

SAP Solution in Detail



# **INTEGRATED INDUSTRIAL HYGIENE AND SAFETY WITH SAP® ENVIRONMENT, HEALTH & SAFETY**

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## EXECUTIVE SUMMARY

Today's working environment is heavily influenced by the use and development of innovative technology. This puts company safety management under increased pressure to accompany these dynamic processes and actively prevent occupational diseases and accidents from occurring.

The multiplicity of demands placed on industrial hygiene and safety globally can only be met today with the use of specially tailored software integrated into company processes. With SAP® Environment, Health & Safety (SAP EH&S), the application for environmental protection and health and safety at work, SAP makes a major contribution to fulfilling these complex requirements.

SAP EH&S addresses these critical issues as follows:

- **Organization and management of industrial hygiene and safety:** Uses the work area as the central object for a number of important processes
- **Risk assessment:** Detects risks in a variety of situations, so that they can be assessed, analyzed, and documented
- **Standard operating procedures:** Helps establish the right procedures for various hazards
- **Accident management:** Helps ensure legally compliant management of incident data while providing analytical tools to help reduce risk
- **Site inspections:** Provides procedures and practices for planning, tracking, and documenting inspections
- **Analytical reporting in industrial hygiene and safety:** Provides tools for managing large amounts of industrial hygiene and safety information

The benefits of this solution can include increased efficiency, better compliance with internal and external standards, and improved safety for employees.

## INTRODUCTION: THE POWER OF INTEGRATION

SAP EH&S is an integral part of the mySAP™ Business Suite family of business solutions. This integration offers new opportunities for your industrial hygiene and safety organization to participate in the flow of information in your enterprise. For example, SAP EH&S can make lengthy data searches easier, saving you time and money. You get cumulated data from the processes that are important for industrial hygiene and safety to support you in an optimal way when making decisions and help you act with foresight in health management.

Integration also offers the following advantages:

- Use of existing data, such as information derived from HR business processes (accident processing, health and safety briefings, and operating times), plant maintenance (maintenance plans), and materials management (hazardous-substance inventory and standard operating procedures)
- Improved cooperation among different departments in the enterprise as a result of the comprehensive information offered and a guaranteed flow of information
- Automatic update of dependent data, for example, changes to hazardous-substance data can lead directly to the generation of new standard operating procedures
- Automatic tracking and control of safety measures
- Wide range of reporting options based on real data extracted from industrial hygiene and safety, occupational health, HR, and logistics
- Complete documentation of all processes, for example, incident and accident management, health and safety briefings, and health-surveillance protocols
- Preventive healthcare, for example, automatic and person-specific determination of the health-surveillance protocols required
- Deployable worldwide, and with standardization of procedures and documentation, for example, accident analysis
- Option of cost-effect analysis on the basis of real company data

# ORGANIZATION AND MANAGEMENT OF INDUSTRIAL HYGIENE AND SAFETY

In order to safeguard preventive healthcare for employees, your industrial hygiene and safety management system must support the organization of responsibilities and processes, as well as full integration into the business processes of your enterprise.

To compile the necessary information logically and effectively, the SAP EH&S industrial hygiene and safety application uses the work area as the central object. It is the point of reference for numerous processes, including:

- Carrying out, evaluating, and managing risk assessments
- Recording agents and editing, evaluating, and managing an exposure log
- Organizing, performing, and evaluating site inspections
- Generating and managing standard operating procedures
- Organizing, evaluating, and managing health and safety briefings
- Incident and accident management, including creation of the legally required reports and statistics
- Editing, updating, evaluating, and managing the company incident and accident log

Using the work area, you can map exactly the organization and structure of your enterprise from an industrial hygiene and safety point of view. Integration with other SAP software means you can also create references to existing structures. The information stored for the relevant objects is directly available in SAP EH&S by means of these references. With the standard software you can create references to the following SAP objects for the work area:

- Plant Maintenance: Functional location and equipment
- Materials Management: Storage location
- Production Planning: Work center
- Organizational Management: Position and exposure group
- Document Management: All types of documents, such as emergency response plans, building plans, photographs, and workplace descriptions
- Contacts: Person (employee) in HR and business partner

If you want to create references to other SAP objects, you can do this by using software settings.

