

Tarmac Concrete Products

Aggregate Industry



Tarmac Concrete Products implemented the Entropy System across their business to achieve ISO 14001 certification. The Entropy System delivered an extremely efficient way for Tarmac Concrete Products to meet their certification goals. Since implementation, BSI auditors have also found that the Entropy System allows them to audit Tarmac Concrete Products quickly and efficiently.

Tarmac Concrete Products use the Entropy System to manage and meet ISO 14001 requirements. In early 2000, Graham Green was brought into Tarmac Concrete Products to assess, select and implement a system to meet the overall company aim of ISO 14001 certification for all sites by 2003.

After a year spent reviewing and assessing needs and options, one specific outcome was that an IT-based system was the way forward. In September 2001, 4 licences were purchased for the Environmental module of the Entropy System and a trial across 1 site in each of the four businesses within the company was begun. By the end of 2001, all 4 sites had been internally audited and were deemed ready for external verification.

Using the initial 4 sites allowed Tarmac Concrete Products to learn valuable lessons. Starting with the first site, procedures were installed and created that were then refined when the implementation was repeated at the second site. By the third site, Tarmac Concrete Products had a process and a set of procedures that were able to be efficiently repeated without significant change. They now apply the Entropy System so that the majority of individual sites use similar sets of criteria even

though their products differ. This means that, despite their differences, materials, waste, emergency procedures and distribution data are comparable across the company.

With 4 sites internally verified, the results were taken to board level at Tarmac Concrete Products and Entropy International demonstrated site-level use to Safety, Health and Environment (SHE) department representatives. In May 2002, the Entropy System received top-level approval and the Environmental and Monitoring modules were purchased for all sites, along with the Health and Safety module for future integration.

BSI assessed the 4 sites that had been part of the Entropy System trial and certification was received in August 2002. In a phased approach to the other 20 sites, 8 more sites were approved by December 2002 using the established process and the remaining 12 sites were assessed by April 2003. By June 2003, all 24 sites had been assessed and certified in line with overall company goals. This is an achievement that would not have been possible without the time efficiencies and cost effectiveness that the Entropy System provided.

About the Customer

Tarmac Concrete Products is part of the Tarmac Group owned by Anglo American. It is a leading supplier of concrete blocks (Topblock), decorative paving products (TopPave), concrete flooring units (Topfloor) and precast concrete solutions (Tarmac Precast Concrete) within the UK.

Business Challenge

- Meet ISO 14001 implementation plan
- A system that could be integrated with Health and Safety
- Meet internal needs as well as auditor standards
- Provide a tool that could be used for corporate reporting needs

Entropy Solution

- Develop a template approach to SHE that can be rolled-out efficiently across sites
- Deliver an ISO 14001 solution that saved considerable time and implementation costs
- Improve incident reporting and raise incident awareness

"From day one, we knew that the Entropy System was the right system. It is far quicker and much easier than any paper-based process. Our auditors can do 3, 4 or even 5 site audits of one specific element of the system on-screen in under an hour." Graham Green, Environmental Engineer, Tarmac Concrete Products

The speed with which all 24 sites were certified to ISO 14001 is the main benefit that the Entropy System brought to Tarmac Concrete Products. Without it, central co-ordination of data would have been impossible. Additionally, on an ongoing basis the ability to discuss and deal with queries whilst viewing live data on-screen has been a considerable time-saving tool. Previously non-conformance details were faxed on a monthly basis and then manually re-typed into a Microsoft Word or Excel document. A full report from all sites took a whole day to compile, now that time is cut in half.

"The people at Entropy International are always available. They don't just want to sell us a product; they want to give us the best result they can."

Graham Green, Environmental Engineer, Tarmac Concrete Products

The Entropy System enables the lead BSI auditor to be able to audit one specific element of the system at 3, 4 or even 5 Tarmac Concrete Products sites on-screen in under an hour. Physical site visits are no longer required each time. On average, BSI now complete 10 audits per year at Tarmac Concrete Products, compared with 48 per year for a non-integrated system. This has resulted in significant savings in external auditing costs. Internal auditors in the SHE department also like using the Entropy System. Audit trails are easy to follow, with training and other employee history data being easily accessible. Tarmac Concrete Products have found that people from the SHE department have been surprised by the amount of work that can be done in such a small amount of time using the System.

The training structure for Tarmac Concrete Products is managed directly by Graham Green, who trains people individually, taking

them through the tasks that they will be required to do. They have found this approach more beneficial than holding generic training sessions that explain all the aspects of what the Entropy System does. The main users of the Entropy System are SHE Co-ordinators who report directly to Site Managers, who also receive training. As well as the specific users of the System, all employees are able to view data by using one company-wide login that allows viewing access but not the ability to make changes.

The Monitoring module within the Entropy System has also been very successful. Data on energy, gas, oil, water and other key performance indicators can now be taken directly from the Entropy System into the overall group-wide database. Previously, the process involved numerous spreadsheet files being individually sent and requiring consolidation before being handed on. The Entropy System also means that discrepancies can be seen straight away and rectified because data can be viewed in user-friendly graphs and diagrams rather than just lists of repetitive figures.

Using the Entropy System, a non-conformance report is presented monthly to SHE Co-ordinators and Senior Managers for discussion at management meetings. The reporting of incidents has improved and when incidents do happen the root causes can be established and shared with other sites across the company, making incidents less likely.



Entropy Services

Entropy provide 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 provide 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 the UK Government.

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