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Frequently Asked Questions



**safety
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SafeScan

HIA Safety Services SafeScan

Frequently Asked Questions - QR Codes



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Introduction

The following information is provided to assist with some of the more common questions relating to the SafeScan QR Codes.

When considering the benefits of QR codes for your business also consider that HIA Safety Services offer a totally **Managed Subscription Service** to make things even easier. We would manage email responses from submitted QR Codes, amend related documentation such as Safety Management Plans and even manage your contractors.

Please do not hesitate to contact your local HIASS consultant on 1300 650 620 should you have any additional queries or require any further information.

What is a QR Code?

- A QR Code (Quick Response) is a type of 2 dimensional bar code. It is used to provide on-demand access to information through a smart phone or tablet using a dedicated QR Code reading App. This information can be in the form of text, pictures, videos, web links or forms and checklists.
- Because HIA SafeScan is a cloud based platform, you can use them wherever mobile device coverage is available anywhere in the world.

What Can the Technology do for me?

- HIA SafeScan QR Codes have been developed to replace some common paper based forms, checklist and compliance related processes with electronic forms where possible.
- The QR Code technology will assist you in managing a range of safety related and compliance areas such as the ability to capture site specific inductions, provide access to safety management plans, participate in tool box talks, report incidents, and identify, assess and report hazards, all from a mobile device!

What Type of Device Can Read QR Codes?

- HIA Safety SafeScan is compatible with most web enabled smart phone and tablet devices equipped with a camera and a scanner application.
- Due to device specific browser and operating system limitations, some functions may not operate on select mobile devices.
- To maximise compatibility the device's latest system software updates need to be current.

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What Software is Required to Read QR Codes?

- There are many different applications (Apps) that can read and decode data from a QR code. The majority of these are free. Some work well. Some do not. Specific Apps are required for smart phones and tablets and their respective operating systems whether they be android or iPhones. We recommend the following Apps but you will need to check functionality and compatibility with your particular device:

Tablets ▶

Elecom QR Tools ▶



Smart Phone ▶

i-nigma scanner ▶



How is a QR Code Purchased?

- QR Codes are sold as a subscription product for a minimum period of 12 months.
- There is no minimum or maximum quantity that must be purchased.
- QR Codes costs are determined by the number purchased at any one time. The more that are purchased the cheaper they become. The QR Code cost structure commences at 1-10 codes and goes up to 101+ codes.
- If additional QR Codes are required after the initial purchase, administration costs will apply and the cost structure applicable will be determined by the number of codes purchased at that time. Any previous purchases and applicable cost category will not impact on the current purchase.
- Prices also vary depending upon your HIA Member / Non-Member status.

How am I Billed for My Purchase?

- The first month's fees are payable in advance. Thereafter subscription fees are payable on the first of each month. Payment options include direct debit and automatic credit card payments. These will be discussed during the initial consultation.
- The subscription period commences upon the date the code is activated, not the date payment is made.

Can I Get Reimbursed for QR Codes I Finish with Before the Subscription Period?

- Unfortunately no. Once purchased, refunds are not available for unused codes.

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How do I Receive my QR Code Labels?

- Your QR Code labels will be either mailed to you or provided via your HIASS representative who will be available to provide support with its implementation.
- You will also receive a register with your labels, outlining the individual code's information including code activation date.

How Do I Purchase Additional Labels?

- Each code comes with 2 highly durable self-adhesive thermal printed industrial labels. They are water, UV, chemical and abrasive resistant rated to withstand temperatures up to 930 C. Additional labels can be purchased at any time from HIA safety Services but are cheaper if purchased (bundled) with the QR codes.

How Soon Will my QR Codes be Available for Use?

- Once the deposit is paid and the completed questionnaire relating to each code's information is received (including any related documents such as Safety Management Plans), the QR Codes will be available for use within one month. This is the maximum time required should there be a large quantity of codes but will reduce significantly where less codes are purchased.

How Secure is the Data?

- All SafeScan data is stored and served by secure ISO compliant AWS (Amazon Web Services) located in Sydney Australia. AWS is a trusted cloud provider for Australia's major banks and governments all around the world.

What about Nuisance use of the QR Codes?

- Each QR Code incorporates a password protection facility via an assigned a password or PIN to reduce the risk of nuisance use. The password (of your choosing) can include letters and or numbers up to a maximum of 50 characters. Special characters such as \$ # @ * etc. can also be used.
- Password protection of your QR Codes is optional and will be discussed at the time of purchase with your HIASS consultant.

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Can I Make Changes to the Form / Content?

- Yes. Changes to the form content can be made through discussions with your HIA Safety Services representative should the standard template not be suitable. Once made, the changes will take immediate effect. When initially discussing your requirements it is best to identify any changes from the onset as changes will incur additional costs once the QR Code becomes live. Any requests for changes are required in writing using the QR Code Amendment Request form. This is particularly relevant when the QR Code is re-assigned / re-birthed.
- A 5 working day turn-around should to be allowed for amendments or re-assignment / re-birthing. (New site details, new documents etc.)
- Due to QR Code Data collection and reporting protocols, any changes made to the code profile after activation will impact on the continuity of the data collected for that code.
- If you have particular requirements we can design and create a completely new form for you. Discuss any requirements with your HIA Safety Services representative.

What about Opening and Reading Documents. Does This Present A Problem?

- Yes it can. Documents linked to QR Code forms are limited whenever possible. When it is necessary however to link a document to the form such as a Safety Management Plan or Toolbox Meeting, a PDF (Portable Document Format) will be used. Apps for reading PDF's are readily available to download for free. Again, specific Apps are required for smart phones and tablets and their respective operating systems whether they be android or iPhones.



How do I Introduce the New Technology to my Contractors?

- As part of the service, HIA Safety Services will provide you with a Contractor Information Sheet. This provides an introduction to the QR Code initiative and assists you with a smooth implementation into your business operations.

Am I Charged for Uploading Documents?

- Where a document is required to be uploaded as part of a generic QR Code profile (such as a Safety Management Plan) there is no charge where you supply the completed document.
- Where additional documents are required to be uploaded and this requires modifications to either the document or the QR Code profile, then additional costs are applicable.

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What Happens if my Contractors Don't Have a Smart Phone or Tablet?

- We recognise that not everybody will necessarily have a smart phone or compatible device. There are a number of things we can suggest to assist in the introduction of QR Codes into your business:
 - Provide information to your contractors in advance of its implementation:
 - We have drafted a standard introductory letter for you which you can edit to suit your particular needs
 - Persons without a suitable device can use someone else's
 - It does not matter whose device is used to access and send the completed forms.

Can I Get Information on the QR Code Usage?

- Yes.
 - You will be provided with a *standard* report of each active QR Code:
 - When a code is re-assigned / rebirthed
 - At the end of the subscription period
 - Quarterly where the QR code is generic
 - Upon request, you can receive one additional *standard* report at any time during the subscription period in addition to those noted above at no extra cost. Any further *standard* reports required will incur an additional cost.
- Should you require a more *detailed* report on any of the purchased QR Codes, discuss this, or any other reporting requirements you may have with your HIA Safety Services contact.
- Reports generated for QR Code usage will be retained for a period of 2 years.