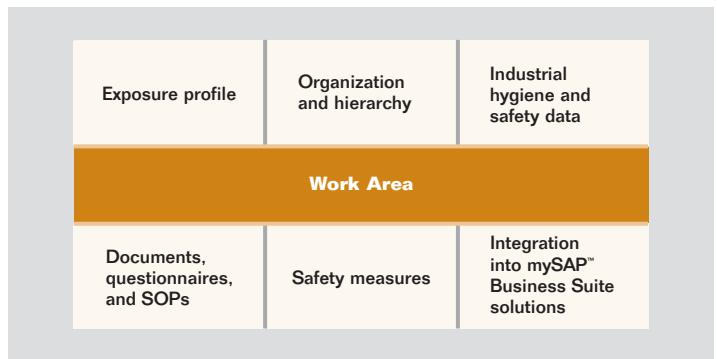


Figure 1: Work Area

You can create an exposure profile for each work area, providing an overview of all agents in the work area and a qualitative assessment for each agent. You can then match up the exposure profile with the results of the risk assessment. In contrast to the exposure profile, risk assessments provide you with tools for detailed analysis and documentation of risks in the work area.

## Safety Through Information

For each work area, you can store specific safety instructions and information with the work area data, which can also be used to create standard operating procedures or operating instructions. These standard operating procedures can be displayed for each work area with direct reference to the current data.

## Questionnaires Make Data Collection Easy

You can use questionnaires and checklists for standardized data collection. You can create both in SAP software and then fill them out online or on paper. Questionnaires completed on paper can be scanned back into your system, making the data available immediately. This means, for example, that you can use information gathered during a site inspection in risk assessments you perform later.

### If Action Is Needed

If an increased risk of accident is present in a work area, based on accident management data, or employees are in contact with hazardous substances, you can introduce the safety measures that are necessary to establish or guarantee safety at that workplace. To do this, you use the generic industrial hygiene and safety measures function. For more information, see the section on site inspections.

### Working Effectively with Patterns

If an agent is frequently present in work areas or exposure occurs in many activities, it can often take a long time to enter and update the relevant data separately for each individual work area. To address that problem SAP EH&S provides a pattern function for work-area management. Patterns are special work areas that do not refer to a particular location or organizational level. You can use them to create standardized sample exposure profiles, risk assessments, or questionnaires.

The pattern function works according to the principle of multiplication. This means that you only need to enter data once for a pattern. You can then assign the pattern to any number of real work areas, thereby making the data available in those work areas. As the data is not copied to the work areas by the assignment, but only referenced, you need only update the pattern itself when changes have to be made in all the assigned work areas.

## RISK ASSESSMENT

SAP EH&S can detect risks in a variety of situations: during site inspections, within the process of releasing hazardous substances and materials, when taking control measurements, following accidents or incidents, and as part of preventive monitoring. Risk assessment is triggered in Industrial Hygiene and Safety whenever risks are detected in the various operation statuses of a work area.

