

## LEADERS 2 LEADERS

Lessons from The Network

## HOW TO SUCCEED WITH A GLOBAL ROLL OUT OF INTELEX

The Network is Intelex's regular series of events where health and safety professionals share their knowledge and experience of making the most of our platform.

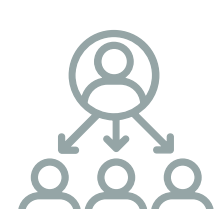
In a recent event, we explored the challenge of rolling out the platform across a global organisation taking a culture-first approach. Sharing their experience were Ratna Morjaria who leads Corporate EHSQ Cultural Development and Investments at Evonik, and Lorenz Mikosch, Head of EHS Governance and Performance at Heraeus.

Here are 8 key lessons they shared during the session:



### Lesson 1: Take your people on a journey

Implementing a global EHS platform is a journey and is just as much about people as it is about software. To make the platform part of the company culture you need to understand how your people think and view the world, the stories they tell, if you are to make enduring changes. Tapping into the wider culture and being consistent and persistent about why the business is going on this journey is key.



### Lesson 2: Understand your key stakeholders

Globally implementing an EHS solution will involve a wide range of stakeholders inside and outside the organisation. Often, different groups will have different outlooks and different personalities. It's important to understand the individuals and groups involved (it's not always who you expect) and be able to engage them about your vision for the future on their terms. This will demand energy, effort, adaptability and empathy.



### Lesson 03: Facilitate good conversations

An EHS tool should enable your people to have conversations about the things that really matter. Beyond training people on the system, you should coach them to engage stakeholders in effective, open communication that combines honesty, openness and respect for diverse approaches and viewpoints.



### Lesson 04: Train your trainers to expand your reach

A global roll out typically means reaching a significant number of people across a wide geographic area. Central teams may understandably struggle. So it's important to broaden your reach with a wider team of trainers and champions who can support users in their local region (and in their local language). Additionally, having portals available in high-quality translations will further increase accessibility and grow adoption.



### Lesson 05: Think beyond the technology

Your Intelex solution is an important platform that enables high-performing global EHS programmes. However, software design, configuration and testing will be just a part of your overall success. The rest will come from everything that surrounds the system — harmonising processes, embedding the software into your wider EHS programme, how you engage stakeholders and how effectively you communicate across the organisation.



### Lesson 06: Embed your software roll out into your wider strategy

To achieve its full potential, your Intelex platform should be adopted right across your global organisation. But changing the way people work day-to-day is always a challenge. To help maximise success, embed your software roll out into your wider strategy and show how the platform is fundamental to hitting core business targets. In addition, build adoption into individuals' training and development. The result will be greater adoption and accelerated success.



### Lesson 07: Play a long game

In any organisation, an effective safety culture won't be established overnight. Cultural change takes time and sustained effort. The Intelex platform will help accelerate the move from simple incident reporting to a comprehensive EHS management workflow that drives investigation and preventative actions. But you should view this as a long-term process with multiple steps towards success. Importantly, ensure your roadmap covers the design, roll out and deployment of your programme. Don't stop at the roll out – long term sustainment is critical and needs to be considered at the beginning to avoid surprises later.



### Lesson 08: Prepare to be viewed differently

As your global roll out progresses and you see success, the organisation will start to view EHS differently and expect different things from you. Often, this involves a shift in focus from pure governance activities to more of a service orientation (helping sites deliver risk assessments, investigate incidents and manage remediation). This can change the culture within the EHS function itself as it is increasingly seen as a value generator for the business.

## The Intelex platform can help you implement your global EHS programmes

Our platform enables organisations to harmonise and streamline key EHSQ processes and workflows. See it for yourself with our on-demand demonstration at [www.intelex.com/online-demo-library/](http://www.intelex.com/online-demo-library/)

Special thanks to our speakers for sharing their journey and lessons learned, and to the attendees for driving our Q&A. It's through our client community that we're able to pull such valuable insights.