

Barrick Gold Case Study

Learn how Barrick Gold, one of the leading mining companies in the world, uses GAN Integrity's easy-to-use platform to continuously maintain the highest standard of business integrity globally.

The Summary

With the business mission of delivering sustainable returns, the multi-billion dollar global mining company, Barrick Gold focuses on ensuring that the business operates based on principles of integrity and sustainability. A large part of the effort behind this initiative is driven by the company's Business Integrity team led by the Business Integrity Global Lead, Ms Jessie O'Neil.

The Problem

With gold and mining operations and projects spanning across 13 countries in the American, African and Asian continents, Barrick Gold operates regionalized businesses with specific business needs and is accountable to specific regional requirements. Combined with frequent merger and acquisition activity, Barrick Gold faces multiple layers of complexity when rolling out global programs to their diversified workforce.

The Solution

Taking these challenges into account, it has been of the utmost importance to Barrick Gold's Business Integrity team to design compliance processes that seamlessly integrate with business operations. Ms O'Neil took us through how her team successfully embedded compliance steps into the business and simplified related activities to achieve higher efficiency and increased adoption across the business on a global level.

Ensuring an easy user experience

With a workforce of approximately 25,000 employees with different needs, languages and levels of familiarity with software solutions, it was crucial for Ms O'Neil to roll out a solution that's intuitive and easy to use for all employees. Being able to cut out the complexity that software solutions might bring, the Business Integrity team have been able to focus the bulk of their efforts on explaining why it's important to maintain a high standard of business integrity instead of teaching employees how to use the system. Jessie further noted that there were almost no follow up questions on how to use the system, a clear reflection of how easy and intuitive the platform is rated by end users.



One session was enough for us to explain how it works.”

— Jessie O'Neil
Business Integrity Global Lead, Barrick

Leveraging the same platform for multiple applications has further eased the training, since employees only need to familiarize themselves with one system for multiple compliance processes. Additionally, the team was able to roll out the solution to an unlimited number of users without having to create profiles in advance. Anyone who needed ad hoc access to the platform could easily self register. Explaining the benefit this brought to the team, Ms O'Neil said “That's a big selling point for us. With 25,000 employees, we don't have the capacity to manage every user, we could just give access to everyone who needs it”.

Fulfilling three purposes with one platform

Barrick Gold repurposed the GAN platform to build three different applications. Today, the Business Integrity team uses the platform to track high-risk transactions, conflicts of interest and interactions with government officials.



GAN started out as only our high-risk transaction platform, then became our transaction, conflict and government interaction system. Now it's just our Business Integrity platform.”

—Jessie O’Neil

Business Integrity Global lead, Barrick

This has enabled the team to reduce the number of platforms the organization’s employee population is using, making it straightforward for employees to find information and complete compliance-related activities.



Capitalizing on the Platform’s Flexibility

Every business is unique. Tailoring the compliance platform to every company’s specific needs is a goal that GAN Integrity strives to achieve with every client. Eliminating the hoops for both compliance and end users working with the platform.



We were able to design something everyone can understand and easily use.”

—Jessie O’Neil

Business Integrity Global lead, Barrick

Needing to accommodate specific legal requirements on tracking meetings with lobbyists, the Business Integrity group saw an opportunity to create and expand a government interaction registry across the organization, increasing transparency. Using the same GAN platform for high-risk transaction reporting, Barrick was able to simply and easily add a second application with access already enabled to users.

Likewise, the team was able to leverage the platform’s flexibility to expand GAN’s standard Gifts and Entertainment application to further include all high-risk transactions such as in kind donations, gifts and hospitality, political support, and more. Commenting on the flexibility of the platform’s intake forms, Jessie noted “The upgrade was massive. We were able to create any form we wanted with any response template we needed”.

The Results

Seamless rollout and increased adoption

Rolling out a new technology within a global organization is no easy feat. Employees are system-fatigued and overburdened with administrative tasks. Yet, with the roll out of the GAN platform, the Business Integrity team at Barrick not only got no complaints, but received positive feedback.

The fact that it was the same weblink for all three tools which all operated in the same way, and were subject to the same approval process, and available in the company's major operating languages was a huge benefit.