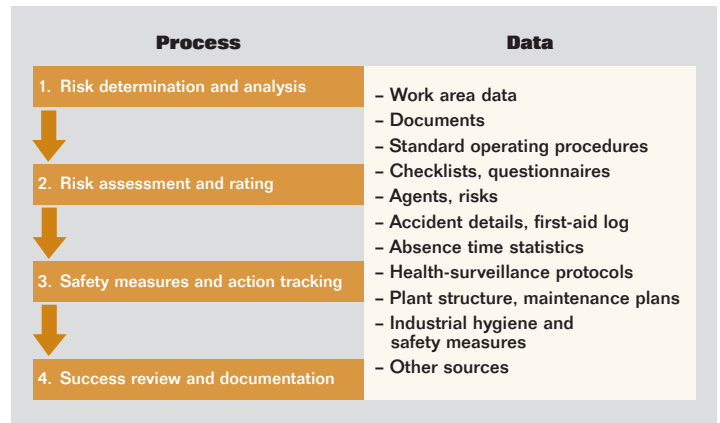


Figure 2: Risk Assessment with Industrial Hygiene and Safety

### Individual Rating Process for Risks

You can use a number of different analysis methods when assessing risks, including standard methods such as comparison of measured values and reference values, evaluation of questionnaires, or comparison with standardized criteria. You can make use of a comparison with standardized criteria, for example, when a risk cannot be quantified by measurements. Here you can compare the risk with laws or other literature sources. It is also possible to employ a summated rating for mixed substances on the basis of the hazardous substances found in a work area, or based on the compositions specified in the SAP EH&S substance database and the calculation of indexes.

You can use any number of other analysis methods. Technically, SAP EH&S provides these enhancements as user exits. If you need a detailed analysis in the form of a measurement before assigning actual ratings, you can create the relevant measurement job using the measurement management feature.

**Monitoring by Means of Safety Measures**

You can define protection goals and safety measures for a given risk. When safety measures have been implemented, you can assess their success in a final step. For more information about safety measures, see the section on site inspections.

**Comprehensive Management of Measurement Data**

An important part of risk assessment is the processing and management of measurement data. This includes all processes and tasks involved in defining, performing, evaluating, and documenting measurements. The object to be measured can be a hazardous substance or any physical agent.

**Exposure Log**

Setting up an exposure log allows you to systematically record all agents, such as hazardous substances or noise, in your enterprise. This allows the exposure log to provide a record of hazardous substances, noise, climate, and lighting, at the same time. Integration in inventory management allows you to access material stock information from the exposure log. That means you can set up or update the exposure log automatically, for example, to create a hazardous-substance inventory to meet legal requirements. A prerequisite for this is that you must have set up a reference in the respective work area to the objects from which data is to be read. As all relevant changes to exposure log entries are stored in the form of change documents, a complete history of the exposure log is available at any time.

**Direct Access to Current Hazardous-Substance Information**

If you require in-depth information in the exposure log, such as legal ratings and reference values, you can display this information for the respective log entry via integration with the SAP EH&S hazardous-substance database. The use of this database ensures that hazardous-substance information and agent-specific information is stored and edited at one place only in your enterprise. Your industrial hygiene and safety organization can participate at all times when anyone – such as a data provider or internal specialist – updates the data.

