies

The following companies are using CMO Compliance for their Environmental Management requirements:

- [Ports of Auckland](#) (Comprehensive EHS Solution)
- [Hanwha](#) (Comprehensive EHS Solution)
- [Kenya Pipeline](#) (Comprehensive EHS Solution)
- [Yancoal](#) (Comprehensive EHS Solution)
- [GBF](#) (Comprehensive EHS Solution)
- [We Energies](#) (Obligations and Permits Management)

## Third Party Management

*“Ensuring that contractors and suppliers maintain the high standards of compliance expected.”*

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### Background: Companies use third parties to augment their workforce

Using third party companies allows organizations to deliver part of their product and service offerings without defocusing them from their core activities. Activities provided by third parties could include:

- Supplementing the workforce with additional skills that are not available in-house
- Adding short-term expertise to a temporary project
- Adding to the workforce without employing people for financial reporting reasons
- Providing them with works-in-progress as part of the manufacturing process

### Challenges: Third parties need to be as compliant as regular workforce

#### *Temporary Workforce*

Although temporary workers have different contracts to full time employees, they are still governed by the same laws and industry regulations as the contracting company. Audits to ensure this compliance are becoming more complex due to constantly changing regulatory environments and temporary workers being used in a wider variety of roles across organizations

So, in order to remain compliant, organizations need to ensure that contractors are monitored and controlled to the same high standards that are used for internal employees and processes.

#### *Complex Supply Chains*

In order to decrease costs, companies are building more complex distributed supply chains to source goods from the most cost-effective suppliers regardless of where they are located. In addition, manufacturers are increasingly giving trusted business partners direct access to systems to facilitate transactions.

To ensure the integrity of third parties in a global supply chain, stringent and regular audits have to be carried out to ensure that the suppliers meet standards in terms of product quality, human rights, physical security, cyber security, and many other factors.

The challenge of auditing a supply chain is becoming increasingly difficult due to the greater number of suppliers being used, their distributed nature and the increased complexity of laws, regulations and moral factors that have to be taken into consideration to ensure compliance. Failure to detect malpractice within the supply chain could result in fines and loss of reputation even if the company in question has no direct involvement.

### Getting Results

CMO Compliance helps the managers of third party relationships ensure that they can maintain a high standard of compliance within their temporary workforce and supply chains. This is achieved by regularly auditing against global and corporate standards, allowing companies to control the risks associated with doing business with third parties.



## Third Party Management Products

**Audit and Assessment** helps companies monitor the activities of their third parties on a regular basis so they can provide evidence that suppliers, vendors and contractors adhere to company and global regulatory standards of practice. The solution is highly configurable and supports audits against a number of global and corporate standards including ISO, OSHAS, SEMS, FSMA, SMS and many others.



Figure 21: Action Management Dashboard

**Contractor Management** allows companies to control the risks and compliance processes necessary when employing third parties by providing contractor registration, pre-qualification, induction, self-assessment and performance monitoring.

**Supply Chain Management** helps companies manage risk and compliance associated with their supply chains. It provides tools to assist with supplier registration and approval, induction and regular audits.

## Case Studies

The following companies are using CMO Compliance for their Third Party Management requirements:

- [BHP Billiton](#) (Stakeholder Management)
- [Glencore](#) (Third Party Management)
- [McCormick & Co](#) (Third Party Management)
- [Pier 1](#) (Third Party Management)

## Training and Competence

*“Manage skill levels and provide scheduled e-learning training courses and assessments for employees.”*

---

### Background: Companies need to ensure employees are trained

To maintain an efficient, effective and safe workplace, companies need to ensure that their employees have the right skills and competences to perform their roles. This can significantly add to the bottom line as efficiencies are realized and downtime is minimized due to the reduction of accidents.

To do this, organizations need to:

- Determine the skills and competences needed to perform individual roles
- Perform a gap analysis to assess where training needs to be provided
- Create, schedule and provide classroom and online training
- Continually assess ongoing business needs and match them to current employee skill levels.

