DIGITAL SOLUTIONS

SYNERGI™ LIFE

the complete solution for risk and QHSE management

DNV GL is a world-leading provider of digital solutions for managing risk and improving safety and asset performance for ships, pipelines, processing plants, offshore structures, electric grids, smart cities and more.
Our open industry platform Veracity, cyber security and software solutions support business-critical activities across many industries, including maritime, energy and healthcare.

Nearly 50 years of developing quality software
In providing your business with the best software solutions we are always striving to live up to our values: • We build trust and confidence • We never compromise on quality or integrity • We care for our customers and each other • We are committed to teamwork and innovation • We embrace change and deliver results

IMPROVED RISK AND QHSE PERFORMANCE AND REDUCED COSTS

When working in a global business environment there is a great awareness of risk, yet most companies lack a complete picture of their enterprise risk portfolio. Stakeholders demand corporate accountability and transparency, and globalization calls for businesses to address risk quickly and demonstrate risk performance in near real-time. Corporations call for state-of-the-art technology and software support to respond to these requirements.

Synergi Life is a business solution for improving risk and QHSE (quality, health, safety and environmental) management, managing all non-conformances,

incidents, risk, risk analyses, audits, assessments and improvement suggestions. It covers every workflow process, such as reporting, processing, analysing, corrective actions, communication, experience transfer, trending and KPI monitoring.

Synergi Life is available as a SaaS (Software-as-a-Service) solution, giving you all the advantages of utilizing cloud computing on the Microsoft Azure platform. These include time savings, lower investment and maintenance costs, not to mention high performance, data security, flexibility and scalability.

10 GOOD REASONS FOR CHOOSING SYNERGI LIFE

1. Improves risk and QHSE performance in your company
2. Increases profitability by improving the effectiveness of your business
3. Enhances communication and cooperation within your organization
4. Lessons learned are shared, and the repeat of errors is prevented
5. Creates a positive culture through improved safety
6. Enhances your Corporate Social Responsibility profile
7. Covers all risk and QHSE needs and processes
8. Performs advanced analyses using statistical outputs, dashboard views and KPI reports
9. Our world-wide presence enables us to be close to your company
10. We make it easy for you by providing one complete and user-friendly solution giving the most value for money

"In the first year of using Synergi Life
we saw a 50 percent reduction in total costs
related to equipment damage."

Pierre de Villiers, Group HSQE Manager ALE

© Getty Images

SYNERGI™ LIFE – FOR ALL EMPLOYEES AND PROCESSES

Production manager, oil and gas
"I am in charge of production and maintenance, and need to ensure safety. By using Synergi Life I can easily obtain statistics of incidents and follow up cases/actions which I can then report to management."

RISK MANAGEMENT MODULE

INSPECTION MANAGEMENT MODULE

BARRIER MANAGEMENT MODULE

INCIDENT MANAGEMENT MODULE

AUDIT MANAGEMENT MODULE

ENVIRONMENTAL MANAGEMENT MODULE

QUA MAN MO

Technical operator, aluminium industry
"My job is to report all incidents concerning inter-actions between equipment and co-workers to ensure a secure workplace. There is no doubt that there has been an improved focus on security as a result of using Synergi Life."

Production manager, drilling industry
"Using Synergi Life to report statistics to management about equipment failure, incidents that involved employees and number of incidents enables me to initiate corrective and preventive actions, hence employee safety is improved."

Risk manager, utility industry

"Synergi Life has significantly improved the quality of our risk reporting, we are now able to share and analyse risks across units and technical areas. This helps us to better understand our risk exposure and make better decisions to prioritize our efforts where they have the most impact."

QHSE manager, transport Industry

"Reducing the number of risk and QHSE incidents and analysing statistics to reveal trends and requirements are important aspect of my job. Synergi Life easily generates the statistics that the analysis will be based on, and encourages the exchange of experiences between the different transport operators."

ANONYMOUS INCIDENT MANAGEMENT MODULE

CUSTOMIZED MODULES

THIRD PARTY MANAGEMENT MODULE

DEVIATION MANAGEMENT MODULE

SURVEY MANAGER

ALITY NAGEMENT DULE

ACTIVITY MANAGEMENT MODULE

IMPROVEMENT MANAGEMENT MODULE

INDUSTRY SPECIFIC MODULES

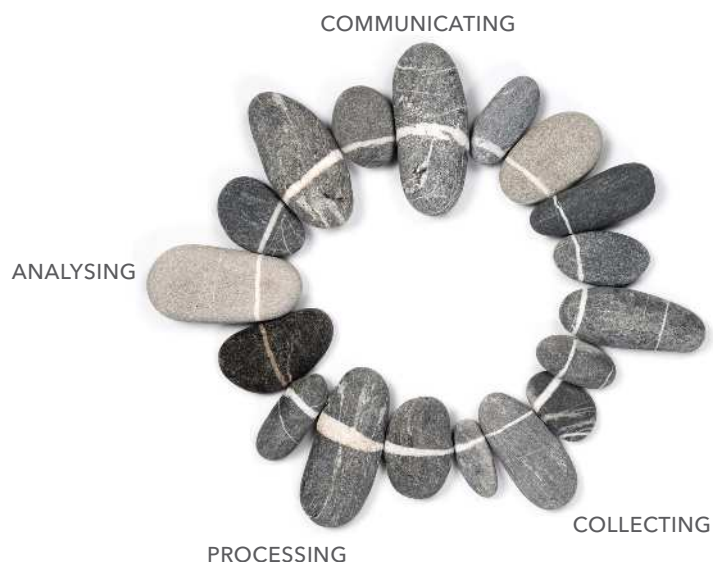**QHSE advisor, maritime industry**

"Using Synergi Life with its logical and easy-to-use interface enables me to report statistics to management about equipment failure and number of incidents. The system permits me to initiate corrective and preventive actions, and identify the operational risk areas."

Head of logistics, petrochemical industry

"All the incidents are reported and processed in Synergi Life, and based on this data I am able to confidently suggest and implement actions. Through Synergi Life we have been able to uncover why the number of incidents in logistics increased."

HOW DOES IT WORK?

Over the years, we have gained valuable experience from customer interaction, conferences and business and market analysis. Numerous success stories have been created, and learning elements are brought to our attention. We transfer this knowledge back to our users by integrating success factors and best practice into our standard application, modules and knowledge base.

