

DISCOVER...

How Intelex EHS software helped Agnico Eagle cut its accident rate by 75%



Intelex gives me the pulse of our operations.



Louise Grondin
SVP Environment, Sustainable Development, & People
Agnico Eagle Mines Limited

SETTING THE GOLD STANDARD

Gold mining company Agnico Eagle Mines has been recovering precious metals since the days of sock-hops and Elvis Presley – 1957, to be exact. Headquartered in Ontario, Canada, the firm today operates eight mines across Canada, Finland and Mexico. It also carries out mining exploration and development activities in these countries, along with the United States and Sweden. With 2016 annual revenues of \$2.1 billion (CDN), Agnico Eagle is one of the largest goldminers in the world, employing approximately 8,400 full-time and contract workers.

DIGGING FOR DATA EFFICIENCY

Agnico Eagle is always looking to improve operations. In 2010, the company recognized a need to improve environmental health and safety (EHS). It was using paper-based spreadsheets to track incidents, inspections and other critical activities and had no real-time capabilities to act on data. EHS staff at Agnico also needed to quickly get data in the hands of executives to speed up EHS project approvals. And, with locations throughout the world, a tool that could accommodate multiple languages – particularly Finnish – was a must.

“With Intelex, it’s so easy to get down to the details quickly.”

SPEEDIER EHS SOLUTIONS

Agnico Eagle turned to the Intelex Health & Safety Management Suite. In the past, it was common for the company to take months to react to incident data. “That made no sense,” says Michel Tetreault, health and safety advisor for Agnico Eagle. “But with Intelex, we can react right away. We can immediately share that information across the company.”

Early in its implementation, Agnico used Intelex to carry out a risk assessment of all its mines. This helped identify the highest safety risks and put action plans in place to mitigate them.

EFFICIENCY GAINS

» Implemented in 2011, Accident Frequency Rate has since reduced from 3.23 (per 200,000 working hours) to 0.79 in 2017

» Between 2011 and 2017, Agnico Eagle recorded 18,392 incidents within Intelex as the result of streamlined reporting, and ease of investigation.

» The system is now used in four languages across nine divisions in Canada, Finland, and Mexico.

» Six unique dashboards, designed to allow users to view their location's performance in real time, has simplified prioritization and decision-making by highlighting critical incident information.

Agnico Eagle has also taken advantage of Intelex's customized configurability to design and implement their own forms, questionnaires, reports and more. Their internally developed risk assessment tool was also self-implemented and has become the backbone of their system. With most software tools, such as Microsoft Word or drafting application AutoCAD, Tetreault says, the user must learn how to use them, with little or no ability to change their features. Intelex, however, can be freely configured to give teams the interfaces and navigation elements they want. "You don't have to adapt to Intelex – it adapts to you."

RAMPING UP REPORTING – AND SAFETY

Reporting

Agnico Eagle now has access to comprehensive reports, with the option to include images, on all incidents. "It gives me the pulse of our operation," says Louise Grondin, SVP Environment, Sustainable Development and People at Agnico Eagle. The Intelex dashboard also helps identify notable trends, such as the frequency of spills – and act on them. "With Intelex, it's so easy to get down to the details quickly. You don't waste time reading through reports."

International reach

The Intelex solution has made it easier for employees to communicate across multiple divisions that operate in different languages. The system is now used in four languages across nine divisions in Canada, Finland and Mexico. Intelex helps connect all parts of the company, regardless of location or language, allowing everyone to learn from what's happening – both good and bad.

Fast-tracking safety initiatives

Intelex data helps Agnico health and safety leaders gain executive approval for safety initiatives. These can include buying new and safer equipment, changing a procedure, or stopping a hazardous activity. "If you are presenting a proposal to executives, it's much easier if you have data to back it up," says Grondin. "Looking at the number of incidents through the Intelex dashboards helps us make our case (to management) for new equipment, or a change in procedure, or to stop an activity that is too risky."

Intelex also helps Agnico track a project once it's been implemented. It can show whether the initiative is staying within its assigned timeline and budget. "From a money management point of view, it's a good tool as well," says Grondin.

QUICK STATS

Accidental
Frequency Rate

3.23

REDUCED TO

0.79



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GOING MOBILE

Use of Intelex is steadily increasing across the company as more employees recognize how powerful a tool it is. In 2013 – two years after implementing Intelex – there were 1,800 logins to the system. In 2016, that number had skyrocketed to 28,000, with 45,000 expected by the end of 2017. The incredible growth is the result of Tetreault and his team travelling to the company’s various sites around the world to demonstrate how to use the software and the benefits it brings. “When they see what’s possible, they want to use it,” he says.

“We can react right away with Intelex.”

Agnico Eagle will soon be adopting the Intelex mobile app, which will help further improve safety. Employees will be able to report incidents from a wider range of locations – anywhere there’s a wireless connection. Agnico will also add the Intelex Change Management component, allowing it to document equipment upgrades and new processes and measure the effectiveness over time. Through Intelex, the company will also gain enhanced performance reports on the many contractors it employs, offering information on the quality of the work they were hired to carry out and their overall commitment to health and safety. Agnico currently uses cumbersome spreadsheets to track this information.

Learn how Intelex solutions can help your organization

A laptop is shown on a desk, displaying the Intelex software interface. The screen features a bar chart, a pie chart with a 75% gauge, and various data tables. A glass of water is visible next to the laptop.

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