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I've done several system roll outs during my time at Barrick and GAN has been the smoothest.”

—Jessie O'Neil

Business Integrity Global lead, Barrick



Heightened efficiency

Touching on the effectiveness of the Business Integrity program at Barrick, Ms O'Neil stressed that the path to success for any compliance program is ensuring that anti-corruption related processes are embedded into business operations so they're not burdensome or a time-consuming additional step. Even processes which, due to their inherent nature cannot be embedded into operations - for instance submitting a conflict of interest for review, have been designed to be straightforward.

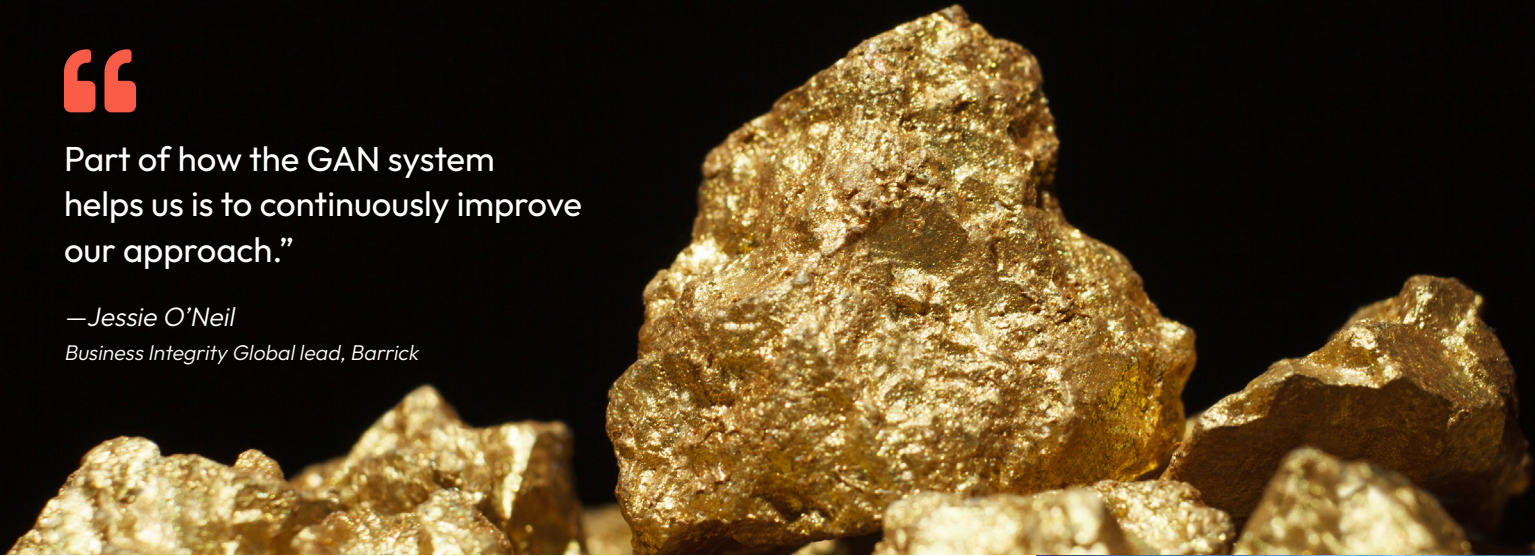
Continuous improvement

What separates a good compliance program from a great one is its ability to renew itself. Being able to leverage the data, automatically centralized in one place, has helped the team at Barrick identify trends and recurring activities which need additional remediation or control adjustment. Using one centralized system, the Barrick Business Integrity team has been able to analyze the data captured in the platform to measure the extent of control effectiveness and spot where improvements can be made to ensure that these are fed back into future program iterations.



Part of how the GAN system helps us is to continuously improve our approach.”

—Jessie O’Neil
Business Integrity Global lead, Barrick



GAN Integrity’s focus is to ensure that doing the right thing is always made easy. The Business Integrity team at Barrick has validated GAN’s approach in ensuring that compliance processes are simplified so every interaction with the system is quick and efficient at every level of the business.



Interested in learning more about GAN Integrity’s flexible compliance management solution?

DISCOVER MORE



Book a demo, visit ganintegrity.com | info@ganintegrity.com

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