COMMUNICATING

ANALYSING

PROCESSING

COLLECTING
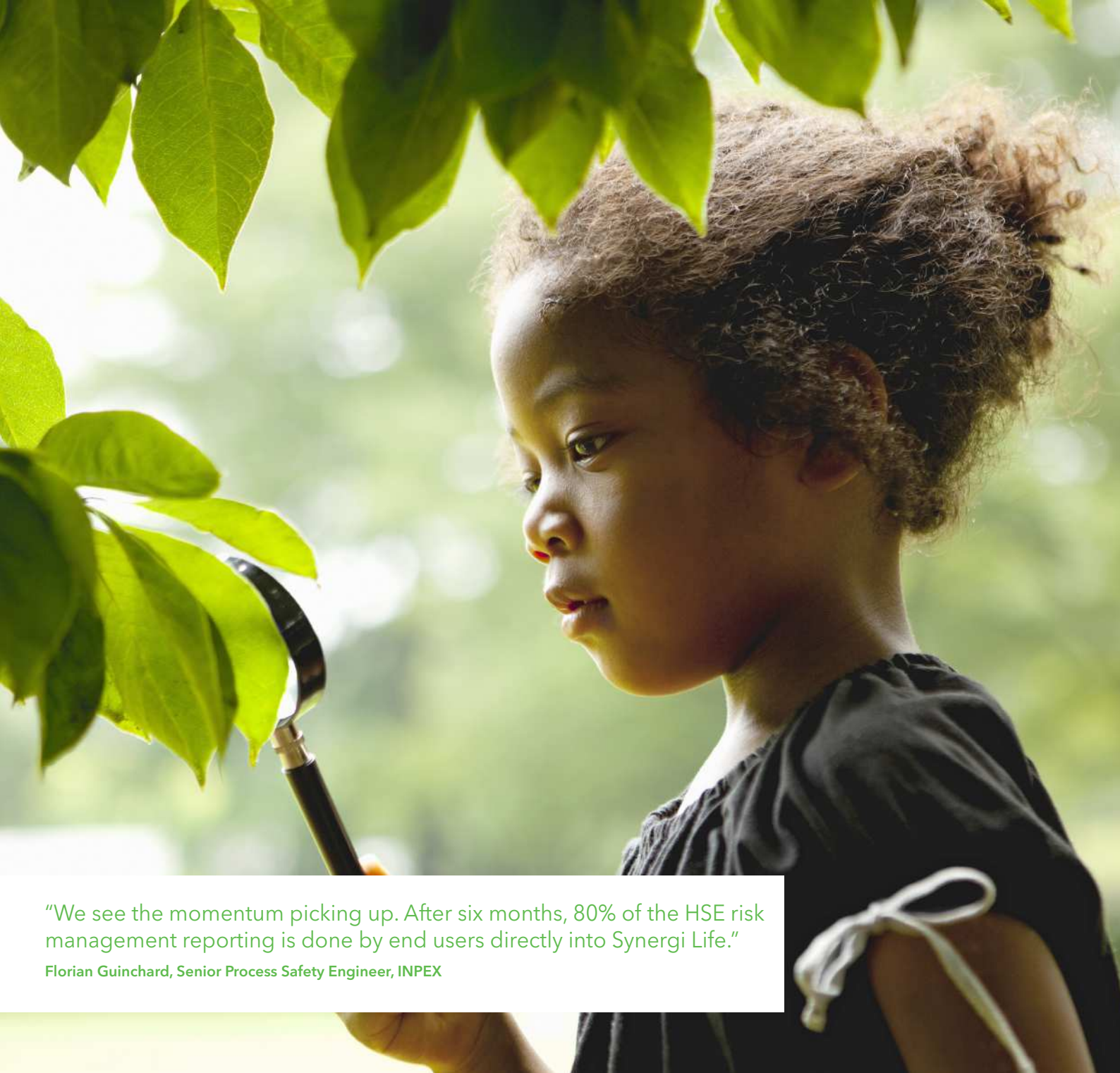
The Synergi Life engine
The Synergi Life Engine comprises the basic elements needed to get started with a new customer implementation. These elements include the database, web server application, administration tool and the framework for performance and benchmark monitoring. Together with the engine, customers will need at least one module to get going in an end-user environment.

Synergi Life modules
Synergi Life is a module-based solution designed to meet demands from both reactive indicators and pro-active initiatives. This has led us to develop a full set of optional modules for the various business needs of our customers. These modules can be used as stand-alone solutions, or in combination to fit the exact needs and focus of each individual customer and user. The combinations of several modules contribute to a total risk and QHSE management solution.

Synergi Life products
Built on a scaleable and modular architecture, Synergi Life interface products provide a range of useful additions that will increase the benefit of Synergi Life for the customers and reduce total cost of ownership. The available product interfaces span from enhancing the visual presentation of Synergi Life to extending the technical platforms on which Synergi Life can be available, including mobile devices. The interface products can be seamlessly integrated with "plug-and-play" functionality on top of the Synergi Life engine. Compliance with industry standards enables reliable integration with ERP and other corporate systems.

"We see the momentum picking up. After six months, 80% of the HSE risk management reporting is done by end users directly into Synergi Life."

Florian Guinchard, Senior Process Safety Engineer, INPEX

SYNERGI LIFE MODULES

INCIDENT MANAGEMENT MODULE
- Take the correct action by tracking accidents, near-misses and deviations
- Analyse causes, loss potential and trends
- Measure performance and frequencies against quantitative targets

The effective handling of real and potential events is recognized as one of the main drivers for risk and QHSE improvements. Systematic collection, processing, analysis and communication of incident data, together with effective action management, will catalyse benefit realization in this area. Synergi Life is developed with these principles in mind, and combines the most recognized principles and compliance requirements for incident management with the latest technology platforms to deliver a state-of-the-art solution.

The Incident Management module will help your company track, analyse and prevent unwanted occurrences and related costs. By improving the efficiency and effectiveness of the incident management processes, the solution will create synergies and reduce costs.

