

# Marley Building Materials

## Building Industry



Marley use the Entropy System across all of their manufacturing sites and collection centres. Using their old paper-based system, Marley spent a considerable amount of time compiling reports for management. Today, Directors and Managers are able to generate their own reports in a matter of minutes.

Marley's Quality & Environment department work with the Entropy System in conjunction with the Health & Safety department. In 1996 Marley started preparing for ISO14001 certification. When they became part of Etex, certification was requested across all sites by 2001. Etex are currently working towards CSR reporting and those responsible for EHS at Etex are investigating Entropy's Solution for use at corporate level.

Before using the Entropy System, Marley was operating a paper-based system that was becoming overwhelming. It was obvious that staffing costs would go up considerably if the paper system continued. In addition, they had the problematic situation where different sites were using various systems in the form of manual records, spreadsheets and databases.

Entropy's Solution allowed them to integrate EHQS data efficiently across the whole company and across ISO 9000, 14001 and 18001. Significant benefits have been gained in reducing the document management costs and improving consistency as well as improving the value of company-wide EHQS information.

Before implementation in 2001, Marley set out the full range of benefits that an integrated solution should bring and they have found that Entropy's Solution has achieved all the desired goals:

- The ability to rapidly evaluate all accidents
- Full tracking of improvement and action plans
- Rapid evaluation of risk and provision of targets for elimination or reduction
- Improved management control
- Consistency between management systems
- Improved visibility of control at site level
- Improved management reporting
- Improved sharing of best practice
- Improved communication at all levels
- Reduction in duplication of effort

Marley have found ease-of-use one of the most compelling aspects of the Entropy System. Experience with other off-the-shelf software applications has been mixed. They were well aware that there could be a general negative response in bringing in "another piece of software". The success of the Entropy System has been proven with the unexpected ease with which individuals have taken to using it.

Marley found Entropy International to be highly amenable to adapting and changing the System and were quick to respond to requests and queries. This was felt to be very different to the approach taken by some software providers who seem to impose their systems upon clients. In this way, Entropy International has been seen as exceptional.

### About the Customer

Marley is part of the Etex Group, a Belgium-based industrial holding company specialising in building materials. Based in the UK, Marley's annual turnover is £150 million. They employ 1,300 people over eight manufacturing sites, eight collection centres and a number of offices.

### Business Challenge

- ISO 14001 certification
- Eliminate time consuming paper-based system
- One integrated system across all sites
- Reduce duplication
- Improve access to knowledge

### Entropy Solution

- Achieved ISO 14001
- Cost and time savings
- Integration of Environmental, Health & Safety and Quality systems into a common risk management system

"While visiting a site I can go into the Entropy System and download a file rather than having to post or fax it at a later date, giving it a more professional appearance."

Norman Richards, General Manager of Quality and Environment

Marley were introduced to Entropy International via the Environmental and Health & Safety committees of the British Precast Concrete Federation, where one of its members recommended Entropy International based on previous experience. Now Marley find that Entropy's Solutions have given them the leading edge within their sector, putting them ahead of their competition.

Marley spent six months assessing and deciding on the appropriate tool for their needs and found that the Entropy System matched the requirements that they had already identified via their own Environmental Management System. Six months after purchase,

**Alerting users to deadlines as they occur (via a Tasklist) has removed the need for many different methods of reminders and prevents a back-log of work and tendency for people to forget to action deadlines from the past.** John Matthews, Quality & Environmental Development Manager

implementation began and one year later they had the Entropy System implemented across all sites.

Marley implemented the Environment and Quality aspects of Entropy's solution first of all, and are effectively using 100% and 95% of the capabilities respectively. The Health & Safety aspect has also been implemented most recently. It is currently being used to about 40% of its capabilities but, with shared learning from Quality & Environment, it is expected to be used to its full potential. The Monitoring aspect is on its way and Marley expect to see significant benefits coming from integrating this aspect across the company.

The task-based interface of the Entropy System is proving valuable as an easy-to-use alerting tool, particularly for recurring data. Alerting users to deadlines as they occur (via a Tasklist)

has removed the need for many different methods of reminders and prevents a back-log of work and tendency for people to forget action deadlines from the past.

Marley have the Entropy System in use across all of their eight manufacturing sites and all eight collection centres. They also have it being utilised across all offices with Health & Safety requirements, resulting in the system being used across 20 sites in total. Across the sites there are 60-80 users in the UK, with one user in Belgium. In addition to this, aspects of the system are available to anyone with access to the company intranet. This has opened up the management system to a far

greater number of employees compared to the former paper-based system.

Although a top-down approach from Etex is a driver for EHQS management at Marley, they are also seeing a positive response from building merchant companies and increasingly from architects who request environmental criteria in products or require evidence of Marley's environmental performance as a supplier.

But for Norman Richards, the benefits of using the Entropy System relate to his personal experience. "Coming from a background of working on the factory floor I know the workforce need readily available and easy to understand information. The Entropy System gives a consistent method of delivering this across all sites at all times."



## Entropy Services

Entropy provides you with the professional services to implement and roll out the Entropy System, from installation to training, consulting services and technical support.

Alongside our own expertise, we have built partnerships to maximise the services we offer, these range from innovative tools to specialist EQS, CSR and Risk management knowledge.

## About Entropy International

Entropy International provides software solutions that enable organisations worldwide to improve environmental, social and economic performance, thereby contributing to global sustainability.

We enable companies to improve risk management, internal control, external communications and overall corporate performance.

Our solution includes an enterprise risk and performance management system and services to address corporate governance and corporate social responsibility issues.

Entropy International's customer base includes companies such as BT, Cable & Wireless, Carillion, Diageo, GlaxoSmithKline, Philips, Toyota GB, Vivendi Universal, Vodafone and UK Government.