



Driving Global Adoption of EHS Software: A Komatsu Mining Corporation Success Story

For more than a century, the businesses that power our society and build our world's infrastructure have relied on Komatsu to empower them with innovative equipment, technologies and services for the construction, mining, energy and manufacturing industries. As the world's second largest manufacturer of earth-moving equipment, Komatsu operates in more than 150 countries and employs more than 60,000 people worldwide. The company's mining division, Komatsu Mining Corp. (KMC), employs more than 10,000 employees and operates in 142 countries around the globe.





“The one thing that pulled it all together was the fact we were using a single solution with VelocityEHS...”



George Carlough, Vice President
Global Environment, Health and Safety,
Komatsu

George Carlough, Vice President of Global Environment, Health and Safety at Komatsu...

has nearly 30 years of experience in the environmental, health and safety industry. He has been with KMC since 2005, serving as a core member of the EHS leadership team since 2006. George began his journey with VelocityEHS long before joining Komatsu. Joy Global, later acquired by Komatsu, had been using VelocityEHS Solutions (formerly KMI) at some of their North American locations as far back as 2010. As the company grew, so did the need for a centralized system for incident management, risk assessments, audits and other related EHS program needs. George recalled his experience of moving from a single-location tool to a company-wide EHS software solution.

First Impressions

“I’ve known Matt Airhart (President & COO of VelocityEHS) for around 10 years now. I think he was one of the sales directors at the time when we decided to move over to a company-wide solution. Matt was really involved, as well as his team. It was interesting,” George noted, “around the same time we were going live with the system was about the same time KMI was re-organizing as VelocityEHS.”

George went on to share how the initial implementation of the VelocityEHS solution was so successful essentially right out-of-the-box, with only a few additional configurations necessary to meet their unique requirements. One of those configurations involved working with the VelocityEHS project team to develop custom reports that would meet the safety and corporate needs of the Komatsu team. Two of these

custom reports, the Global Safety Performance Report and the Safety Cross Report are now an integral part of the Komatsu safety culture, driving EHS performance toward the company’s goal of zero harm.

George recalled the acquisition of Joy Global by Komatsu, and the experience of working to unify their collective safety efforts. “In 2017, we were made aware that Joy Global would be going through an acquisition by the Komatsu Corporation,” he said. “We developed policies and procedures from our base here in North America, which were then deployed wherever we operated internationally: China, Australia, Peru, Chile, South Africa, UK, Russia, etc.”

“We set the tone here in the U.S. for policy, procedure and deployment, and the regions underpinned that with their local programs,” noted George. He added, “The one thing that pulled it all together was the fact we were using a single solution with VelocityEHS that allowed us to be consistently aligned in our management of leading and lagging indicators across the business. That was first and foremost. We wanted to have a classification system deployed where we could look at facilities, ‘apples to apples.’”

Challenges to Centralization and Standardization

Following mergers and acquisitions, standardization of EHS programs and systems rarely happens overnight. It takes hard work and understanding to create a new, unified safety culture. In his years of experience, George has learned that having support from top management is essential to drive adoption throughout an organization.



"It's leadership that drives adoption. You've got to have leadership support and presence," he said. "We put in place expectations through annual KPIs, which helps drive focus and success. We have each supervisor conduct one observation and one hazard ID per week, and each site manager conducts one observation and one hazard ID per month. We had to show the value of why we wanted them to do that."

Early on in Joy Global's acquisition by Komatsu, George knew he wanted VelocityEHS to be at the core of this new safety globalization. "I remember the first time I went over to Komatsu in Japan and met with their EHS administration. They have an annual global safety and health congress where over 300 safety and health professionals from around the world meet. I was asked, 'Tell us about Joy Global. Tell us about what you guys do and how you do it.' The first thing I talked about is how we pull everything together from a global standpoint using a tool called VelocityEHS."

Safety First, Teamwork Second

George has not been alone in these efforts. Much of the success in global adoption he attributes to the strength of his team. "We sat down with a list of expectations and said, 'We're going to move to VelocityEHS, and we need you to embrace it and drive it. We need you to go out there and hold the hands where they need to be held.' You've got to have that level of involvement, that level embraced and engaged," George emphasized, "or it's not going to filter down to the next level."