RISK MANAGEMENT MODULE
- Identify, assess and manage your risks
- Share risk information throughout the organization
- Reduce the risk level by identifying, managing and controlling risk in real time.
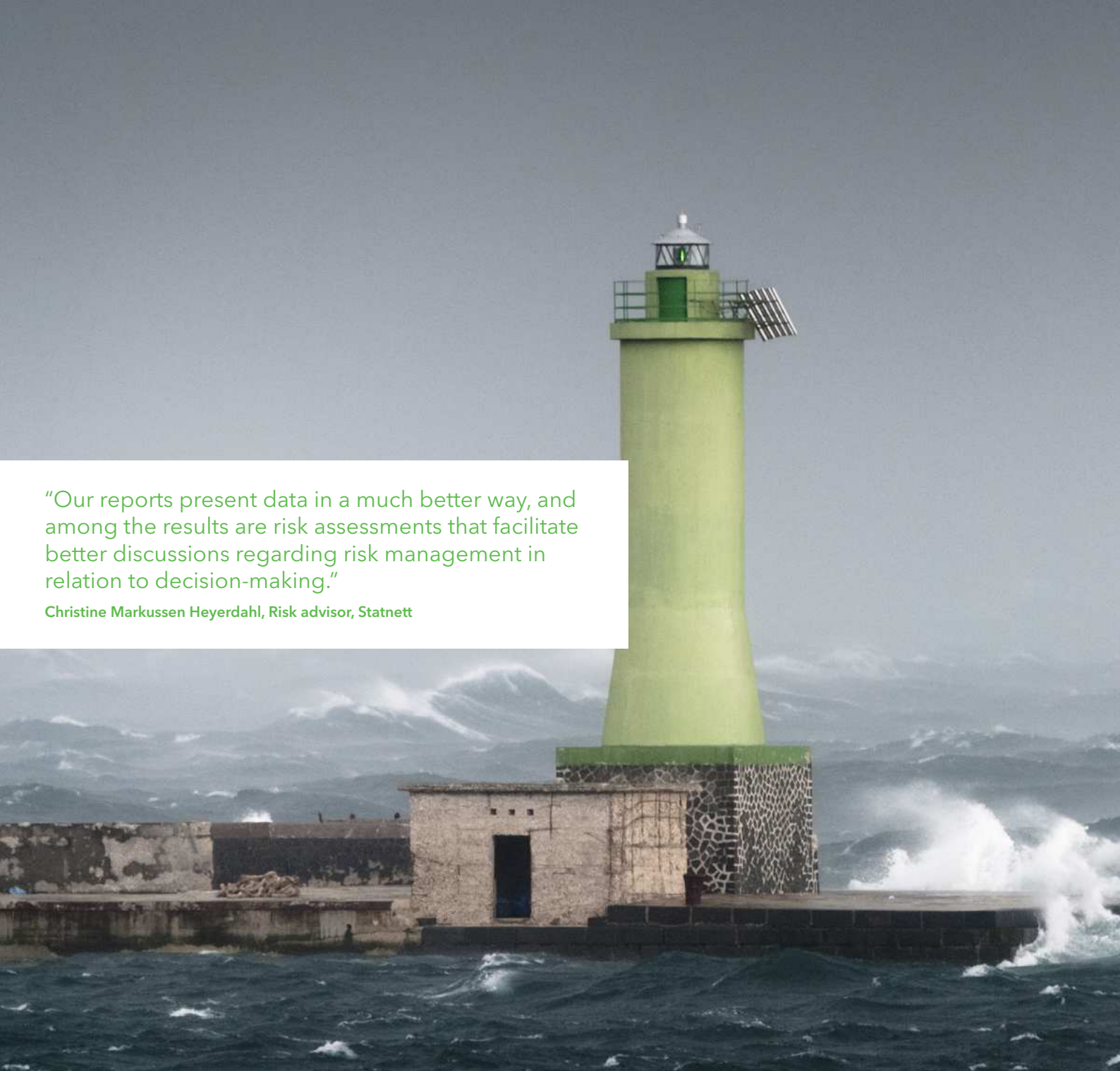- Visualize, analyse and understand the risk exposure and the effects of the risk management process

In a global business environment, there is an increasing awareness of risk. As the complexity and quantity of risk information grows, the need for efficient ways of structuring the risk picture becomes critical. Thus, governance, risk and compliance (GRC) requirements are increasingly important for corporations looking to succeed in a globalized world. Globalization and stakeholders' demands for corporate accountability and transparency require businesses to address risk quickly and demonstrate risk performance in almost real-time.

As a state-of-the-art software solution, Synergi Life provides the features and functionality necessary to meet your risk management requirements. The Risk Management module is fully aligned with ISO 31000 risk management standard and specifically tailored to help organizations analyse and understand their risk exposure. This allows them to make the right decisions and prioritize their resources, in real-time and long term. The visualization of the risk information and corporate exposure through graphs, matrices and bow ties is a key contributing feature in Synergi Life.

"Lessons learned are shared and the repeat of errors is prevented"

"Our reports present data in a much better way, and among the results are risk assessments that facilitate better discussions regarding risk management in relation to decision-making."

Christine Markussen Heyerdahl, Risk advisor, Statnett

AUDIT MANAGEMENT MODULE
- Plan and handle audits, inspections and assessments
- Register, analyse and follow up the findings
- Get a better overview and control of internal performance

The Audit Management module is designed to comply with international requirements and best practices within the whole process of audit management. Requirements of recognized standards such as the ISO 9000 and 14000 series are integrated parts of the standard module.

Furthermore, the module is flexible in terms of integrating requirements from other standards and internal corporate rules and guidelines.

By managing the full audit process in Synergi Life, customers will have a powerful tool for top-down planning and approval and bottom-up verification and control. In this process, ownership of all activities and elements are clearly defined.

ENVIRONMENTAL MANAGEMENT MODULE
- Register, track and monitor continual energy use and spills to the environment
- Unit conversions and aggregation of consumption data
- Calculation and aggregation of greenhouse gas emissions
- Plan, conduct and monitor the progress of environmental and sustainability activities, environmental audits, incidents, indicators and targets

The Environmental Management module supports full environmental management process integration. Companies' responses to environmental challenges are becoming increasingly important as a key factor for the evaluation, understanding and public perception of their image and ability to succeed. By addressing these challenges, analysing them and understanding their potential threats and opportunities, demonstrating the ability to manage, measure and communicate positive results, companies will realize benefits in a globalized market.

"We register about 3,800 operational deviations and 300 quality deviations per year, which means that we manage a significant number of such incidents. With Synergi Life as our HSE&Q system, we're able to identify more deviations and to administer them in a quicker and better manner. We also get improved reports and statistics."

Helena Larsson, Product and Service Department, Swedish Aviation Authorities
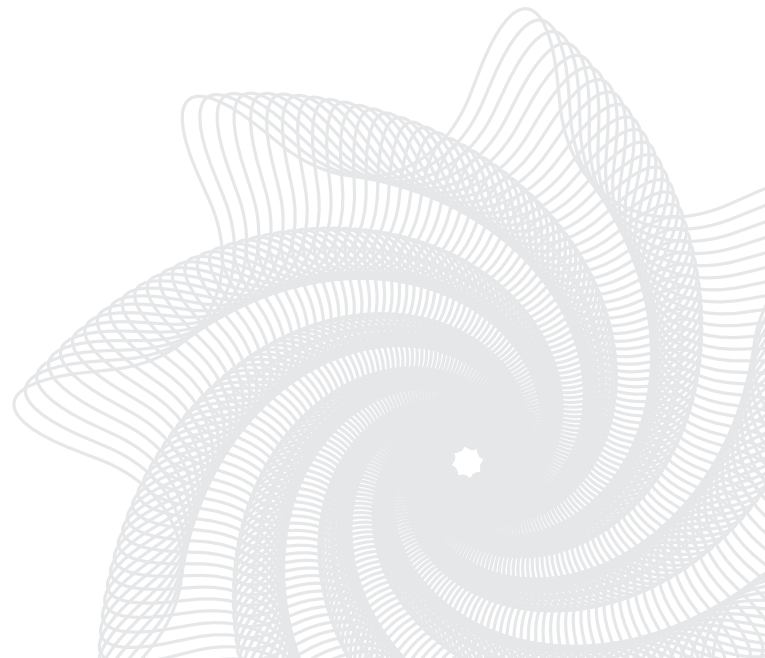
INSPECTION MANAGEMENT MODULE

- Plan and coordinate any kind of inspections and visits
- Identify and maintain checklists
- Track and follow up observations and at risk findings through an integrated action loop
- Dedicate responsibility and due dates for involved parties

The Inspection and BBS (Behaviour Based Safety) management module is designed to assist companies to improve efficiency and reap returns from inspections and standardized activities to review performance and working practice. By utilizing features such as checklists, auto-generation of actions and automatic alerts, users will secure a standardized, transparent and effective inspection process. Moreover, they will obtain relevant documentation and be able to analyse and benchmark developments over time.

