

Eticor Customer Success Story with BGH Edelstahlwerke GmbH

## A Longstanding Partnership for Maximum Legal Certainty, Efficiency, and Transparency



### **Company**

BGH Edelstahlwerke GmbH

### **Industry**

Steel

### **Locations**

- Germany (Production sites in Freital, Siegen, Lugau, Lippendorf & Nettetal)
- Poland (Katowice)

### **Company Size**

2,200 employees

### **Eticor Software Modules**

Workplace and Environmental Safety, Energy Law, Hazardous Goods Law, Supply Chain Law, Antitrust and Competition Law, ISO 37301, IDW PS 980 / IDW PH 2016

### **Products**

Stainless steel, tool steel, nickel and specialty materials in the form of rolling mill, forged, and drawing plant products

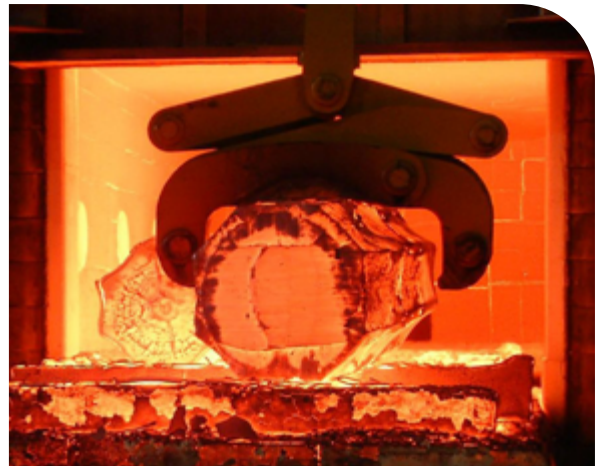
## 1. The challenge

### What challenges did you face before implementing our compliance management software?

Before implementing the compliance management software, we struggled to create and maintain an up-to-date legal register to meet the requirements of ISO 50001, ISO 14001, and other standards. Additionally, we lacked a centralized compliance function, resulting in fragmented and inefficient task handling. Instead of a unified legal register, siloed solutions made it difficult to manage and oversee compliance effectively.

### What was the goal of implementing the software?

The goal was to provide targeted legal information to responsible individuals, create transparency regarding legal requirements, ensure proper delegation of corporate duties, and document and monitor compliance over the long term. Tax compliance, particularly VAT requirements and principles for orderly bookkeeping and data access, was also a key focus to minimize risks through clear compliance programs and internal task distribution.



## 2. The solution

### Why did you choose Eticor and our compliance management software?

We chose Eticor for its comprehensive and modular solution tailored to our needs. And its ability to integrate various legal areas and internal tasks was a key factor.

Eticor offered a robust solution for managing and adhering to regulations across diverse areas, including occupational safety, environmental protection, energy law, and permits. Additionally, it provided a separate, location-specific solution for BGH Polska, enabling transparent management at the international level. The software's adaptability to the specific requirements of our individual production sites was another decisive factor.

### How does Eticor add value to your company?

Eticor significantly enhances our organization by providing transparency and control over our compliance processes. It simplifies adherence to legal regulations, reduces risks, and improves the efficiency of internal workflows through clear responsibilities and task assignments.



## Advantages and benefits of the software

<b>Transparency</b>	<b>Completeness and up-to-date information</b>	<b>Task orientation</b>	<b>Modularity</b>	<b>Measurability</b>
Overview of applicable legal and other regulatory requirements for BGH.	High-quality presentation of a legal register, which is difficult to achieve in-house.	Ensuring the transfer of entrepreneurial responsibilities and the documentation of compliance with obligations. Facilitating control within the scope of internal audits.	Expandability to include additional legal areas such as Competition and Antitrust Law, HR and internal tasks within the Corporate Manager.	Use of evaluations and statistics functions.



**We were particularly impressed by these aspects, which were one of the decisive factors that enabled the project to develop and optimize over 10 years.**

Dr. Claus Kiehne, Head of Compliance & ESG, BGH Edelstahlwerke GmbH

## 3. Implementation

### How did the implementation process go?

The implementation was structured and carried out in close collaboration with the Eticor team. We progressed through various phases, beginning with an inventory assessment and the creation of a legal register, followed by duty delegation and staff training.

### BGH Best Practice:

Requirements and tasks of BGH's site and global administrators:

Requirements for site administrators	Recommendations for the selection of the site administrators	A site administrators' tasks	A global administrators' tasks
<ul style="list-style-type: none"> <li>- Understanding laws and regulations</li> <li>- Company knowledge</li> <li>- Networking and acceptance</li> <li>- Contact with the management</li> </ul>	<ul style="list-style-type: none"> <li>- Secretariat/ Assistance</li> <li>- Management system officer</li> </ul>	<ul style="list-style-type: none"> <li>- Communication of changes</li> <li>- Check and delegation of tasks</li> <li>- Cooperation with representatives and Eticor</li> <li>- User support</li> <li>- 10 % of working time</li> </ul>	<ul style="list-style-type: none"> <li>- Coordination of the site administrators</li> <li>- Clarification of overlapping topics</li> <li>- Eticor link</li> <li>- Monitoring and improvement</li> </ul>



### How would you describe the support you received from your personal legal expert at Eticor?

Over the past 12 years, Eticor's support has changed several times. What we appreciate about all previous project managers without exception: the high level of professional competence, the prompt response to our concerns and the friendly and pleasant form of communication at all times!