Since those early days, the scope of Komatsu Mining Corp.'s Environmental, Health and Safety efforts has continued to grow. Alongside that growth, their application of VelocityEHS solutions has expanded. To date, KMC uses eight VelocityEHS solutions to support their unified, global safety efforts.

George recalled his first pitch to add the VelocityEHS Chemical Management Software to their EHS programs. "People in our group, in our operations, all the way down to the supervisors on the floor are so ingrained in VelocityEHS now. We've driven it to that level. We didn't want to throw the chemical management solution in there as another separate product; we wanted to plug it as another component of the VelocityEHS system, which really it is." George added, "It worked out well for us that way."

After naming all the VelocityEHS solutions utilized by KMC, George joked, "You've got us—hook, line, and sinker."

A Trusted Partner

George works closely with VelocityEHS Customer Success Manager Shannon MacPherson. Together, they continue to find ways to drive positive adoption and engagement of the VelocityEHS application at Komatsu in the same way George had enjoyed over the years at Joy Global.

This partnership includes everything from measuring leading and lagging indicators with the VelocityEHS application to identifying training opportunities for Komatsu's global teams.

Lessons Learned

When asked where he thinks the EHS industry is headed and the future of EHS at Komatsu, George said, "I think it's going to get larger now with COVID-19," he said. "COVID-19 is easily three to four hours a day of my life right now, and it has been for a year. EHS is going to get larger and get more dynamic. I think illness prevention is a natural fit in the work of EHS teams and medical intervention will become a key component."

George and his team have also learned that the driving force behind positive adoption is communication, which includes sharing best practices across the organization and showcasing the positive results achieved by truly engaging their users. For Komatsu Mining Corp., VelocityEHS solutions give them the ability to ensure their EHS activities can be performed, managed, recorded and analyzed across the entire global organization, from any location through a single, centralized system. With VelocityEHS Solutions, Komatsu has access to the vital data needed to reach their goal of a global, unified EHS management program and drive toward zero harm.

"Thanks to VelocityEHS, year-to-date we have done more than 19,000 safety observations and approximately 10,000 hazard IDs at 170 operating locations worldwide. I think that's a pretty good indicator of how well the system is working for us."





Benefits of VelocityEHS

Simplicity

We believe that well-designed, intuitive software ultimately gets used, and when your people are engaged, you get the greatest possible value from your environmental, health, and safety software (EHS) purchase.

Speed

Not only do our solutions provide valuable time-saving capabilities, but our implementations require less time, cost less and are more successful than other EHS software providers on the market.

Unparalleled Customer Support

Our in-house EHS experts and Customer Support Team stand ready to deliver the guidance, consultation, product innovations and best-practice approaches you need to solve your most complex EHS program challenges.

Centralized EHS Management

VelocityEHS offers comprehensive EHS program management capabilities, integrating the full range of EHS functions into a single, easy-to-use system.

Value

The experts at VelocityEHS are continuously developing the system enhancements and innovative new features you need to achieve greater levels of EHS program efficiency throughout the life of your purchase.

Efficiency

Our EHS solutions are designed and built to help you create a safer and healthier workplace, but also to eliminate time-consuming manual EHS program tasks and give you back the time so you can focus on your goals.

Advance Your EHS Program

With enhanced communication and centralization of critical EHS information, and powerful tools that simplify EHS tasks and drive greater engagement with your EHS programs, VelocityEHS Solutions help companies of all sizes in virtually every industry take EHS performance to new levels. Contact us today to learn how we can help you!

VelocityEHS

Toll free: 1.866.919.7922

Australia: +61 2 9098 4332

United Kingdom: +44 (0) 1737 812718

Learn more at www.EHS.com

Follow us:



VelocityEHS — Reach Your EHS Goals Faster.

© 2001-2021 VelocityEHS. All rights reserved. VelocityEHS®, MSDSonline®, Humantech® and ChemTel® are proprietary trademarks of VelocityEHS. All other trademarks are the property of the respective owners.