To perform these assessments, a standard inspection methodology is supported together with a more specific process for BBS. All information can be viewed across sites, business units and processes, making it easy to recognize and reward best-practice performers.

QUALITY MANAGEMENT MODULE

- Follow up non-conformities, deviations, customer claims and proposed improvements
- Improve internal procedures
- Capture, document and track losses and trends related to lack of quality

Most organizations today must comply with internal and external requirements and expectations related to how they manage and control quality, both in terms of operations, products, services, customers, general stakeholders and public relations. An organization's ability to measure and manage performance and utilize this information to evolve and improve is a critical success factor.

The Quality Management module will help companies identify areas for improvement and manage change to secure learning and growth towards sustainable shareholder, employee and customer satisfaction levels.

PERMIT MANAGEMENT MODULE

- Coordinate and manage your planned deviations and permits
- Identified deviations follow standardized classification and verification processes to secure the involvement of the right personnel for decision-making and control
- Users can easily generate complete status reports and related improvement plans directly from the system, as well as periodical performance reports

Regardless of an organization's size and area of operation, whether local or global, it will always need to comply with legal requirements and regulations. Its ability to keep track of licences, short and long term exemptions, and planned and approved deviations is essential for maintaining a sustainable relationship with government and other stakeholders. The Permit Management module is designed to manage and support this process in a transparent and consistent way.

This module enables organizations to take a responsible approach to managing any departure from legal requirements, standard procedures or specifications in order to prevent a non-conformity from arising.

"Implementing Synergi Life's Incident Management module is a key component of a robust global risk and QHSE system."

Bruce McKenzie, Corporate HSE manager, Talisman Energy

ACTIVITY MANAGEMENT MODULE

- Plan, register and follow up meetings, training and corporate social responsibility (CSR)
- Efficient and transparent task and action management
- Planning, analysis and coordination of changes and modifications

The main purpose of the Activity Management module is to allow organizations to manage the overall process of planning, registering and following up meetings, initiatives and activities.

This process often calls for the coordination of several people and subsequent follow-up of agreements and actions. Synergi Life will facilitate doing so in a transparent and appropriate manner, in which ownership and responsibilities are clearly defined.

ANONYMOUS INCIDENT MANAGEMENT MODULE

- Allow all employees, customers or other stakeholders to report critical conditions, complaints, illegal issues etc. through an anonymous reporting channel
- Secure follow-up, investigation and collection of additional information
- Ensure anonymous witness communication and information verification

The Anonymous Incident Management module is designed to ensure complete confidentiality for the reporter as well as giving unnamed users access to certain parts of Synergi Life. One of the most common usages is a "whistleblower" reporting form, which enables anonymous reporting of misconduct, harassment and any other actions that conflict with your company's policies and standards of behaviour. Moreover, it allows users to report customer complaints directly into your quality system via the Internet.

This module is designed for companies that require a dedicated communications platform to inform executive management and/or the board of occurred or potential misconduct.

Synergi Life creates a positive culture through improved safety

"We invested in Synergi Life to enable us to preserve and enhance our status as a standard-setter in QHSE management."

Gareth Jones, QHSE Director, Petrofac

BARRIER MANAGEMENT MODULE
- Manage threats, major accident scenarios, effects and barriers in one holistic view
- Perform bowtie analysis
- Use an integrated system of live bowtie and barrier dashboards
- Identify human, technical and organizational barriers
- Identify missing or degraded barriers
- Proactively implement better controls and mitigations

The integrity of barriers and their ability to support the intended safety level is critical to prevent loss in operations. The Barrier Management module in Synergi Life helps companies identify human, technical and organizational barriers and to manage those barriers with bow tie analysis to secure stable, safe and predictable operations.

With Synergi Life's Barrier Management module you can monitor incidents, audits, inspections, quality events and maintenance information to proactively implement mitigating actions. Your organization will have a solid framework to manage a dynamic risk picture, respond to changes and prevent the escalation of threats.

THIRD PARTY MANAGEMENT MODULE
- Data smart approach to manage suppliers, vendors, contractors and other third parties, in one common database
- Complete overview of third party non-conformances, incidents, losses, audits, inspections and self-assessments
- Automated data collection, categorization and risk profiling
- Easy delegation for follow-up and detailed investigations
- Easy identification of risk behaviour and alert mechanisms to trigger actions
- User-friendly, detailed dashboards, aggregation and analysis

Outsourcing and sharing the value chain often represent a significant risk of third party incidents with severe impact on quality and your company's integrity and reputation. Our Third Party Management module helps you secure transparency, sustainability and quality in your supply chain, providing you with a data smart solution for third party risk management. The module is designed to help you identify, qualify and manage third parties in a systematic, consistent and transparent way. By using modern technology platforms in the third party management process, a number of efficiency gains will be delivered for sustainable and predictable operations.
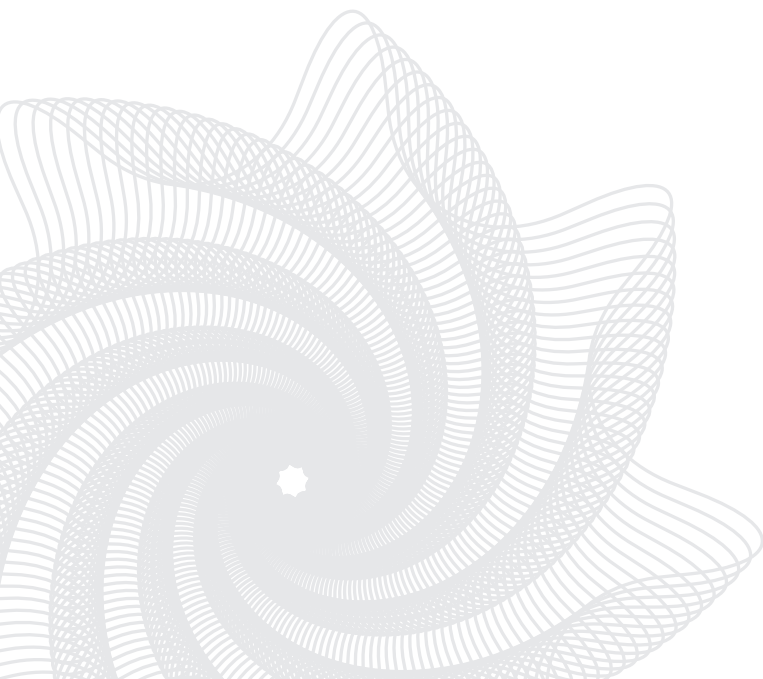
SURVEY MANAGER

