Customer:

Kumba Iron Ore
Kathu South Africa

Industry:

Mining

Needs Expressed:

- Automate manual processes
- Increase transparency and trust
- Holistic real time view of safety compliance across all projects and sites
- Streamline and simplify compliance requirements

Benefits Realized:

- Increased visibility of non-compliance
- Simplified approval process with built-in workflows, saving time and cost
- Increased trust between all stakeholders
- Reduced risk exposure

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Case Study: Compliance process automation

Sishen mine, is near the town of Kathu in the Northern Cape Province. Sishen is Kumba's flagship operation and one of the largest open pit mines in the world – some 14km long. Sishen mine has sufficient reserves to sustain a 14-year life of mine. Sishen mine took a decision to implement Passport360 to streamline compliance across operations after the successful rollout at SIB.

Customer Story

Kumba Iron Ore produce a high-grade iron ore that is one of the minerals that society needs to develop and prosper. Iron ore is the key component in steel, the most widely used of all metals. Kumba Iron Ore employ over 8 332 people and in 2016 produced 1.5Mt of iron ore.

Prior to Passport 360, Kumba Iron Ore managed their safety and compliance manually. This process was drawn out and caused lengthy delays and inefficiency. The inconsistent standards and requirements that exist across all sites resulted in high levels of inefficiency, duplication, cost inflation and risk.

Background

Kumba Iron Ore implemented the Passport 360 to streamline and improve their Contractor on-boarding times and to save costs.

They needed:

- Improved transparency;
- An integrated approach and
- Reduced risk

The Problem

Kumba faced several challenges around contractor onboarding and compliance including:

- High expenditure for contractor safety file development

- High "on boarding" time, "On boarding is complex, it has become harder – more stakeholders, more systems and more requirements." - safety manager at Kumba.

- Documented compliance files were approved during on boarding then became outdated leading to non-compliance against requirements

- Lack of adequate training records and proof of competency.

- Lack of control of contractor access or movement within operation

- Lack of standardization between operations

- Lack of standardization leads to longer on boarding times, increased costs and delays in executing work

- Most incidents were pointing to a lack of system controls

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Case Study: Compliance process automation

The Solution

The Kumba team where looking for a consolidated approach and a way to automate their manual systems, in order to streamline the process and improve risk outcomes.

Passport 360 allows for integration with various systems such as SAP, Success Factors and Honeywell to enhance visibility through concise and meaningful dashboards that produce actionable insights.

The Kumba team, through Passport 360, now has a clear line of sight into risk areas with significantly improved system controls.

Because data is managed in real-time via a cloud solution, safety information is there when it is needed, and compliance can be tracked and actioned in a proactive and integrated manner. Compliance is part of the workday and safety is part of the everyday workflow.

A report from Gartner found that:

"Compliance activities are largely separate from business operations, functioning like "bolt-ons" — an increasingly unsustainable approach. Stakeholders now expect "built-in" compliance activities as part of the business workflow to reduce business drag and increase program impact." Bolt-on to Built-in 2019, gartner.com

The Passport 360 solution offers an integrated approach allowing for compliance monitoring to be part of every day operational activity

Implementation

The Passport 360 team works closely with the client to fully understand the solution requirement and ensure the configuration fully supports the business processes

• Kumba went through a standardization process where all the SHEQ requirements of the different business units where aligned

• A standardized approach offers more efficiency. Kumba worked with all their internal stakeholders to ensure that all compliance elements where included

• Safety, Engineering, Operations, HR and Supply Chain where involved in the process as well as IM from a systems and integration perspective

• During the activation and roll out phase the Passport 360 team were on the ground working with stakeholders to adjust and ensure system fit.

• *"Onboarding times have improved significantly, and we are now able to see where bottlenecks are occurring in the process"* Section Engineer

Kumba Iron Ore
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Solution in Action

Passport 360 has been implemented and mandated at all Kumba Iron Ore Operations.

Working with contractor and employee compliance requirements deals with a huge amount of data. Passport 360 however makes it easy to verify compliance and provides a solution where exceptions are highlighted.
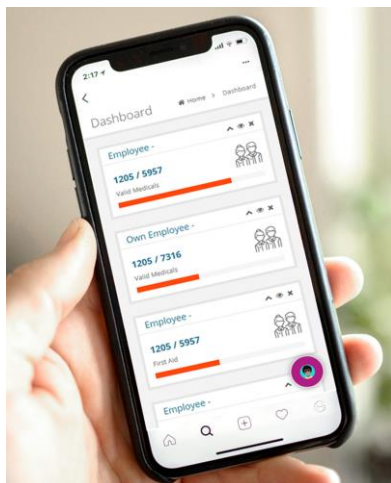
The following benefits where highlighted by Kumba:

"We have integrated Passport with numerous of our systems so we can compare data between training and competencies, exposures, authorisations and hours worked at a click of a button.

Capable to deal with huge amount of compliance data and interfaces from numerous systems

Automated reporting & reminders i.e. gives alerts, escalation, e-mail & SMS notification

KPI management – Management of contractor KPIs during project execution."

The Passport mobile app also allows the user to view SHE files on their phone or a tablet while on site.

Results

Onboarding times were reduced due to the implementation of digital forms that replaced manual forms. Using Passport 360's online platform became easy, we could create surveys for contractors, track in real-time (using widgets on the platform) that summarising compliance deficiencies and highlighting deficiencies and expectations.

The Passport 360 platform allowed for the integration of reminders alerts, escalation, e-mail & SMS notification, KPI management and other reporting.

Testimonial

"We have often recommended Passport 360 as a one-stop-shop that offers a wide variety of functionality.

Using the system to manage exceptions makes life easier for the supervisor on the ground.

The Passport360 support team and account managers assigned to Kumba Iron Ore have always assisted us. Passport 360 is always prepared to develop their product to meet clients needs and ensure a word-class solution. " Marie Brits Kumba Iron Ore

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