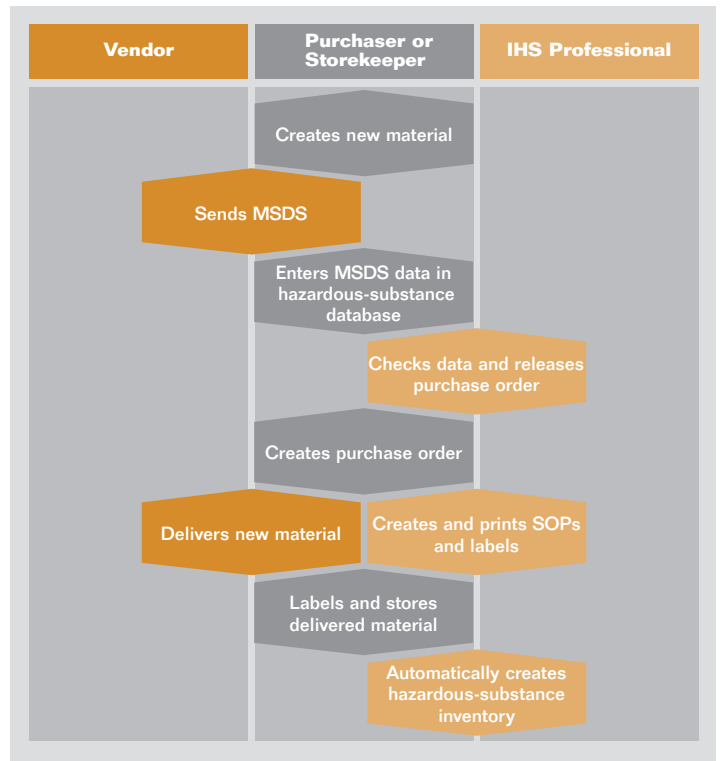


Figure 3: Hazardous-Substance Management

You can implement a multilevel release process before introducing an agent into a work area. In this process, the person responsible defines the exact use of the agent. If the use of a hazardous substance or material is not approved for the whole enterprise, a specific plant, or even a specific work area, the industrial hygiene and safety organization can set a lock accordingly (see Figure 3).

### **Always on the Safe Side**

The ratings of an agent entered in risk assessment are referenced automatically by objects in the Organizational Management component, enabling you to avoid duplicating data entry. By evaluating the links between employees and these organizational units, you can ensure that each employee is proposed for exactly the health-surveillance protocols that are necessary as a result of his or her personal exposure situation to prevent health damage. This also ensures that no unnecessary health-surveillance protocols are proposed for an employee. And, it helps reduce unnecessary visits to a physician, saving the financial costs of these protocols without making cuts in preventive healthcare.

## **STANDARD OPERATING PROCEDURES**

Standard operating procedures (also known as SOPs) for handling and working with hazardous substances, machines, and installations, or for performing tasks that are potentially dangerous, are an important aspect of industrial hygiene and safety. A distinction is made between individual and collective standard operating procedures, with instructions relating to the work area and to substances.

Many laws, such as the Toxic Substances Control Act (TSCA) in the United States, the hazardous-substance directive in Germany, and similar EU legislation, require that standard operating procedures for handling hazardous substances contain certain information, such as:

- Workplace, work area, task
- Hazardous substances (descriptions)
- Hazards for humans and the environment
- Protective measures and rules of conduct
- Behavior in dangerous situations
- First aid
- Correct waste-disposal measures

### **The Right Standard Operating Procedure for the Purpose**

With SAP EH&S, you can create standard operating procedures for work areas and for hazardous substances or other agents. The hazardous-substance data in the standard operating procedures is read from the SAP EH&S hazardous-substance database. Specific data on the workplace, installation, process, or task comes from the industrial hygiene and safety data you store for a work area.

### What's the Technical Background?

Standard operating procedures are integrated into the existing report-generation and report-management functions of SAP EH&S. This means that SAP EH&S provides full status management and versioning of documents, and you can import external documents into the application. You can create standard operating procedures in any language by working with phrases – reusable text modules that you can translate into all the languages installed with the software. As required by law, you can thus create standard operating procedures for each work area simultaneously in all languages spoken by your employees. The content of each standard operating procedure is created from existing data. If any data that is marked as relevant – such as reference values or protective measures – is changed in the hazardous-substance database, the software creates new standard operating procedures automatically.

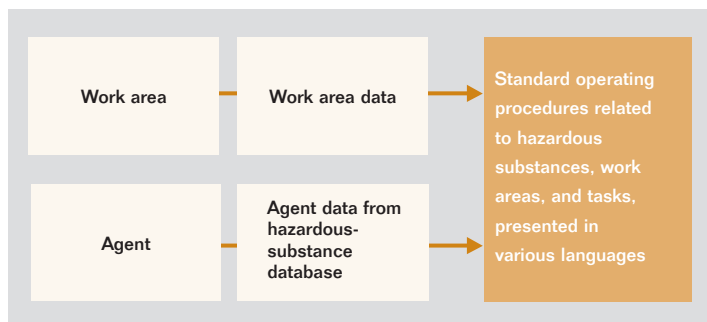


Figure 4: Information Sources for a Standard Operating Procedure

## ACCIDENT MANAGEMENT

In general, companies are responsible for doing everything in their power to prevent accidents. Besides their obligation to provide for the welfare of their employees, companies themselves are also interested in having as few accidents as possible because of the costs involved. Companies are therefore particularly interested in accident statistics and their analysis. This means it is important to keep a record not only of accidents that must be reported, but also of near misses – incidents where no one was injured. The term “accident” is used below to refer to accidents and incidents.

