

CASE STUDY



Solution

23 QHSE Modules

Industry

Construction, Property
Management, Marine
Works, and
Concessions

Size

Over 11,000 Employees

Location

Headquartered in
Brussels, Belgium



Global construction company upgrades from disparate tracking systems to cohesive, centralised EHS platform

Company Overview

BESIX Group is a leading Belgian industrial group operating in the construction, real estate development and concessions sectors. Founded in 1909, it has grown steadily over the years. As a global multi-service group, BESIX is able to take on projects of all sizes and complexity and draws its strength from its entrepreneurial roots.

BESIX Contracting specialises in construction, infrastructure, and marine works, often in contracts with a high degree of complexity. Today, they employ more than 11,000 people in 26 countries across 5 continents. Their multidisciplinary expertise allows them to handle every aspect of a project, from financing and design to building, operations, and maintenance. Some of their most recognisable projects include the Burj Khalifa in Dubai, Ferrari World in Abu Dhabi, and the Queensland Country Bank Stadium in Australia. Currently, BESIX is involved with Cairo's Grand Egyptian Museum and F Tower, which will be Africa's tallest tower.

Challenge

OASIS – where water streams come together, people gather, and life is saved. This was also what BESIX was looking for when they set out to implement their new global EHS system, and what they internally named the system when done.

Like many companies, BESIX was managing most of their EHS processes using pen and paper, emails, Excel files, and a variety of different digital tools. Every month, this documentation was transferred to a master file so the team could run corporate reports to create dashboards and track KPIs.

Because all incidents and observations were input manually, not only did it require a lot of employee time, but it also made it more difficult to maintain solid data integrity. Mistakes were possible during the transfer from paper logs to the master file. Too many opportunities for errors meant the data was unreliable.

Because BESIX manages job sites around the world, most data is registered and tracked on a project level. Without a centralised system, project data was disparate, and it was difficult to take full advantage of any information they gathered. For instance, if an incident occurred in one location, they couldn't easily access the data related to that incident to monitor recurring issues across various project sites, hindering their ability to identify trends and implement safety measures.

With so many employees, and their portfolio constantly expanding, BESIX knew they needed a centralised EHS system to document and evaluate their data in a way that was efficient and could be easily utilised by any employee in any location.

BESIX needed something that was highly configurable no matter the complexity or size of a project, the site location and legal context, or even the languages needed, without having to create forms and processes from scratch for each new project.

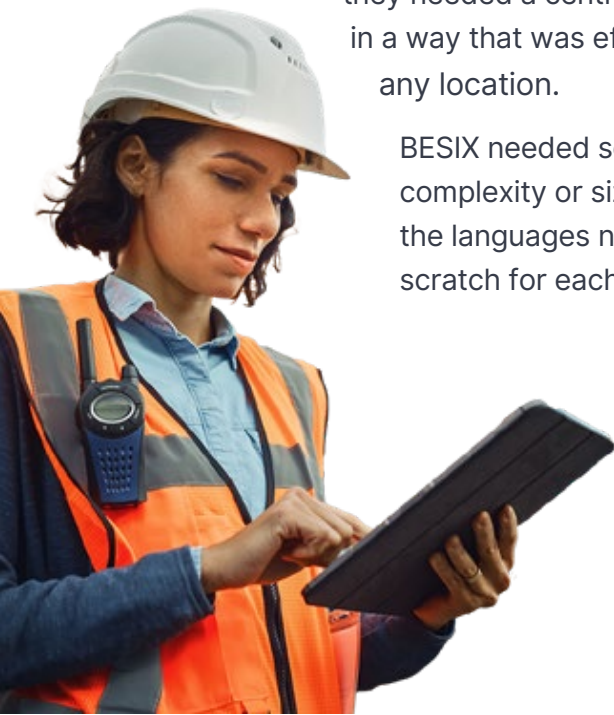
The EHS system they would choose also needed to be user friendly and have a short learning curve so everyone – from executives to temporary contract workers – could easily input or locate information as needed.

Why It Matters

Complete flexibility to build a platform that is useable across 5 continents, in multiple languages

Created a centralised system of accurate, consistent data that helps inform safety practices

Easily show safety history, proof of training, or data to meet client needs



Solutions

BESIX narrowed their options down from 11 EHS software vendors, to eight, to three, and finally determined HSI Donesafe was the best fit. They liked the flexibility of the platform, which allows some aspects to be mandatory while others are optional, depending on the project. The hands-on training provided by HSI Donesafe's implementation team during the co-creation workshops was also seen as an immediate benefit and underscored the professionalism and care that had partly drawn the BESIX team to HSI Donesafe.

