



Responsible Care European Awards 2010:

Company Name: Multisol Group
No Site Employees: 110

√ We are an SME based on rule guidelines

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Project Title: Continuous Improvement Within Multisol

**Brief Description
Of Project:**

This document shows how no singular project is used to display the principles of Responsible Care; rather how it is the ethos of the entire company, and how we have used its elements to shape ourselves into an organisation with standards that far outweigh the requirements of industry, and can be used as a benchmark for others to follow.

Description of Company:

Multisol Group are an independent, specialist chemical distributor, that operate across the European, Middle Eastern, and African territories. We are the partner of choice for both producers and customers alike; from small emerging organisations to global leaders.

The extra that we bring to the table is in-depth technical expertise and true sector marketing knowledge - finding innovative ways to optimise formulations by working in partnership to enhance product performance and identify new application areas.

With Operational facilities across both Europe & Africa, we produce custom blends to order, and pack down into containers as per specific customer requirements.

The Irlam, Greater Manchester site is the operational hub that services the whole of the UK and Ireland distribution business, as well as preparing product for many of the international opportunities that come through the group companies.

We have a regular turnover of stock in over 1,500m² of warehousing for packed and drummed products; and storage of over 2,000,000 litres of solvents, in addition to a further 450,000 litres of viscous oils and additives that require elevated temperatures to ensure mobility.

Additionally, the Irlam site is home to a series of toll manufacturing and blending units that are used to prepare additives and packages for the lubricant industry, together with novel blended solvent formulations for industries that span the pressroom, coating, pharmaceutical, agricultural, and heavy-duty cleaning sectors. An aqueous facility also serves the transport sector with the manufacture of high purity urea solutions that facilitate the process of selective catalytic reduction.

Such a large holding of materials brings its own level of risk which needs to be controlled and minimised, so as to ensure safety for both workers in the immediate vicinity, together with confidence for our neighbours in the local community.

Continuous Improvement within Multisol:

Although incorporated in 1968, it is actually the past eleven years that has seen the major growth of Multisol, and the development of the Group. Our Multinational clients expect high standards of product stewardship and we have been at the forefront of the significant improvements made by UK chemical distributors over the last 10 years.

There is an overriding commitment at Board level to the guiding principles of Responsible Care and a pledge to ensure that all of the company's operations be conducted in a safe and accountable manner. As part of the overall strategic plan of the company, Multisol has invested heavily in the continuous improvement of systems to achieve a level that far exceed the requirements of the industry, and can be used as a benchmark for others to follow.

Having been one of the first distributors in the UK to become ESAD assessed, we were later chosen to be the trial company for the ESADII assessment. Having worked hard to acquire the ISO9001, ISO14001, and OHSAS18001 accreditations, we were then the first chemical company worldwide to gain PAS99, the Integrated Management System, allowing for all of

these to be integrated and cross-examined ensuring all systems work in unison, focusing on safe working. Expanding from this, we are currently working on a Group-wide roll-out of the Integrated Management System.

Within this remit we have ensured that a process of rolling development and improvement of the UK Operational facility has seen modification of plant over the past seven years to include additional safety measures that protect both the Multisol Operations, and provide an extra level of comfort to our neighbours and the local community. Significant detail of these improvements is given in the supporting documentation.

The development & effective progression of the UK Chemical Industry is of great importance to Multisol, as demonstrated by the level of involvement we have in industry bodies.

As a result of our Technical representation on the Chemical Business Association (CBA), we have helped to increase awareness and understanding of hazards within the industry, have helped to shape best practise techniques. More recently, we co-wrote the highly cited "Guidance for the Storage of liquids in intermediate bulk containers", commended by the HSE.

Through both Executive and Technical representation within the Solvents Industry Association (SIA), we have helped increase solvent awareness within the industry, and have helped to produce the safety videos "Safe Handling of Solvents" & "Solvents and Static Electricity". Additionally, Multisol have been directly behind the production of two websites to promote the activities and product stewardship of the association, the second of which was launched in April this year.

In order to dispel the myth that our industry is based entirely around unnatural, noxious, and harmful materials, Multisol believe in education from an early age. As a way to promote this and ensure its success, we have given long-term support to the "Chemistry with Cabbage" initiative championed by Lorelly Wilson. This aims to introduce Year 6 children to the notion of chemicals and reactions using everyday household materials, through a series of talks and interactive presentations. Children are also given booklets of experiments they can try at home to generate further interest.

To encourage the slightly more mature audience, we bring in groups of A-level students in order to create a link between classroom learning, and real-world industrial examples, and chemistry itself in action. Expanding from this, we are now involved with the Chemicals North West Collaboration of Schools & Industry Programme - Positive Perceptions of Industry (CoSI-P2I) Scheme, designed to improve students' perceptions of science/engineering/chemical/pharmaceutical industries.

Conclusion:

Multisol have no singular project to demonstrate Responsible Care as it is the underpinning ethos of the entire organisation, and it is the application of these principles that has allowed us to become a highly successful business. By working to create systems that far exceed the requirements of industry, we have given a clear message to principals and customers alike that we pay far more than lip service to good practise, and hold their reputation in as high a regard as our own.

By contributing heavily to the progression of the UK chemical industry through an assortment of industry bodies, we are playing our part in ensuring that the chemicals sector can flourish through increasing the positivity of public perception, and educating the young that chemical does not necessarily mean noxious and unnatural.

Supporting Documentation:

PDF's:

- Multisol UK – Site & System Improvements
- Multisol UK – Toll Manufacture & Contract Packing
- Certificate from European Solvents Industry Group (ESIG)
- Multisol Press Release re ESIG Awards

Web-links:

- <http://www.multisolgroup.com/0509-multisol-win-cbas-responsible-care-award-for-the-third-time.htm>
 - Multisol News story for CBA Responsible Care Win
- <http://www.chemical.org.uk/listDetailPage.asp?listDetailID=103>
 - CBA News Story for Responsible Care Win
- <http://www.multisolgroup.com/0110-multisol-recognised-in-esig-product-stewardship-awards.htm>
 - Multisol News Story for ESIG Awards
- <http://www.multisolgroup.com/0610-double-shortlisting-for-multisol-at-the-chems-nw-awards.htm>
 - Multisol News Story re Chemicals North West Awards
- <http://www.lorellywilson.co.uk/>
 - Lorelly Wilson website for the Chemistry with Cabbage programme sponsored by Multisol