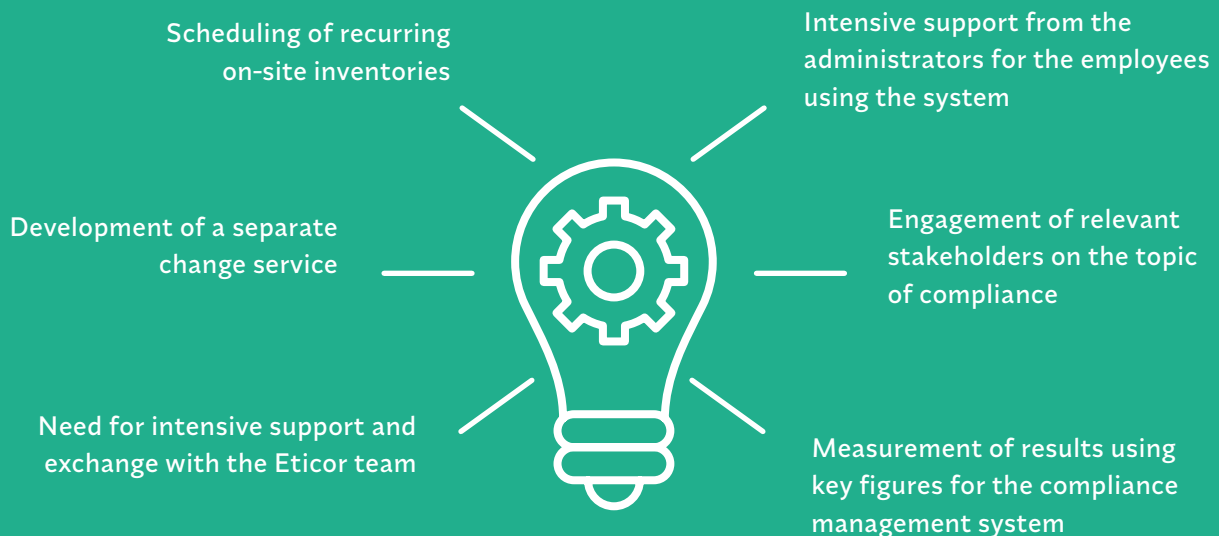
### Which aspects of the implementation process did you find particularly positive?

We found the detailed inventory and on-site visits as well as the continuous support and training from the team at Eticor to be particularly positive. This enabled us to seamlessly integrate and adapt the software to our specific needs.

### Were there any challenges during the implementation? If so, how did you overcome them?

Yes, there were several challenges, particularly when it came to integrating local legal requirements and the technical adaptation of the software. These were successfully mastered and implemented through regular coordination and intensive support from the team at Eticor.

The initially large number of tasks required by our company also presented us with challenges. In order to make the effort manageable, we have identified the **following learnings** for our company:

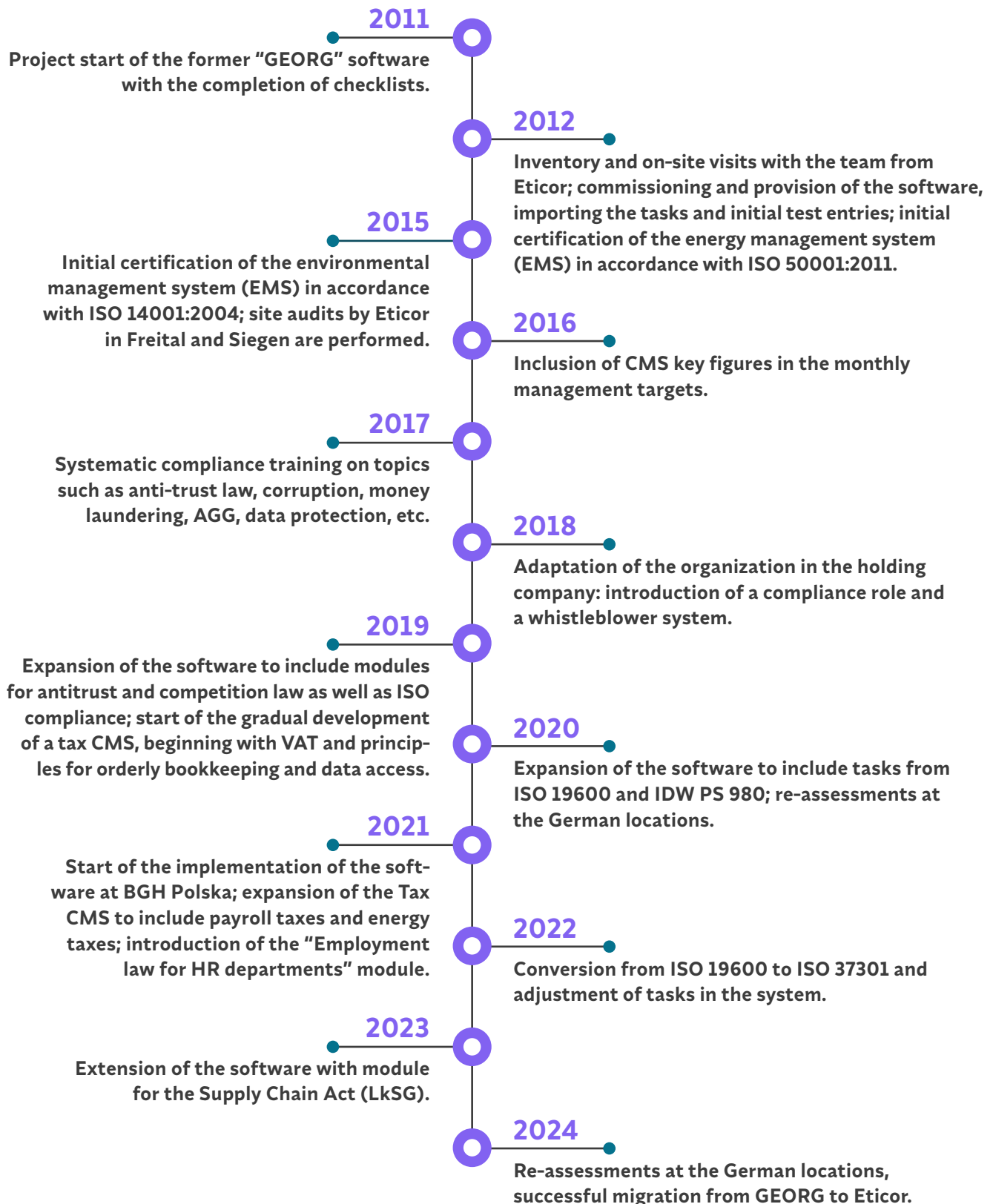


### How does Eticor help you to overcome these challenges?

Eticor helps us by providing a structured and comprehensive legal register, by delegating tasks and by documenting and monitoring compliance. The software enables us to record legal changes promptly and communicate them internally.

## 4. Milestones and results

The long-standing collaboration between BGH and Eticor has resulted in numerous milestones, which mark the successful implementation and further development of our compliance management system. These milestones demonstrate the continuous optimization and adaptation of our compliance processes, which have helped us to efficiently manage our legal obligations and to build and strengthen the **compliance culture** in our company.



## Change in awareness and acceptance

### To what extent has the acceptance of compliance within your company changed as a result of the implementation?

Since implementing the software, compliance acceptance in our company has improved significantly. We now have a clearer structure and transparency with regard to our legal responsibilities and can monitor and document them more efficiently.

An important factor for acceptance for us are the site administrators. This task should preferably be carried out by the management system officers (QM / EM / UM) or the secretaries / management assistants. The advantages are knowledge of the company, processes and employees, good networking and personal acceptance within the company and a short line to the management.

For departments such as purchasing, sales, HR and finance, it is easier to fulfill the relevant tasks than to read pages of manuals. Acceptance of the topic of compliance is very high in these departments.

In the case of the Supply Chain Act, we have even completely dispensed with the creation of a human rights manual and supplementary work instructions and rely solely on the tasks from the Eticor module on Supply Chain Act.

It was also important to introduce key figures for the system as part of our management system objectives from 2016, i.e. around 4 years after the start. This created the necessary transparency and the opportunity for the company management to intervene in a controlling and corrective manner.



Initially, our goal was to create transparency around occupational safety and environmental protection duties. Now, working with the software has become part of our daily operations. Managers and employees are aware of their responsibilities and document compliance. The leadership team stays informed through system metrics, allowing quick action when needed. We've achieved a level of legal certainty that wouldn't have been possible with internal resources alone.

Dr. Claus Kiehne, Head of Compliance & ESG, BGH Edelstahlwerke GmbH



## 5. Outlook

### What will the further course of the project look like? (Site, module and legal area expansions)

In the future, we plan to expand our compliance management system with additional modules. We will continue to adapt and update our compliance processes in order to meet the constantly changing legal requirements.

The further course of the project will also result from the dynamic development of the Group and the increasing regulatory requirements. An expansion to include the increasing number of international service centers with a focus on topics such as Antitrust and Competition Law and Corruption Prevention would be conceivable.

### Would you recommend us as a competent partner in the area of compliance? If so, why?

Yes, we would recommend Eticor as a competent partner in the area of compliance. The software helps us to structure our compliance processes and make them more efficient, and the Eticor team has impressed us with its professional and committed support.

### Describe the added value of Eticor in three meaningful keywords / key takeaways:

Transparent, practical & legally compliant.



### Make an appointment

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