



## Case study Remondis Australia

**Country or Region:** Australia  
**Industry:** Transport and Recycling

### Overview

#### Customer Profile

REMONDIS Australia provides waste collection services for more than 15,000 commercial customers and, through partnerships with local authorities, approximately 2 million residential premises.

REMONDIS Australia employs over 1000 staff and boasts a fleet of more than 750 waste collection and transport vehicles.

In addition, REMONDIS Australia owns and operates state of the art landfills, materials recovery facilities (MRFs), transfer stations and waste processing and treatment facilities in the Australian Capital Territory, New South Wales, South Australia, Victoria and Western Australia.

With over 35 business locations across cities and regional areas REMONDIS Australia is able to fulfil customer needs across the majority of locations nation-wide passing on the benefits of operational efficiencies to both commercial and municipal customers.

REMONDIS Australia is part of the REMONDIS Group of Companies. Its parent company REMONDIS commenced operations in 1934 and is one of the world's largest environmental management organisations, operating in 34 countries, including Australia, Asia and more than twenty European countries. With a far reaching network of more than 500 sorting, treatment and processing facilities, REMONDIS services over 20 million residents, and collects, processes and markets more than 25 million tonnes of recyclable materials each year.

Our Supervisors and Managers use the SCRIM® Online reporting portal extensively. This allows REMONDIS to effectively monitor incidents and implement improvement programs.

*Oliver Werger*  
National HSEQ Manager REMONDIS Australia

#### Business Situation

REMONDIS Australia provides Waste Management Services to residents and businesses with a fleet of more than 750 waste collection and waste handling vehicles, employing more than 1000 staff and contractors at its sites in Australia. REMONDIS' HSEQ systems are 3rd party certified. Prior to the implementation of SCRIM® Online, health and safety management for the organisation's 10 sites was done in Microsoft Excel. When the organisation grew to managing 30 plus sites it needed multi user access to a centralised reporting system.

REMONDIS chose to implement a cloud based health and safety management system to overcome any potential internal IT resourcing and infrastructure constraints and allow for a swift roll out.

#### In choosing a new system the organisation used the following criteria:

1. Ease of use and integration with what users are already familiar with such as Microsoft Office Excel and Outlook.
2. Ease of access by non IT savvy users whilst on the road from their mobile devices.
3. Compliance with the international standard for health and safety reporting, OHSAS 18001.



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## About SCRIM Online

“ Weekly reporting for a large number of operations is quick and detailed. It supports management in developing and promoting a strong safety culture. ”

### Business Situation

Prior to the implementation of SCRIM<sup>®</sup> Online, health and safety management for the organisation's 10 sites was done in Microsoft Excel. When the organisation grew to managing 30 sites it needed multi user access to a centralised reporting system.

### Solution

REMONDIS chose SCRIM<sup>®</sup> Online Australia located in Microsoft's Azure datacenters in Sydney and Melbourne.

### Benefits

1. Full transparency on incident reporting and incident root causes.
2. Real time (inter)national visibility on health and safety reporting.
3. Reduction of incidents by setting Risk (Hazard) reporting benchmarks and criteria.

### About SCRIM Safety First<sup>®</sup>

SCRIM<sup>®</sup> is an OHSAS 18001 and AS/NZS-4801 compliant health and safety management system that is seamlessly integrated with Microsoft Office and based on Microsoft Dynamics.<sup>®</sup>

SCRIM<sup>®</sup>'s Microsoft Dynamics<sup>®</sup> platform is highly scalable and capable of supporting more than 100,000 concurrent users.

SCRIM<sup>®</sup> is available Online as a Cloud based system through Microsoft Azure<sup>®</sup> as well as on-premise in 42 languages.

For more information about SCRIM<sup>®</sup>, go to: [www.SCRIMSafetyFirst.com](http://www.SCRIMSafetyFirst.com)

### About Microsoft Dynamics<sup>®</sup>

Microsoft Dynamics<sup>®</sup> is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence.

Microsoft Dynamics<sup>®</sup> works like familiar Microsoft<sup>®</sup> software such as Microsoft Office<sup>®</sup>, which means less of a learning curve for your people, so they can get up and running quickly and focus on what's most important.

For more information about Microsoft Dynamics<sup>®</sup>, go to: [www.microsoft.com/dynamics](http://www.microsoft.com/dynamics)

### Solution and Approach

REMONDIS chose SCRIM<sup>®</sup> Online Australia located in Microsoft's Azure datacenters in Sydney and Melbourne.

The system has more than 47 health and safety modules which are all available through a web browser or mobile application both in online and offline mode for areas with limited to no network coverage.

REMONDIS started its system rollout with the implementation of the Incident management, Incident investigations, Corrective actions, Hazard and Audit Modules.

Prior to rollout, Remondis worked closely with the SCRIM<sup>®</sup> consultants to tailor the SCRIM<sup>®</sup> Online system and training materials to reflect the organisation's terminology, processes and procedures.

REMONDIS decided that it needed to develop its own manual to ensure that management can report incidents in line with the organisation's policies and procedures.

In the current setup, the organisation's regional HSEQ advisors provide training and support to the regions.

### Benefits

**REMONDIS received the following instant benefits after the rollout of SCRIM<sup>®</sup> Online as the system provided:**

1. Full transparency on incident reporting and incident root causes.
2. Reduction of incidents by setting Risk (Hazard) reporting benchmarks and criteria.
3. Real time international visibility on health and safety reporting.

### Key Learning Outcomes

1. Being able to identify which Operational Activities cause the highest number of incidents allows REMONDIS to focus its training and prevention initiatives.
2. Reporting on both the Actual as well as Potential severity of incidents aids in tailoring improvement programs accordingly.
3. Weekly reporting for a large number of Operational Activities is quick and detailed. It supports middle and senior management in developing and promoting a strong safety culture.

### Why SCRIM<sup>®</sup>

*REMONDIS chose SCRIM<sup>®</sup> Online as it is based on Microsoft Dynamics<sup>®</sup> and Microsoft Office<sup>®</sup>. SCRIM<sup>®</sup> Online being based on Microsoft Dynamics<sup>®</sup> made the system easy to use due to user familiarity and the system's seamless integration with other Microsoft<sup>®</sup> products such as Microsoft Office<sup>®</sup>, SharePoint<sup>®</sup>, Skype for Business<sup>®</sup> and Microsoft Dynamics AX<sup>®</sup>.*



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