- Complete framework for supplier relationship management – distribution, processing and conversion of surveys and questionnaires into risk profiles
- Seamless communication with third parties simplifies third party reporting
- Survey results lead to automatic risk profiles
- Centralized common dashboard in Synergi Life
- Clear follow-up of actions and improvement plans
- Surveys work on any device with a browser

Do you have a complete risk picture of all your suppliers? Your company may be accountable for QHSE incidents caused by third parties. Survey Manager in the Synergi Life software solution brings efficiency to your third party reporting by standardizing and automating data collection while creating a common platform for communication and joint improvement initiatives. Survey Manager builds trust and confidence in your third party relationships as a unified, language-independent tool to facilitate third party reporting and data collection. Results are shown in dashboards and reports, enabling follow-up processes that are simple to use.

CONNECT MOBILE APP

- Easy and flexible mobile risk assessment app for iPhone and Android
- Field tool for easy documentation of HSE observations and risk incident reports – any time and from anywhere
- Faster and more frequent reporting, feedback and action handling
- Easy to upload photos and make voice recordings
- Immediate access to the reports and records you need
- Observation is automatically filed and immediately sent to the correct unit in the company
- Managers are notified right away via the app, they can modify immediately with risk assessments

Reporting incidents has to be easy – otherwise it gets postponed, and details are easily forgotten. The Synergi Life Mobile App takes QHSE and risk management processes to a new level by letting you handle HSE issues online or offline. Share and discuss safety cases, improvement initiatives and risks through a user-friendly and intuitive user interface. With the Synergi Life Mobile App for risk assessment, reporting HSE discrepancies on-the-go couldn't be easier. Even if the phone is offline, the Synergi Life Mobile App will automatically send the observation to Synergi Life the next time the phone is online.

IMPROVEMENT MANAGEMENT MODULE

- Collect, analyse and track any kind of improvement proposals
- Handle proposals, good ideas and general improvement suggestions in a consistent and transparent information loop
- Secure feedback and communication with involved parties

Any organization needs to constantly evolve and stay ahead of changing core conditions, customer demands and stakeholder requirements in order to survive. Converting this need into innovation and change gives the potential to grow or maintain a competitive edge.

The Improvement Management module will help the user to secure effective communication and transparency in its improvement process. It will also provide an effective tool for streamlining the process of identifying, verifying and implementing action plans and improvement initiatives.
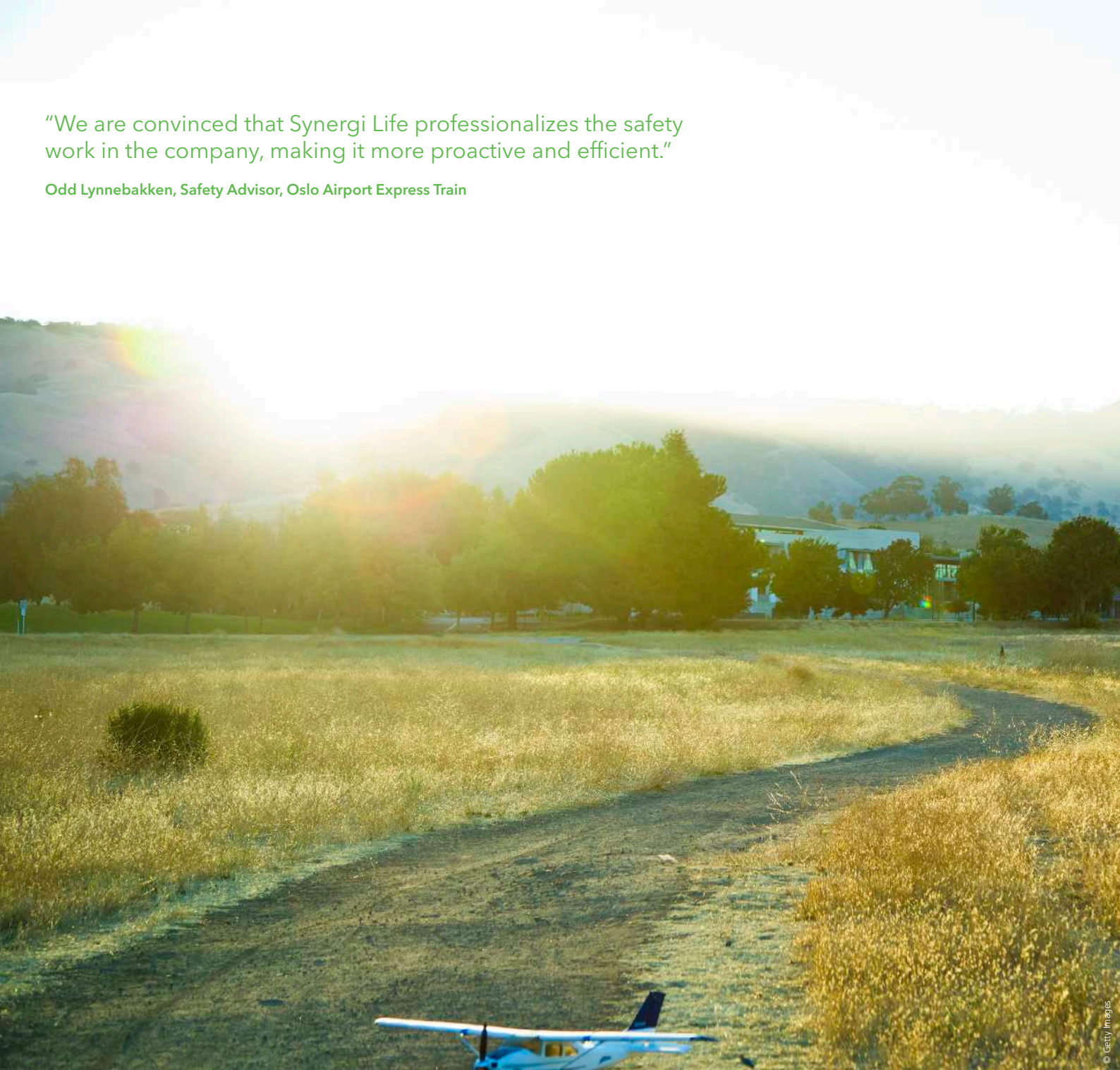
ACCESS ANYWHERE AND ANYTIME

Synergi Life risk and QHSE software offers a unique opportunity to share and communicate data across complex multi-layered organizations and enables your organization to capture, distribute and report local and global performance by standardizing the the entire risk and QHSE management process. Collecting all information about incidents and non-conformances in one database means enhanced communication within the organization. Lessons learned are shared and the repeat of errors is prevented.

