

► **Drips, Drops and Spills:  
Utilizing Workflows for Spill Management**

White Paper

► Enviance



# Drips, Drops and Spills: Utilizing Workflows for Spill Management

*White Paper*

With some states requiring utilities to report the spill of any material regardless of size, companies large and small can get fined – significant fines depending on the type and recurrence of spills. But by using workflows within Environmental Management Information systems, utilities can streamline the documentation and reporting processes and push information directly to the people responsible for action and decision-making. This white paper highlights how one major utility overcame spill management reporting obstacles by developing a highly efficient workflow process.

## Spill Management Systems – Building the Case

With 3,400 spills per year, including all drips and drops, the utility profiled used to track all spills in a database before transitioning to use the Enviance workflow tool for tracking spills. The need for a spill management system stemmed from several critical areas:

- **Automation** – Enviance automates the workflow process, reducing the

likelihood for human error and ensuring that information is being directed where it needs to go.

- **Accessibility** – A spill management system extends the responsibility for recording spills by making the forms and process accessible to all staff members as needed.
- **Transparency** – Spill information can be viewed by users within the system, as well as easily reported externally as needed.
- **Link to spill and disposal** – A spill management system enables users to link directly to detailed spill information with one click.
- **Documentation** – With increasing regulatory pressure and requirements, spill management systems provide a centralized system to capture and store information for documentation.
- **Reporting of metrics** – Because spill information is documented and stored within the central system, reports can be easily generated with the click of a button.
- **Accountability** – Spill management systems not only help ensure accountability to external audiences, such as regulatory and ratings agencies, as well as shareholders, but also provide a means for internal employees responsible for the internal and external documentation and reporting of spills.

## Developing the Flow

Since state code requires this particular utility to report the spill of any hazardous material, between drips, drops and other spills, the company was in constant contact with regulatory agencies. Implementing the Enviance workflow tool, however, equipped the utility with the potential to document and store all spill information at their fingertips. As a result, the utility told agencies that they would document every spill for inspection, but not report it.

In order to effectively ensure spill information would pass inspection, the utility needed to develop an effective process flow that ensured accountability. Prior to using Enviance, the spill process worked as follows:

1. A supervisor would be called.
2. The supervisor would then call an environmental specialist.

The new process in Enviance, however, pushes information directly to the person responsible up the chain. As a result of the utility's new internal spill recording process, the company has not been fined to-date.

The new process also allows anyone on staff to report a spill, using a spill form made available on the company's portal. A core group receives an email every time a spill occurs and is reported through the form. Perhaps the most important part of the new process is the flow for determining who is

accountable for making decisions and reporting. Diagrammed below, the new process is as follows:

1. Anyone can open the link in the portal to start completing the spill form. The form must be completed within one business day and includes mandatory fields for data that needs to be captured for reporting purposes.
2. Forms get submitted to the Enviance system, and the person completing the form receives an email with an = Spill System (OSS) number that was assigned to the incident. A spill form also triggers an email notification to the standard distribution of environmental specialists, approximately 30-40 people.
3. The workflow starts automatically in Enviance and is assigned to a safety and environmental specialist (SES). The SES accesses the spill workflows in the system, and completes the SES portion of the workflow (step #2 in below diagram), which includes answering eight questions to determine whether it needs to go to corporate or not, and whether analytical (laboratory) data is needed. The SES forwards the workflow to one of the following:
  - a. Final review and closure step
  - b. Corporate step

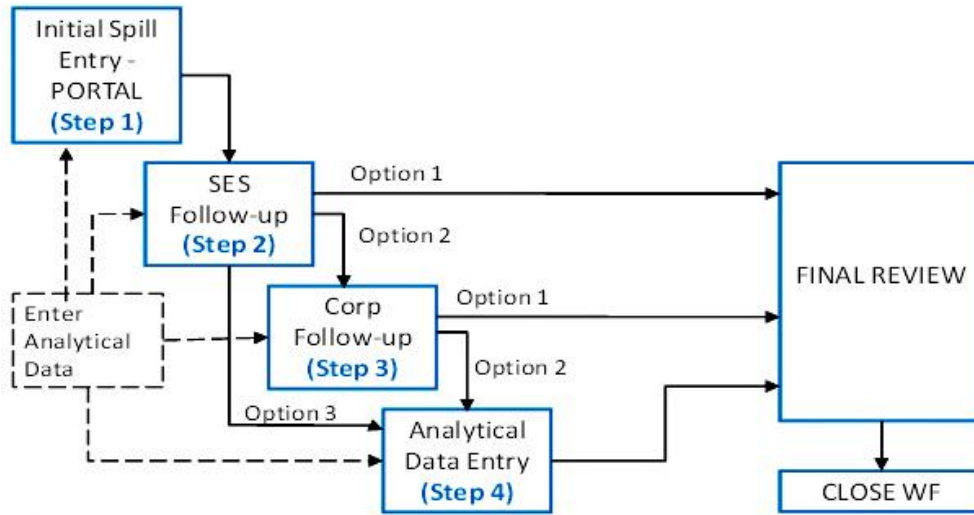
- c. Spill report complete pending analytical data
- 4. The corporate EH&S team is notified by the SES and accesses the spills workflow in the system. After completing the corporate portion of the workflow, the corporate team forwards the workflow and the corporate EH&S step of the workflow is complete in the system.

When analytical data is needed, the lab, the SES or the corporate team enters the data, and can be done during any of the steps. If the workflow is complete with the exception of having analytics data, then the workflow will remain open in the “Enter Analytical Data” step. Upon completion, the workflow is then forwarded to final review and closure.

To load analytical results documents, the user accesses the Document Manager, uploads the analytical report and links to the spill report. To report metrics, the utility can generate an Environmental Oil Spill Report from the system.

*[see diagram below]*

## Process Flow Diagram



### Conclusion

Spills – and the resulting reporting requirements – can be a common and sometimes frequent source of frustration for utilities. With the combined implementation of an effective spill incident workflow process and reporting system, companies can streamline and automate the process, reducing spill management obstacles, headaches and fines.

### About Enviance

Enviance is the leading provider of Environmental ERP software. With more than a decade of experience providing environmental data management and expertise, Enviance's proven system is used by the world's largest corporations and government agencies.

Enviance maintains deep domain expertise in EHS management and technology, and has more than 17,000 users in more than 49 countries, including *American Electric Power, ArcelorMittal, Beam Global Wine & Spirits, Boral Industries, Chevron, Continental Resources, DuPont, Entergy, FujiFilm, Freescale, Georgia-Pacific, Koch Fertilizer, Los Angeles World Airports, Metropolitan Water District of Southern California, Midway Products, NV Energy, Oldcastle Building Products, Pacific Gas & Electric, Patriot Coal, Princeton Plasma Physics Laboratory, Roquette America, Sanofi Pasteur, Southern California Edison, Southern Company, Syngenta, US Dept. of Defense, Valero, and Walmart.*

Industry leaders have used Enviance to streamline GHG Management since 2006.

For more information: [www.enviance.com](http://www.enviance.com)