The graphic below illustrates how accident management with SAP EH&S provides optimum process integration of SAP software for industrial hygiene and safety, occupational health, HR, plant maintenance, customer service, and so on.

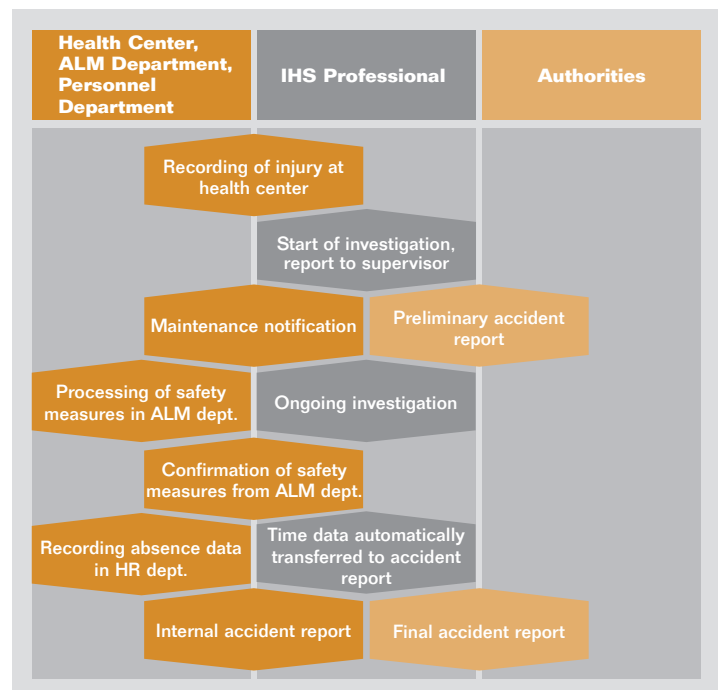


Figure 5: Accident Management with SAP EH&S

### **Legally Compliant Entry of All Data**

Accident management with the Industrial Hygiene and Safety component helps you to enter all the data you require to produce accident reports. It includes an accident log where you can enter general event data and person-specific data for any type of incident or accident. If you want to enter additional data for your own company-specific accident recording that goes beyond the scope of legally required accident reporting, the software allows you to define additional data fields in the SAP classification system.

### **Integration Makes Data Entry Much Easier**

Integration allows you to access a broad range of information that already exists in SAP software, saving you the time and effort of entering it all again. Some examples are:

- HR master data: address, age, marital status, experience at workplace
- Lost working time, with the option of accessing data in mySAP ERP Human Capital Management (mySAP ERP HCM) for absences caused by accidents

In accident management, you can also use industrial hygiene and safety measures to initiate and track actions resulting from accidents. These measures can also be used to prevent accidents from occurring. For more information, see the section on site inspections.

### **Preventing Accidents Means Saving Costs**

If you analyze data for both accidents and near misses, you can produce far more effective and informative accident reports. In SAP EH&S, you can record accident causes in a standardized format; for example, by using the root cause hierarchies proposed by workers' compensation associations. Alternatively, you can enter your own accident causes and use them to profit from the experiences your company has gathered in researching the causes of accidents.

The following options are open to you for the statistical evaluation of accident data and the analysis of areas where there is a high concentration of accidents:

- Evaluations directly in SAP software, such as the 1000-employee quota or the one-million-hour quota
- Download of accident data from SAP software to a Microsoft Excel file for further processing in an external statistics program
- Transfer of accident data to SAP Business Intelligence, allowing flexible evaluations that take other information into account, for example, from mySAP ERP HCM

### **Accident Reports at the Push of a Button**

With the accident management functionality in SAP software, you no longer need to fill out accident reports by hand: you simply generate them in the software at the push of a button. The solution also lets you dispatch reports by mail, fax, or e-mail.

