

# 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 powered by Walmart 



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 compliance-related 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