By gathering information from all parts into one single database you get the Synergi Life effect of all relevant stakeholders being able to report into the corporate system.

Synergi Life reduces cost by improving the effectiveness of your business

"We are convinced that Synergi Life professionalizes the safety work in the company, making it more proactive and efficient."

Odd Lynnebakken, Safety Advisor, Oslo Airport Express Train

© Getty Images

SECURE ACCESS

By allowing employee access to the system independent of time and place you make the conditions favourable for increased effectiveness and profit.

The Internet is a reliable communication channel, but it is not without security concerns. Synergi Life Secure Internet Access is an option to make Synergi Life available via the web in a secure manner.

Avoid double entry and reduce costs by enabling all authorized third parties, such as contractors or partners, to report directly into Synergi Life. This solution also enables employees and units of a company to connect to the Synergi Life database in a secure manner, without being connected to the core network.

INDUSTRY-SPECIFIC MODULES

Hospital Infection Management
This module is developed to report and manage hospital-acquired infections.

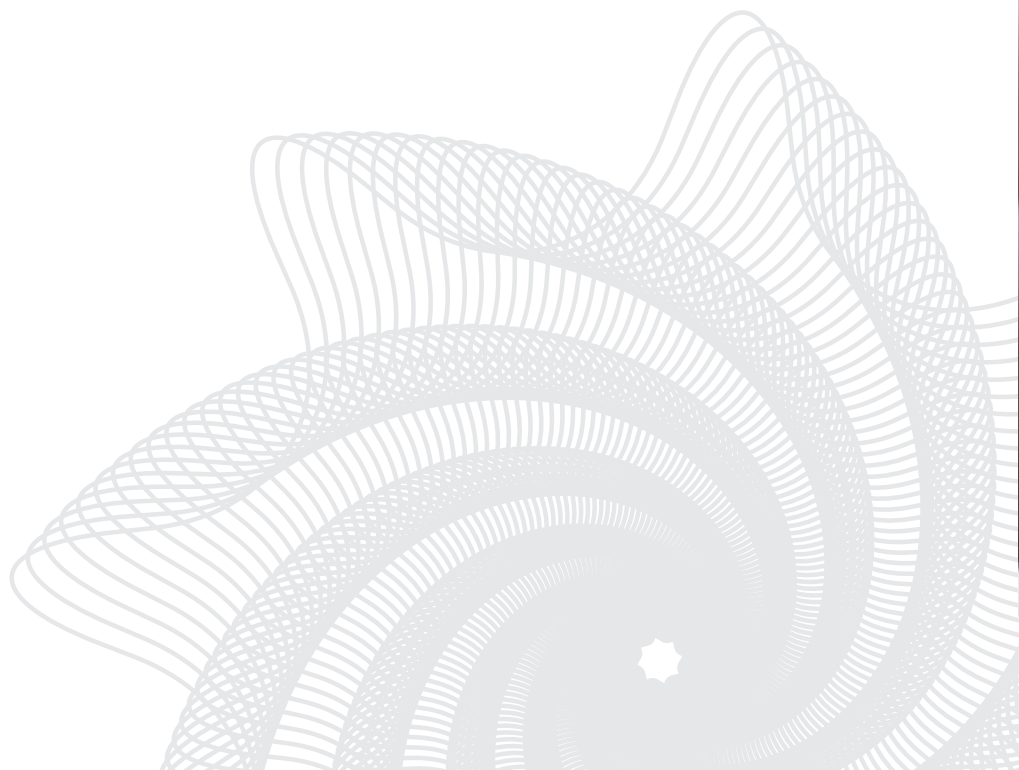### Adverse Drug Reaction Management (ADR)
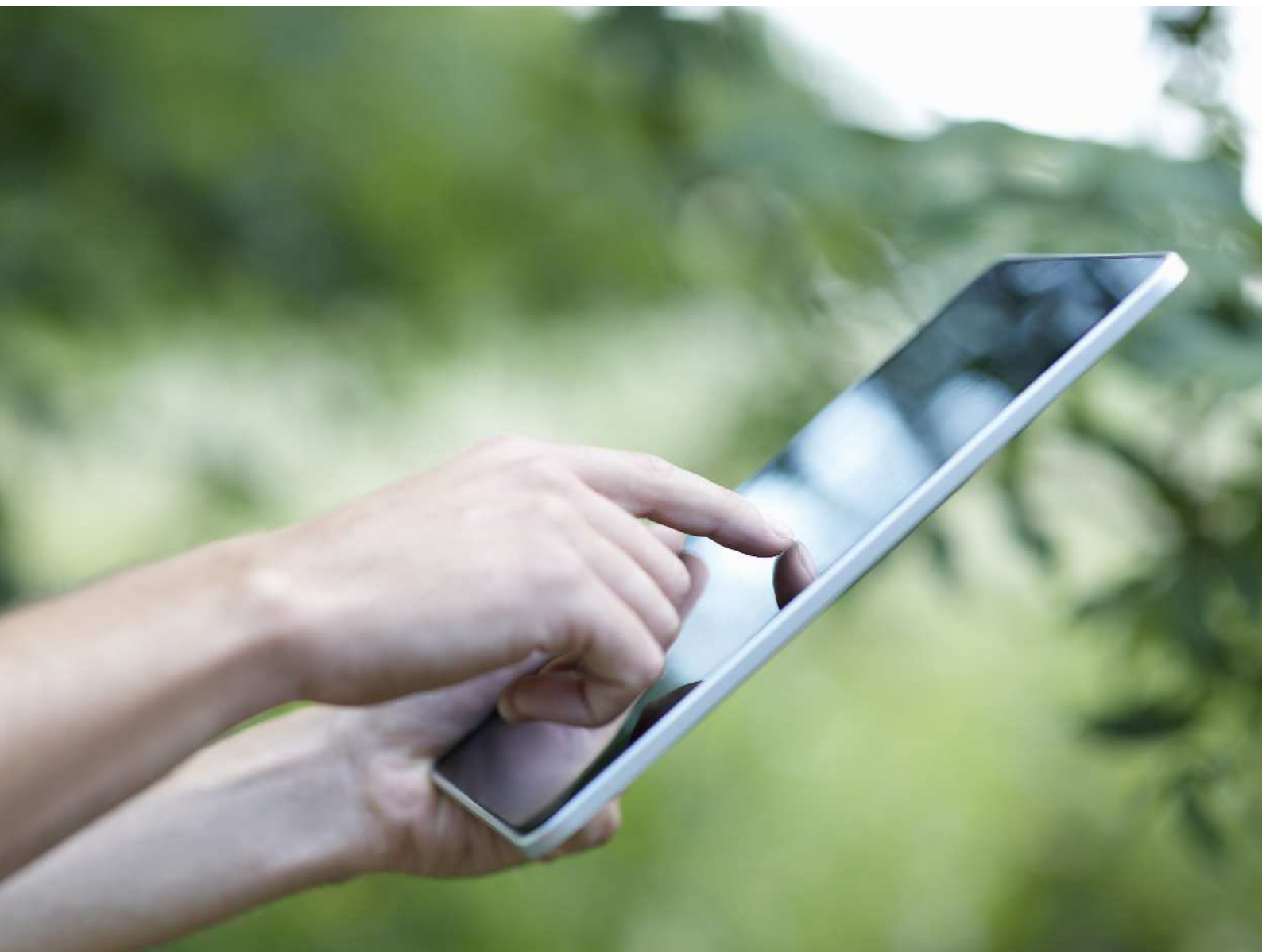This module is developed to report and manage side effects of medication.