### Challenge: Employee competence is a continually moving target

The task of keeping employee training up-to-date is complex due to:

- New employees need to be assessed and scheduled to attend an appropriate induction course
- Employees moving departments with different or additional skills and competence requirements
- Internal business changes resulting in different skills be needed to support new processes and procedures
- External legislation and regulation changes requiring the company to ensure that they conduct their business differently.

### Getting Results

Without the right tools, managing training and competency processes can be resource and time intensive. If not managed correctly, the company could face skill shortages, which could threaten the success of business operations. In extreme cases, this could result in injury or fatalities if the lack of knowledge is in health and safety procedures.

With CMO Compliance, companies are able to assess and manage all of their training requirements, quickly identify skills gaps and provide online training to address any issues before they become critical.



## Training and Competence Products

**Training and Competence Management** allows companies to manage:

- Employee skill levels and certifications
- Induction scheduling
- Assignment of trainers
- Real-time training progress
- Competency across the organization

In addition to the management of skills and competencies, the Training and Compliance Management solution incorporates a Learning Management System (LMS) to manage and deliver online training and assessments. The LMS is SCORM-compliant so that industry-standard formats can be imported quickly from other systems.

Employees are automatically enrolled in the courses relevant to them based on their role competence requirements. Once training is completed, the relevant competences are automatically updated for the individual. The software solution is compliant with the training management requirements of many international standards including ISO 9001, ISO 14001, IS 19011, AS 9001 and OHSAS 18001.

