Indaver Quickly Registers and Effectively Prevents Incidents with TenForce

About Indaver

Indaver is active in Belgium, Ireland, Germany and The Netherlands. Indaver is commercially active in Italy, Spain, Portugal and the UK. The company and its 1.700 employees operate smart waste management systems and complex processing facilities. They manage 5 million tons of waste annually and offer services at the site of the customer (active on 500 different client sites). Indaver obtains materials for industrial processes that do not differ in quality from the original product whatsoever, by breaking waste down to its original components and then recovering and returning them to the materials chain.

In A Nutshell

Indaver's activity is very complex because it has to take into account all the different laws and customs from every operation site. As a European organization that navigates the complex and ever-changing waste management environment, Indaver must address incidents efficiently and manage risks proactively. To meet this objective, they needed an interactive and collaborative solution to *capture, track, investigate, report and analyze incidents, uncover risks and improve EHS performance*. The company's main objective is to reach zero incidents and safety is the key point in all its activities.

In this context, Indaver chose TenForce for implementing a single platform to standardize and automate their incident management process and to effectively follow up on actions across all their plants.

Challenges

— Employees need to take on the spot decisions, act quickly.

   Waste is an atypical product that involves a high risk and a significant amount of manual handling. People in the field have to detect errors on the spot, make decisions and act quickly. They work remotely on clients' sites and are involved in various activities such as: categorizing potential wastes, tracking generated waste, tracking treated waste and waste shipments, but most importantly register and prevent incidents.

— Bringing everybody on board.

   The company had to make sure that the chosen system was user-friendly and adapted to their work processes. Employees' resistance to change would have been a major drawback to the rapid adoption of an incident management solution. People from all the different sites were involved in the process and almost every team was handling incident management in a slightly different way. *Getting trapped in old habits* was a danger that Indaver wanted to avoid as much as possible. *Quick learning and adaptability* combined with *one user-friendly system people could use daily* became the winning mix for upgrading to an improved way of handling incidents and near-misses.

The Solution

Custom modules, responding to the client's specific needs

— The custom module approach ensured that the solution was implemented based on Indaver's particularities, procedures and desires. Indaver chose the solution because TenForce understands best the customer and adapts the product to all the specific requirements.

— Stakeholder buy-in was no longer an issue, since the solution was analyzed by the safety managers of Indaver's four main regions (Belgium, Ireland, Germany and The Netherlands). TenForce considered all the feedback from the company and, as with every case, proceeded to perform the software validation, do the on-site testing and train the employees.

A single user-friendly platform

Once they realized the beneficent impact on their work, employees quickly adopted the software. The business managers were seeking for multiple solutions covered in one centralized system. They realized the huge potential of TenForce to ease their tasks and get rid of the traditional old files and stop corroborating manually data sheets or using paper and pencil. Using TenForce, the people from Indaver can now report, manage and analyze incidents, near misses and other risk events, in *a single easy to use platform.*

Ready to use in 8 weeks

TenForce provided Indaver with an end-to-end incident management solution, easy-to-use and quick to implement and adapt to their workflows. In just 8 weeks, the team was already able to start capturing and track incidents through the new TenForce configuration.

Using TenForce, Indaver standardized procedures, by using unique and uniform templates, empowering people to do the job the right way. They use the application to report personal potential risks and injuries, but also to process incidents. With features such as *reporting, root cause analysis, intelligent dashboards*, transparent & centralized CAPA follow-up and improved EHS performance, Indaver obtained the integrated system they were wishing for.

The Results

Indaver is on the sure path towards the zero-incident objective.

— Uncover risk areas.
Observations before the incidents happen are better structured; there are now direct, open and transparent methods to communicate and report the risks. Reactions to near-miss events and incidents are now faster and those responsible can build an action plan based on real data.

— Detect root causes.
Now Indaver has centralized and complete data for every incident. Operators look at what kind of risk is at the heart of the incident and register its details in the system, for future reference and for learning purposes.

— Drive corrective actions.
TenForce allows Indaver to monitor incident frequency rates and map them to risks, create CAPA plan and automatically assign and track relevant corrective and preventive actions.

— Predefined workflows.
After registering a new incident in TenForce, a predefined workflow, customized to the company's requirements, is triggered. This workflow reflects the life cycle of the incident and is configured based on the plant's specifications (allowed states, state transitions, privileges required, access rights per state and possible alerts and overviews/state).