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Systems & Lasting Change - Tools/Analysis/Accountability/ Communication: Tresa Adair (Harbor) Arkansas Environmental Federation Meeting Presentation

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Ms. Tresa Adair undertook a presentation at the Arkansas Environmental Federation Convention titled:
Systems & Lasting Change – Tools/Analysis/Accountability/Communication (“Presentation”)

Ms. Adair serves as VP Systems & Marketing of the Environmental, Safety and Engineering consulting firm of Harbor.

Ms. Adair’s responsibilities include:

- Systems Implementation
- Custom solutions
- Off-the-shelf modular systems
- Communication planning & implementation

The *Presentation* addressed:

- Five-year Case Study
- Suggestions on Strategy
- Communication and Accountability and Why it is Critical
- Live Demonstration of Typical Environmental, Health and Safety Management System

The case study addressed included a food industry (protein powders, supplements, nutritional bars) with 2,500 employees at office and manufacturing facilities at seven manufacturing sites.

The challenges are stated to include:

- High Injury Rates
- Budget
- Management Support
- Tools
- Communication

The *Presentation* noted the specific issues with each of these challenges (see slides).

The strategies were described as:

- Prioritize (Identify high priority items, then map out short term and long-term plan)
- Authorize (gain management support)
- Monetize (tie tools needed for change to benefit the company)

The priorities were described:

- Decrease claims (Year one)
- Accountability & Real Culture Change (Years two & three)
- Continuous Evaluation (Year four to present)

Specific suggestions were provided for each priority (see slides).

The *Presentation* also undertook a first year analysis of the five-year case study, itemizing both the “Challenges” and the “Benefits Year One.” The same analysis was undertaken for Years 2 & 3 and Year 4.

Results outlined in the *Presentation* included:

- EHS Management software integral part in driving measurable improvements
- Noting decrease in cost of claims by 81%
- Steady decrease in OSHA rates
- Change in Safety Culture through all facilities

Ms. Adair also discussed accountability and communication, noting that “Data without analysis and accountability is useless.” She further noted that “Visibility drives accountability. Must be easy to achieve.” Listed were industry common problems:

- Spreadsheets, databases, and other homegrown software systems
- No defined program in place
- EHS Software as part of an enterprise software
- Standalone EHS Management Software
- Paper-based records process
- Standalone EHS Management Software integrated with other enterprise software

EHS leadership challenges were described as:

- Disparate systems and data sources
- Poor collaboration across departments
- Inadequate ROI justifications for improvement
- Ineffective metrics program
- Lack of continuous improvement
- Lack of executive support
- Lack of talent

EHS management solution options were suggested as:

- Outline your goals first
- Outline your challenges
- Designate the “Driver” of initiatives
- Evaluate at least three software solutions
- Consider flexibility of configuration

By way of summation, Ms. Adair noted that “change can happen,” suggesting:

- Start with priorities first – to gain management approval, develop financial KPIs tied to investment of EHS Management Software
- Communicate, communicate, communicate
- Continuous improvement – revisit results annually and revise KPIs

A copy of the slides from Ms. Adair’s *Presentation* can be found [here](#).