Laboratory Medicine Management
This module is developed to manage all unexpected events and accidents within laboratory medicine.

Customized
When an organization has specific preferences for data capture, processing or communication which do not form part of the standard setup, they can use a customized module.

"Both reporting and statistics are more concrete and meaningful to us now that we have gathered everything in one single database. We see more registrations than before and the quality of the reports is better."

Gerard Bachoué, HSE responsible in Total's Stream Project

USERS ALL OVER THE WORLD

Almost 300 DNV GL offices in more than 100 countries enable us to be close to our customers and to share best practices and quality standards throughout the world. Our digital solutions are used worldwide, and we are proud to have some of the biggest names in industry and leading research and educational institutions on our list of users.

Process industry
Energy E&P
Renewable
Railway
Shipping
Energy M&D
**Petro-
chemical**

Drilling
Mining
Manufacturing
Yards

Aviation
Pulp
& Paper

Utilities
Health

"Our lost time incident rate is reduced over the last four or five years. Some of that is undoubtedly because we learn more from our incidents."

Andrew Owen, Performance Manager HSE, The Linde Group

© Harald Pettersen – Statoil ASA

WE ARE YOUR KNOWLEDGE PARTNER

DNV GL – Digital Solutions is continuously focusing on our customers' potential for increased efficiency, accelerated growth and well-managed risk. Our team of IT, risk and QHSE experts has many years of experience in making Synergi Life work for the specific circumstances and environments of each customer.

We take care of anything from implementation, installation, customization, special reports production, to training, support and assistance.

Training
Unlock the potential of your business by getting the most out of your Synergi Life solution. We offer a wide range of training courses that will cover your needs.

DNV GL – Digital Solutions offers a simple and cost-effective way for you to become a professional Synergi Life user. Our courses will help you:
- Reduce the learning period when implementing your new risk and QHSE system
- Learn to carry out routine tasks to make your company's operations more efficient
- Expand the areas of use of your Synergi Life solution to meet the ever-changing needs of your business

- Exchange experiences with other participants and gain additional knowledge, and receive answers to any questions you may have
- Increase the overall expertise of you and your employees

Customer support
You can easily reach our support department's world-wide service by phone or by e-mail. In addition, as soon as you have become a user you will be directed to our Customer Portal. Here you will find services such as:

- Frequently Asked Questions (FAQ)
- User manuals and other documentation

Synergi Life enhances your corporate social responsibility profile

- "Did you know" section with experience transfer
- News about recent and upcoming versions

Consultancy services
Our experts are specialized in understanding your challenges and provide customer-specific packages in areas such as the following:

- Best practice and experience transfer within risk and QHSE operations
- Customized training – your needs, policies and rules combined with our domain expertise and tools
- Combined training within QHSE, incident investigation and risk management
- Best practices administration – lower your total cost of ownership
- Best practice monitoring – how to get the most out of your data
- In-depth studies, trending and analysis of your data-reporting on compliance – to meet your needs
- Quality control, verification and validation of your risk and QHSE data

Conferences
DNV GL – Digital Solutions offers numerous user conferences in several locations worldwide. Users and potential users can gain insight, not only about the applications we offer, but also about future trends. User conferences provide us with a unique opportunity to communicate with our users, and to receive valuable feedback. Our goal is to make sure that conference participants in each region learn about the efficient use of our products and develop competence.

Customization
In addition to continually improving our Synergi Life software, with the objective of improving your business, we also help developing and adjusting your system within your organization.

Creating an effective risk management system for improved risk and QHSE performance is a challenge. So is keeping improvement continuous. Being able to systemize all your processes, generate statistics showing the important trends and share information requires a systematic approach. Our consultants typically assist with special reports, integrations with other systems and scripting.

For more information or contact us on **www.dnvgl.com/digital**

THE SYNERGI PORTFOLIO

DNV GL is the global leader in enterprise software used for managing operational risk and performance.
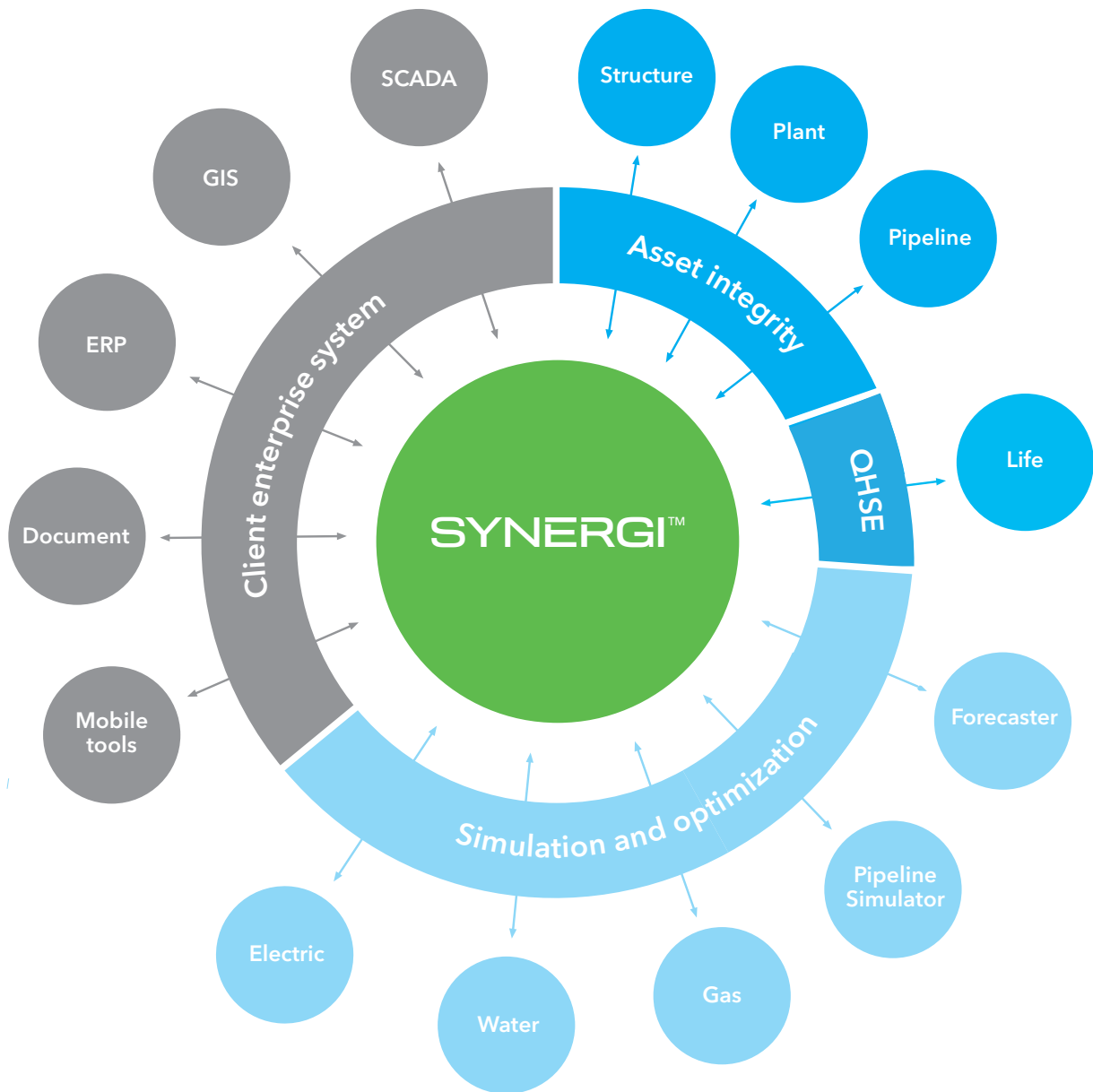
A range of integrity management solutions will help you control all onshore and offshore assets.