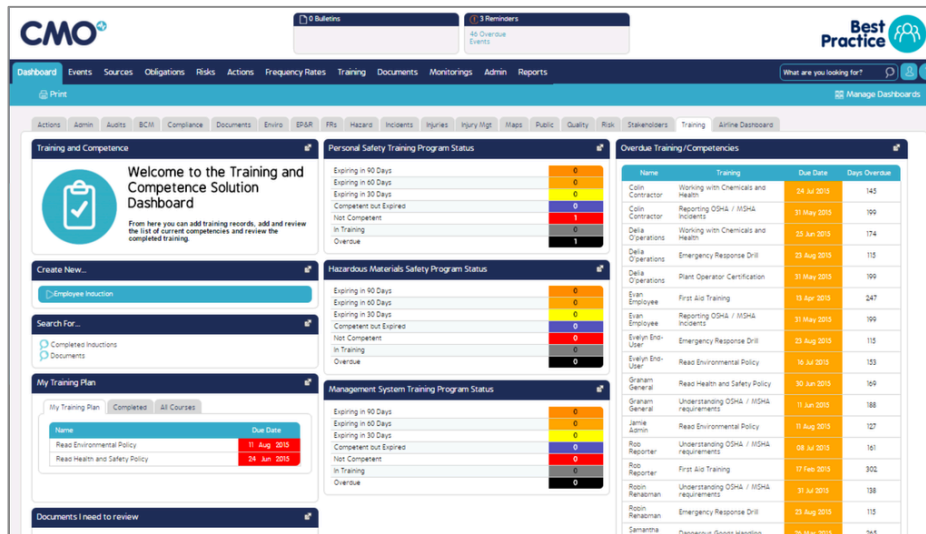


Figure 22: Training and Competence Dashboard

Name	Training Category	Expiring in 30 Days	Competent but Expired	Total Records
Skip Master Certification	Equipment Operation	0	0	1
Truck Driver	Equipment Operation	0	0	0
Read Health and Safety Policy	Management Systems (MS&S, EHS, etc.)	0	1	0
Understanding OSHA / MSHA requirements	OSHA / MSHA Compliance	0	3	4
Working with Chemicals and Health	Occupational Health	0	2	3
Forklift Operator	Equipment Operation	0	0	1
First Aid Training	Management Systems (MS&S, EHS, etc.)	0	2	3
Dangerous Goods Handling	Management Systems (MS&S, EHS, etc.)	0	1	4
Safety Shower	Material Handling	0	0	1
Introduction to the Company HSE/CIQ Management System	Management Systems (MS&S, EHS, etc.)	0	1	3
Site Hazards	JobSite Safety	0	0	0
certificate		0	0	0
Emergency Response Drill	Emergency Response	0	3	3
Plant Operator Certification	Equipment Operation	0	1	1
Hazardous Material Spill Procedures	Hazardous Materials	0	0	0
Emergency Response Training	Emergency Response	0	0	1
Chainaw Operation	Equipment Safety	0	0	0
Manual Handling	Personal Safety	0	0	0
Site Hazards	JobSite Safety	0	0	0

Figure 23: Training List

		Emergency Response Drill	Emergency Response Training	Forklift Operator	Plant Operator Certification	Skip Master Certification	Truck Driver	Chainaw Operation	Plant Operator Certification	Hazardous Material Spill Procedures	Site Hazards	Site Hazards	First Aid Training	Dangerous Goods Handling	Introduction to the Company HSE/CIQ Man...	Read Environmental Policy	Read Health and Safety Policy	Read Safety Data Sheet	Safety Shower	Working with Chemicals and Health	Understanding OSHA / MSHA requirem...	Occupational Health	Manual Handling	Personal Safety	certificate
HSE Manager	Bubba Gonouath																								
Business Owner	CMO Admin																								
System Admin	Colin Contractor																								
System Admin	Dan Johnson																								
Operations Manager	Della Operations																								
Environmental	Elmo Environment																								
Department	Esme External																								
Engineer	Evian Employee																								
Mining Engineer	Evelyn End-User																								
General Manager	Graham General																								
System Admin	Intu Quality																								
System Admin	Jamie Admin																								
System Admin	Public User																								

Figure 24: Training Matrix



**Competence Management** provides supervisors and managers with the ability to quickly identify any skills gaps and then automatically schedule required training. The information can be displayed by competence, role or individual. It uses traffic light indicators to signal whether an individual or group is classed as competent, non competent, or about to expire or in training which gives management a clear indication of their team’s abilities.

Job Title	Certificate	Chemical Operation	Dangerous Goods Training	Emergency Response Drill	First Aid Training	Forklift Operator	Health and Safety for Production	Introduction to the Company HSE/CDI Rules	Plant Operator Certification	Process Safety	Road Environmental Policy	Road Safety Data Sheet	Reporting Data / Other Systems	Site Manager Certification	Site Induction	Structural Awareness	Truck Driver	Working with Chemicals and Health
Assembly		✓	✓		✓	✓			✓	✓	✓	✓				✓		
Contractor		✓	✓		✓	✓			✓	✓	✓	✓				✓		
Department Manager		✓	✓		✓	✓			✓	✓	✓	✓				✓		
Engineer		✓	✓	✓		✓		✓	✓	✓	✓	✓				✓		
Environmental Manager		✓	✓		✓	✓			✓	✓	✓	✓				✓		
Environmental Supervisor		✓	✓	✓		✓			✓	✓	✓	✓				✓		
General Counsel		✓	✓		✓	✓			✓	✓	✓	✓				✓		
General Manager Operations		✓	✓		✓	✓			✓	✓	✓	✓				✓		
Health Safety & Training		✓	✓		✓	✓			✓	✓	✓	✓				✓		
Health Safety Training Manager		✓	✓	✓		✓			✓	✓	✓	✓				✓		
HSE Specialist		✓	✓		✓	✓			✓	✓	✓	✓				✓		
HSE Manager		✓	✓		✓	✓			✓	✓	✓	✓				✓		
HSE Site Manager		✓	✓		✓	✓			✓	✓	✓	✓				✓		
Human Resources Manager		✓	✓		✓	✓			✓	✓	✓	✓				✓		

Figure 25: Training Competencies