



## Lanxess

### LANXESS Corporation Meets Regulatory Demands and Increases Customer Satisfaction with Fast, Flexible Safety Data Sheets

LANXESS is a leading specialty chemicals company with sales of EUR 8.3 billion in 2013 and about 16,900 employees in 31 countries. The company is currently represented at 52 production sites worldwide. The core business of LANXESS is the development, manufacturing and marketing of plastics, rubber, intermediates and specialty chemicals. LANXESS Corporation is part of the German LANXESS-Group and employs around 1,000 people in the United States. As an international specialty chemicals group, LANXESS considers safety a top priority. The company's success depends fundamentally on its plants running smoothly, cost-effectively and in full compliance with legal requirements.<sup>1</sup>

LANXESS Corporation's Health, Safety, Environment and Quality (HSEQ) group supports global efforts to meet the highest safety standards covering more than 20,000 products in 52 production sites. The Pittsburgh HSEQ group is responsible for keeping all safety data sheets (SDS) current and compliant for 4,000 products in the United States, as well as for a few thousand more products produced in Canada and distributed in Mexico.

They work together with other HSEQ groups in the EU, Brazil, China and Japan to author GHS compliant Safety Data Sheets in 39 different languages for destination countries around the world.

The LANXESS business units strive to deliver exceptional customer service to customers by providing safety data sheets which include information beyond the standard regulatory requirements. This promotes best practices and operational excellence. Keeping in line with these goals, LANXESS Corporation is an American Chemistry Council (ACC) Responsible Care<sup>®</sup> company, committed to the Responsible Care<sup>®</sup> Guiding Principles. "We aim to provide accurate, timely information to our customers so they are satisfied, in compliance and can use our products safely," said Sonya Ciletti, Product Safety Specialist for LANXESS Corporation.

#### Identifying New Regulatory Challenges

In addition to its regular job of keeping SDSs current and responding to special requests from customers for SDSs, the HSEQ group must ensure compliance with a pressing new regulatory requirement.

The United States Occupational Safety & Health Administration (OSHA) has mandated that companies implement the Globally Harmonized System of Classification and Labelling of Chemicals (GHS).

#### CHALLENGE

- Meet changing regulatory compliance needs on a global scale, including GHS, OSHA Hazcom, EPA FIFRA and CLP
- Author SDSs in dozens of languages for as many destination countries
- Respond rapidly to customer requests for safety information

#### SOLUTION

##### Product Stewardship

- SDS Authoring
- Managed Regulatory Content

#### RESULTS

- Moved ahead of schedule for full compliance with GHS -- e.g. 60% of new SDSs and labels completed 9 months ahead of deadline
- Maintained and managed 4,000 products in the U.S., as well as a few thousand more products produced in Canada and distributed in Mexico in 39 languages for destination countries
- Maximized efficiency -- met ongoing demand for 1000s of SDSs while gearing up for GHS -- with just 5 authors and 1 contractor
- Sent out 120,000+ SDSs companywide in 2013 increased customer satisfaction by addressing new compliance challenges proactively

# LANXESS Corporation Ensures Compliance and Satisfaction

GHS was previously adopted by the United Nations as a uniform framework for classification of chemicals by types of hazard and proposes harmonized hazard communication elements, including labels and SDSs.<sup>2</sup>

Now LANXESS must ensure that it is in compliance with OSHA's new GHS-aligned Hazard Communication Standard (OSHA Hazcom 2012) by June 1, 2015. "Regulations are constantly changing," Ciletti said. "Once we become aware of a new regulation or a change within an existing regulation, it is important for us to implement it quickly. We're currently upgrading our entire portfolio to comply with GHS, on top of handling our daily business." Presenting consistent SDSs to meet customer demands quickly became a key goal for the US-based HSEQ group.

## Laying the Foundation for Compliance

Several years ago, LANXESS Corporation had switched away from an SAP solution and standardized instead on Sphera Intelligent Authoring™ as its enterprise-wide system for maintaining all regulatory content and creating safety data sheets.

"We were already using Intelligent Authoring™ as our core SDS solution when GHS came down," Ciletti said, "so we were able to get started immediately and customize our system to meet new requirements."

Specifically, LANXESS customized section 15 of its SDS system to give its customers all of the information that they needed regarding compliance with GHS, California's Proposition 65 and other local, state, federal and international mandates. For example, the company's HSEQ team uses country-specific GHS classifications to address the differences between GHS implementations in various geographic areas, such as OSHA and CLP (European Union)<sup>3</sup>, and then automatically create SDSs in the required languages.

Each quarter, the company's HSEQ staff analyzes its SDS content to see which sheets are affected by regulatory changes, and they update the affected sheets as needed with new data. They also pull data into internal regulatory reports to be reviewed for additional requirements.

## Getting "Ahead of the Game"

With this proactive approach, the U.S. HSEQ team has been able to move with extraordinary speed to reach critical benchmarks and ensure that LANXESS is ready on time to comply with the latest regulations.

"Because we were able to implement our OSHA GHS solution quickly, we had almost two years to author over 4,000 GHS OSHA-compliant SDSs and labels," Ciletti said. "This timeframe was key to our success. At this time, we are 60 percent complete with our product portfolio, and we fully expect to meet the deadline of June 1, 2015. We're definitely ahead of the game."

Even more impressive, the HSEQ team in Pittsburgh operates with exceptional efficiency. They have used their Sphera solution to consistently keep up with demand for information about thousands of products across the U.S., Mexico and Canada with just five SDS authors and one contractor, even as they were moving forward with their GHS project.

## Focusing on Customer Needs

The HSEQ team's process not only ensures compliance but also helps LANXESS Corporation meet its primary business goals by fulfilling the needs of its customers, reducing risks and maintaining its market leadership position. Last year, the company sent out more than 120,000 SDSs to customers around the world, responding rapidly to requests and sending information proactively when appropriate. Major changes in SDS content are automatically distributed to customers upon their next order of the product, and the company provides very detailed information on its SDSs, enabled through customizations in its Sphera system.

"By providing critical information in the safety data sheets, we reduce the number of customer requests we receive and increase our customer satisfaction," said Ciletti. "Even our customers ask us what system we are using because we are so far ahead on GHS."

## Meeting New Challenges with Flexibility

Other stakeholders across LANXESS Corporation are also finding it easier to achieve their business objectives, thanks to the flexibility of the Sphera solution. One U.S. business unit develops pesticides which are highly regulated. With guidance from the U.S. EPA, the company's HSEQ team was able to develop customized SDSs for compliance with both the new GHS regulation and the old FIFRA EPA regulation.

As a result, the HSEQ team now authors all of the sheets for that business unit, ensuring compliance and boosting efficiency.

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Sonya Ciletti, Product Safety Specialist,  
LANXESS Corporation

"Sphera information and expertise give us confidence that we're providing accurate, consistent information to our customers on a global basis," Ciletti said. "Sphera helps us with a lot of challenges we're facing. It would be impossible to manage without a solution like this."

1 <http://lanxess.com/en/corporate/corporate-responsibility/cr-responsibility/safety-sustainability/>  
2 <http://lanxess.com/en/corporate/corporate-responsibility/cr-responsibility/product-responsibility-sustain/ghs-sustainability/>  
3 Regulation (EC) No 1272/2008 on the Classification, Labeling and Packaging of substances and mixtures. Responsible Care® is a registered trademark of the American Chemistry Council.