Occupational Safety and Health Administration		U.S. Department of Labor	
<b>Supplementary Record of Occupational Injuries and Illnesses</b> <small>This form is required by Public Law 91-696 and must be kept in the establishment for 5 years. Failure to maintain can result in the issuance of citations and assessment of penalties.</small>			
Employer		Case or File No.	Form Approved O.M.B. No. 1218-0176
1. Name		See OMB Disclosure Statement on reverse.	
2. Mail address (No. and street, city or town, State, and zip code)			
3. Location, if different from mail address			
Injured or Ill Employee		Social Security No.	
4. Name (print, middle, and last)			
5. Home address (No. and street, city or town, State, and zip code)			
6. Age	7. Sex (Check one)	Male <input type="checkbox"/>	Female <input type="checkbox"/>
8. Occupation (Enter regular job title, not the specific activity he was performing at the time of injury)			
9. Department (Enter name of department or division in which the injured person is regularly employed, even though he may have been temporarily working in another department at the time of injury)			
<b>The Accident or Exposure to Occupational Illness</b>			
<small>If accident or exposure occurred on employer's premises, give address of plant or establishment in which it occurred. Do not indicate department or division within the plant or establishment. If accident occurred outside employer's premises at an identifiable address, give that address. If it occurred on a public highway or at any other place which cannot be identified by number and street, please provide place references locating the place of injury as accurately as possible.</small>			
10. Place of accident or exposure (No. and street, city or town, State, and zip code)			
11. Was place of accident or exposure on employer's premises? Yes <input type="checkbox"/> No <input type="checkbox"/>			
12. What was the employee doing when injured? (Be specific. If he was using tools or equipment or handling material, name them and tell what he was doing with them.)			
13. How did the accident occur? (Describe fully the events which resulted in the injury or occupational illness. Tell what happened and how it happened. Name any objects or substances involved and tell how they were involved. Give full details on all factors which led or contributed to the accident. Use separate sheet for additional space.)			
<b>Occupational Injury or Occupational Illness</b>			
14. Describe the injury or illness in detail and indicate the part of body affected. (E.g., amputation of right index finger at second joint, fracture of rib, lead poisoning, dermatitis of left hand, etc.)			
15. Name the object or substance which directly injured the employee. (For example, the machine or thing he struck against or which struck him; the vapor or poison he inhaled or swallowed; the chemical or radiation which irritated his skin; or in cases of strains, hernias, etc., the thing he was lifting, pulling, etc.)			
16. Date of injury or initial diagnosis of occupational illness		17. Did employee die? (Check one) Yes <input type="checkbox"/> No <input type="checkbox"/>	
<b>Other</b>			
18. Name and address of physician			
19. If hospitalized, name and address of hospital			
Date of report	Prepared by	Official position	
OSHA No. 101 (Feb. 1981)			
(See Next Page/Reverse)			

Figure 6: Sample Accident Report Form from OSHA

## Communication Between Accident Management and Occupational Health

Since SAP EH&S industrial hygiene and safety software integrates with other SAP software, you can transfer data from the injury and illness log to the accident management area. This means first-aid centers and accident administration can work together more effectively, and no duplicate data entry is needed.

## SITE INSPECTIONS

Site inspections can play a key role in systematic and preventive company-safety policies. They can help determine the extent to which company-wide health protection and safety standards have been put into action, and they can emphasize the importance of industrial health and safety to managers and employees.

During a site inspection, checks can be made to ensure that your company adheres to valid health and safety rules and regulations, and maintains safety technology and health protection standards. These checks can ensure that your company takes into account all risk and exposure factors that can occur in work areas.

### Preparing a Site Inspection

You can create a site inspection as a direct measure following an accident or as the result of a risk assessment. All the relevant data you require to plan and carry out a site inspection already exists in risk assessment and the work area. You can also use the questionnaire function to create checklists for recording the results in detail. You can print these checklists out, complete them, and scan them back into the software. Or you can complete them online.

