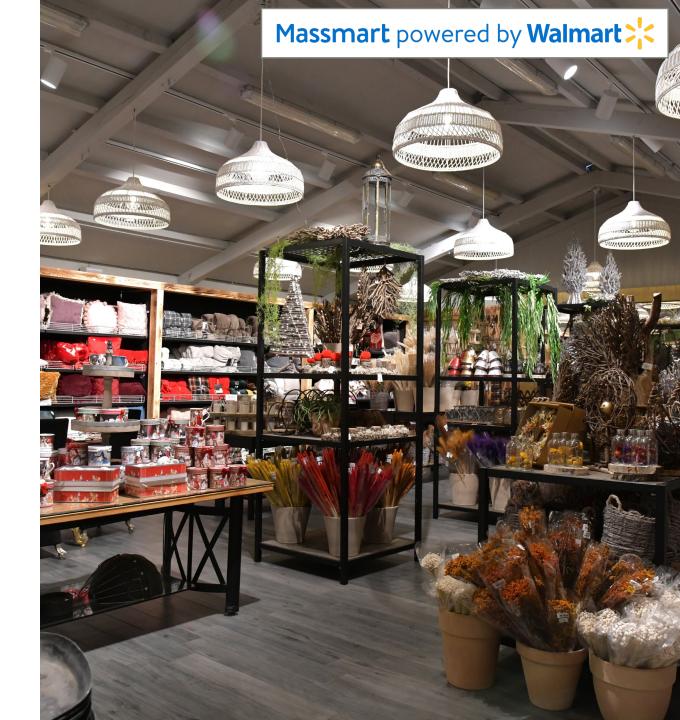
Massmart

Summary

The consumer goods retailer struggled to know what legal obligations applied to them and their 396 stores. They constantly questioned whether they were on track from a regulatory compliance perspective.

ERM Libryo enables the organization to effortlessly stay up-to-date with their legal obligations. Whenever a regulation changes or is updated, Libryo users receive an email update, as well as notifications within the platform, to ensure people are aware and taking compliance action.



Massmart | Retail



10,000+ Users

396 Libryo Streams

1120 Laws

11875 Sections of Law

Legal Categories: Environmental Health and Safety Quality

Challenges:

- Massmart is one of Africa's largest retail groups and had no easy way to filter and track its legal obligations across all of its stores and divisions
- Business was at risk of non-compliance, which could lead to some hefty penalties in the form of fines and imprisonment
- Needed to know its applicable law in the domain of environment, health, safety (EHS) and quality
- Massmart could acquire static legal registers for this information easily, but it didn't keep them updated whenever a law changed
- Wanted the ability to drill down to an individual site level, not just by a domain of law
- Desire to manage their legal risk better and decrease exposure

Solution:

- **Libryo Requirements** Digital, customized legal registers configured to twenty operational sites
- **Libryo Updates** Platform and email notifications of any legal updates to be aware of and address
- **Libryo Tasks** Stay on top of compliance to-do lists, set compliance-related actions and plan ahead
- **Libryo Drives** Store your compliance documents centrally for easy access and referencing during audits

Benefits:

- Innovative regulatory tracking technology helps Massmart quickly know its legal obligations and manage its ongoing compliance
- Libryo's team of legal content experts built a context brief to identify what regulations were applicable for the customer across all their stores, locations, jurisdictions and legal domains
- Using auto compilation, the platform filtered just the laws relevant for Massmart stores and converted this into a globally standardized, machine-readable format for tracking
- Teams can easily navigate their legal obligations within seconds
- Each user can keep track of their legal updates and any compliancerelated actions effortlessly
- Users can view a summary of what has changed to save time or read the full legislative text from source
- Keeping track of the latest legal obligations and updates is easy with platform and email notifications if something has changed and needs attention
- Users must click on 'read and understood' for legal updates which shows accountability for senior management
- It's easy to collaborate on the platform, setting compliance-related tasks and commenting or tagging on specific laws
- Legal teams, HR and management can quickly access reports to see each site's compliance status and the regulatory updates across all their divisions and stores.
- Many users didn't require training due to Libryo's simple, intuitive interface. For anyone who wanted training, dedicated onboarding webinars and support was also provided