Our QHSE products provide a complete solution for enterprise risk and QHSE management.

Our simulation and optimization solutions enable modelling and optimization of gas, water and electricity networks.

Our commercial gas management solutions support hydrocarbon accounting and commercial operations in addition to gas demand forecasting.

Synergi enables your business to become safer, smarter and greener

SCADA

GIS

Structure

Plant

Pipeline

ERP

Client enterprise system

Asset integrity

QHSE

Life

Document

SYNERGI™

Mobile tools

Simulation and optimization

Forecaster

Electric

Water

Gas

Pipeline Simulator

Learn more about our solutions for QHSE, Risk and Asset Integrity Management.

Visit our website **www.dnvgl.com/synergilife**

DNV GL OFFICES AROUND THE WORLD

Our employees speak your language and
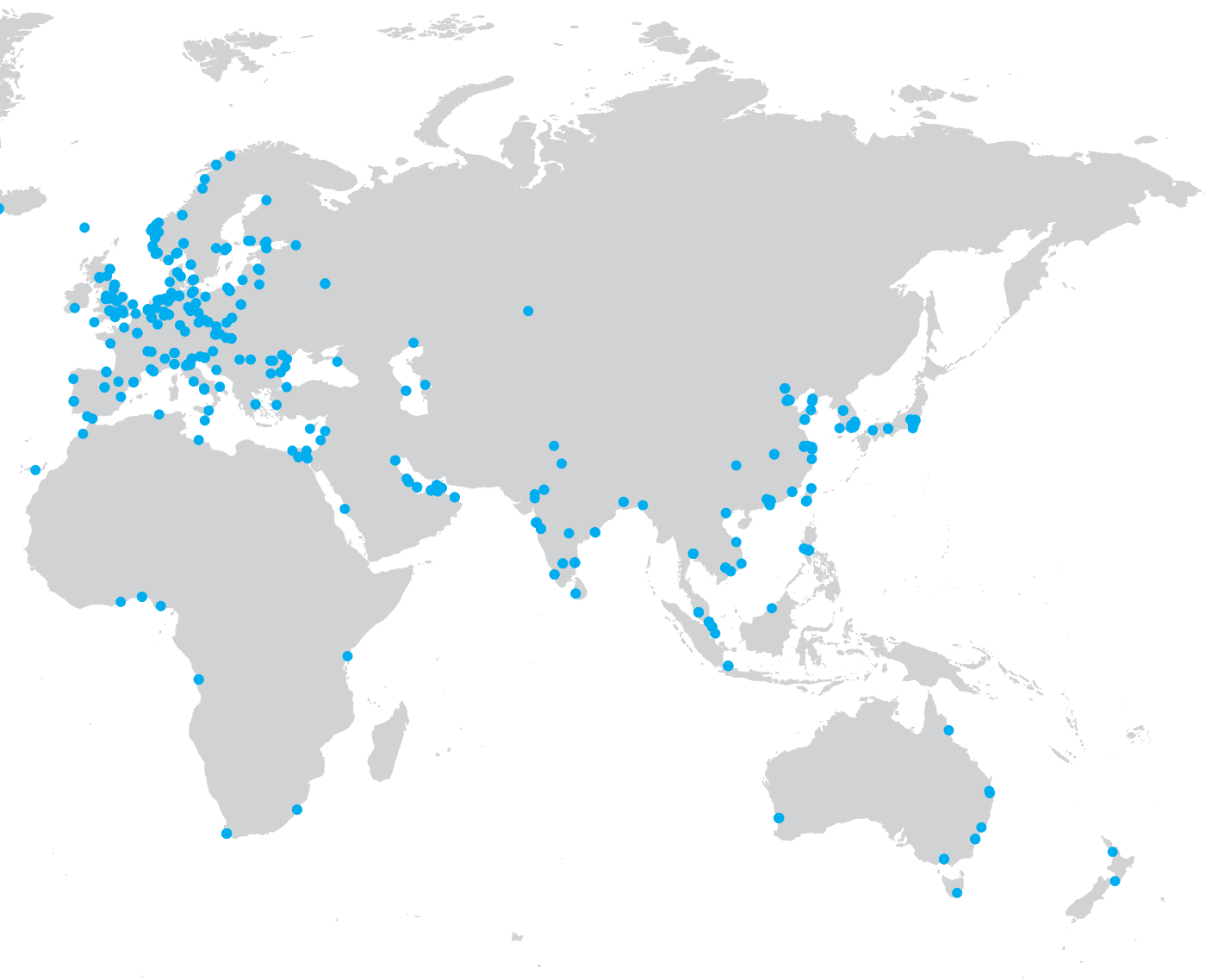know your local needs, customs, and markets.

Contact us on e-mail

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100
countries

300
offices

13,000
employees

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ABOUT DNV GL
DNV GL is a global quality assurance and risk management company. Driven by our purpose of safeguarding life, property and the environment, we enable our customers to advance the safety and sustainability of their business. Operating in more than 100 countries, our professionals are dedicated to helping customers in the maritime, oil & gas, power and renewables and other industries to make the world safer, smarter and greener.

DIGITAL SOLUTIONS
DNV GL is a world-leading provider of digital solutions for managing risk and improving safety and asset performance for ships, pipelines, processing plants, offshore structures, electric grids, smart cities and more. Our open industry platform Veracity, cyber security and software solutions support business-critical activities across many industries, including maritime, energy and healthcare.