### Advantage: Integration of Safety Measures

If a risk is identified, measures must be taken and tracked to eliminate it. The measures usually fall in three categories:

- Technical measures, such as maintenance orders
- Organizational measures, such as physically separating persons and hazards or using timed access
- Person-related measures, such as holding safety briefings

You can store the following information about the various safety measures:

- Person responsible (internal or external person with access to mySAP ERP HCM or the Business Partner component)
- Priorities
- Planned dates, execution dates, and check dates

When you create and process notifications in the Plant Maintenance, Quality Management, and Customer Service components, integration of the industrial hygiene and safety measure tool allows you to use the full functionality of each of these SAP components. For example, you can create a maintenance notification – complete with the safety measures to be carried out – and transfer these tasks to Plant Maintenance for further action, while tracking their progress in Plant Maintenance from Industrial Hygiene and Safety. When all tasks have been completed, you will be notified in your Business Workplace inbox: the final step then is to assess the result.

The following graphic illustrates how Industrial Hygiene and Safety and Plant Maintenance work together.

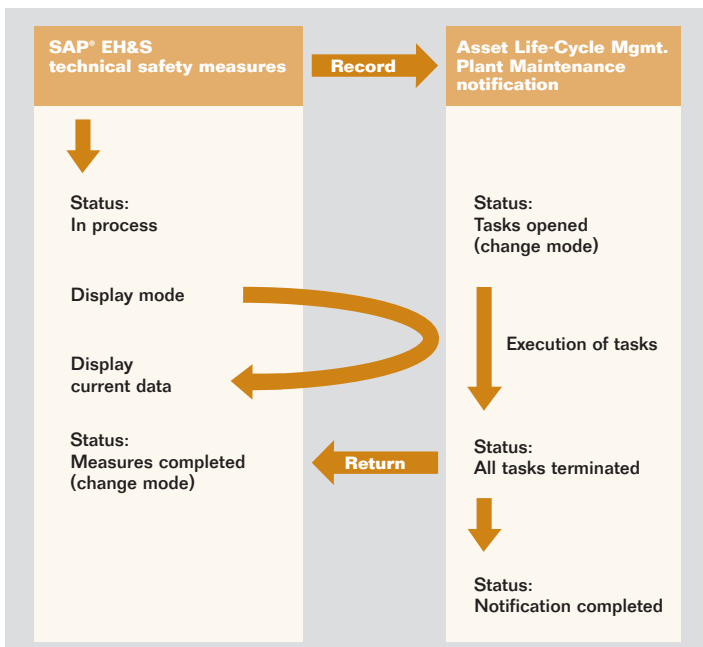


Figure 7: Processing of Industrial Hygiene and Safety Measures

### Cost Tracking Made Easy

The costs incurred for processing an industrial hygiene and safety measure – including plant maintenance costs – can be extracted from the software and used to calculate the total amount. This means you always have an overview of the money spent on the safety measures you initiated. If any of the cost details are missing in your SAP software, you can add this information manually.

### Documenting Results

The safety measures implemented following a site inspection and their results can be reviewed at any time and are available automatically for documentation and evaluation purposes. You can publish deficiency reports or safety measure catalogs, for example, or evaluate the results of the questionnaires.

## **SAFETY BRIEFING AND WORKER QUALIFICATION**

Many laws and regulations require that companies train employees in the basics of workplace safety. For example, health and safety briefings can cover the handling of hazardous substances or the safe operation of electrical appliances. These briefings are intended to inform employees about the accident and health risks they encounter at work, the safety measures required to avoid such risks, and the current industrial hygiene and safety and accident-prevention regulations. In accident prevention, technical and organizational safety measures – such as installing protective grids or setting up fully enclosed systems – are typically given top priority. However, because many accidents are caused by the behavior of the persons involved, each safety measure should be backed up by health and safety briefings, with the sessions repeated periodically.

### **Making Use of Established Functions**

In the Industrial Hygiene and Safety component, you use the well-established training and event management functions in mySAP ERP HCM to manage health and safety briefings. This means the software will support you in identifying which employees require a briefing. The briefing is also entered in the software as an employee qualification.