Just 18 months after implementation, BESIX's personalised HSI Donesafe platform, OASIS, is already implemented on over 580 projects and has more than 1,400 active users, including contractors, engineers, foremen, managers, and executives.

OASIS is being used by BESIX employees in Europe, Australia, Africa, the Middle East, and South America, with content available in English, Dutch, Portuguese, and French. Despite the different languages and locations, everything in the system is standardised, meaning the same data is input on every project and reporting is comparable and useable.

The tool is fully compliant with the requirements and needs of the ISO 45001/9001/14001 standards, including management of audits, findings, and corrective actions. The external certification body was very impressed by the HSI Donesafe platform's capabilities.

Currently, BESIX has launched 23 modules within the platform, including unique ones like quality management and sub-contractor engagement. Three new modules are on the way, including management of hazardous products. Everything is linked to the company hierarchy and project module, which allows them to quickly see everything associated with that project with one click, including incidents, observations, inspections, training, and more.

On top of this, the ability of the HSI Donesafe system to handle the complexity of BESIX's additional needs was key. BESIX has 60 outbound data feeds sending information to other systems, six (and growing) inbound interfaces, plus SSO and business intelligence reporting.

"The relationships we had with the Implementation Project Management team gave us the feeling that **we were working with people who are going to help** us along our journey **and solve the problems** we run into."

— Jonathan Harford,
Enterprise Applications and BI Manager

Results

No matter where in the world BESIX is working, the HSI Donesafe platform helped them to standardise their forms and processes. It's now guaranteed that the same information is documented in the same way in every location, while compliance toward local legal content differences is still allowed. This results in easier and more consistent reporting, which in turn results in better and more reliable outputs.

As anyone in construction knows, winning project bids is important to keep your business going. Many clients have strict minimum requirements to even submit a bid. The depth of information BESIX is now documenting has made it easier for them to get their foot in the door to win those competitive bids.

One of the immediate results BESIX has seen since implementing the HSI Donesafe platform is an increase in reported incidents and observations. This is a win for the BESIX team as it will create opportunities for them to improve.

“Now that we have this treasure trove of information from all our projects, **we can process that data in real time, identify our problem areas, and pro-actively put our focus on the highest risks** before incidents happen.”

— Pimmie Aendenboom,
QHSE Manager for Business Unit International

Because their data is no longer siloed for each project but is now maintained on one centralised platform, BESIX can share insights with teams around the world to help reduce incidents, share lessons learned, keep employees safer, and elevate their safety and environmental maturity on a truly global level.



The HSI Donesafe platform's degree of configurability is so high that the possibilities are nearly endless. “The key to our success is that we were able to build a system that is just better than any other process our employees around the world were using, so they wanted to adopt it,” said Harford.

With everything digitised and streamlined, they can easily complete important tasks, like crane inspections. The project manager on site can make their rounds and create observations, even attaching photos straight from their phone. Anything non-compliant can be sent directly to the sub-contractor to rectify. The right people are instantly notified, and the user-friendly navigation helped the system to be adopted by everyone.

When BESIX asks for feedback from different business units, they all say they are very happy to have this system. There have been no instances where employees had to revert to old processes. They embrace improvement ideas from their user community and currently have received more than 150 requests – anything from a language update to a brilliant new module from an employee.

BESIX is happy with the user-friendliness of the HSI Donesafe platform, as it allows them to make changes and build new modules on their own without the need to request them from a vendor. This has led to time and cost savings. The fact that it could also be fully configured in line with their company branding helped with user adoption and group ownership.

“The HSI Donesafe system is very flexible, and we can do things on our own. We worked with HSI Donesafe in a ‘co-creation’ way and had multiple workshops with HSI Donesafe during which they walked us through management and configuration – how and why things were done. We learned quickly throughout the journey. Now, we are at the point where we can do most things on our own, allowing us to easily implement new ideas,” added Aendenboom.

The HSI Donesafe platform isn’t just about safety. It is also helping BESIX with some of their ESG (Environmental, Social, and Governance) needs. For some of their projects, the clients are asking BESIX to provide information about their carbon footprint to show they are making an effort to help reduce emissions as much as possible.

When asked what they would tell people thinking about moving away from traditional systems into a centralised EHS platform like HSI Donesafe, Aendenboom highlights the massive efficiencies gained on both an employee and management level, while Harford simply stressed, “we can actually trust the data now.”

“Safety has always played a role in winning bids, but we are seeing more and more clients wanting environmental data as well. With HSI Donesafe, we now have a tool that allows us to capture this data. How much water was used? How much of each waste fraction went to recycling, re-use or landfill? Having this type of information will help us in the tender process around the world.”

— Pimmie Aendenboom,
QHSE Manager for
Business Unit International