The software can detect a qualifications deficit for an employee by comparing the requirements defined for a task, position, or work area with the qualifications of an employee. If it detects a training deficit, it proposes a health and safety briefing.

All participants in a briefing have this qualification stored automatically in their employee master data.

Because many health and safety briefings are valid only for a limited period of time, the software helps out by proposing repeat sessions automatically.

By assessing qualifications, it is also easy to determine such factors as which employees are trained to operate a certain machine, or which employees can be assigned to a certain work area.

You can also use the safety briefing function for instruction sessions or any other type of worker qualification, such as safety-officer training.

## ANALYTICAL REPORTING IN INDUSTRIAL HYGIENE AND SAFETY

As you work with SAP EH&S, you enter large amounts of information that can be accessed automatically for evaluation and reporting at a later stage. Other users also create and update data that you can use in the same way, as a basis for reporting.

SAP EH&S provides you with these reporting options for industrial hygiene and safety:

- Exposure log
- Personal exposure log
- Risk assessment
- Measurement projects and measurement results
- Hazardous-substance inventory
- Incident and accident log; 1000-employee and one-million-hour quota
- List of safety measures and list of deficiencies
- Site inspection checklists and questionnaires

In SAP EH&S you can access reports from other SAP software including these components:

- Time Management: Including an overview of absence times
- Training and Event Management: Briefings, as well as status of employee qualification measures such as safety-officer training
- Plant Maintenance: Maintenance plans, safety-at-work directives
- Occupational Health: Workers' compensation association statistics

Data from hazardous-substance management and accident management is also available in SAP Business Intelligence for complex evaluations and analyses. There, you can link up with data from other SAP software for comprehensive reporting.

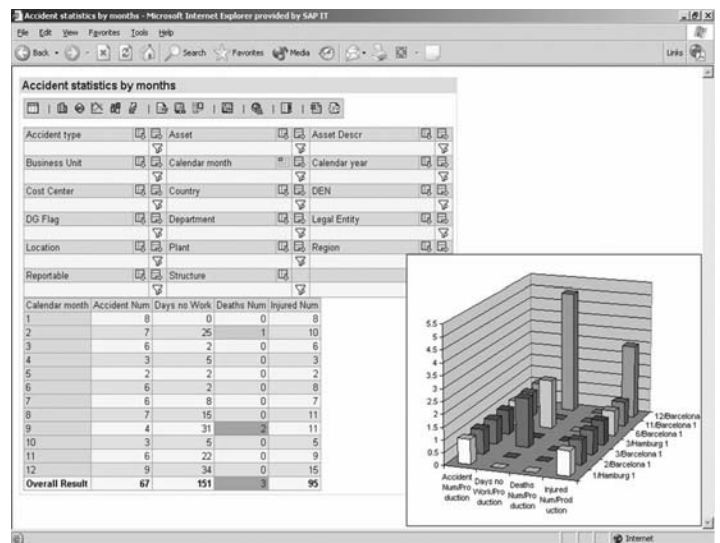


Figure 8: Results of Evaluations with SAP Business Intelligence

SAP EH&S can also serve as a user-specific information source that provides your employees with answers to general questions regarding health and safety at work. It helps them access important information about safety in their work areas, such as standard operating procedures, operating instructions, and regulations.

## **BENEFITS OF SAP EH&S**

By streamlining the management of industrial hygiene and safety data, SAP EH&S can help your organization:

- Use existing data from the relevant SAP software
- Minimize editing effort
- Adapt to individual circumstances
- Automatically update key functions
- Leverage system-controlled tracking of safety measures
- Document all processes
- Standardize practices throughout your organization
- Deploy proper standards and practices worldwide

For more information about industrial hygiene and safety functionality in SAP EH&S, please visit [www.sap.com/erp](http://www.sap.com/erp)

[www.sap.com/contactsap](http://www.sap.com/contactsap)