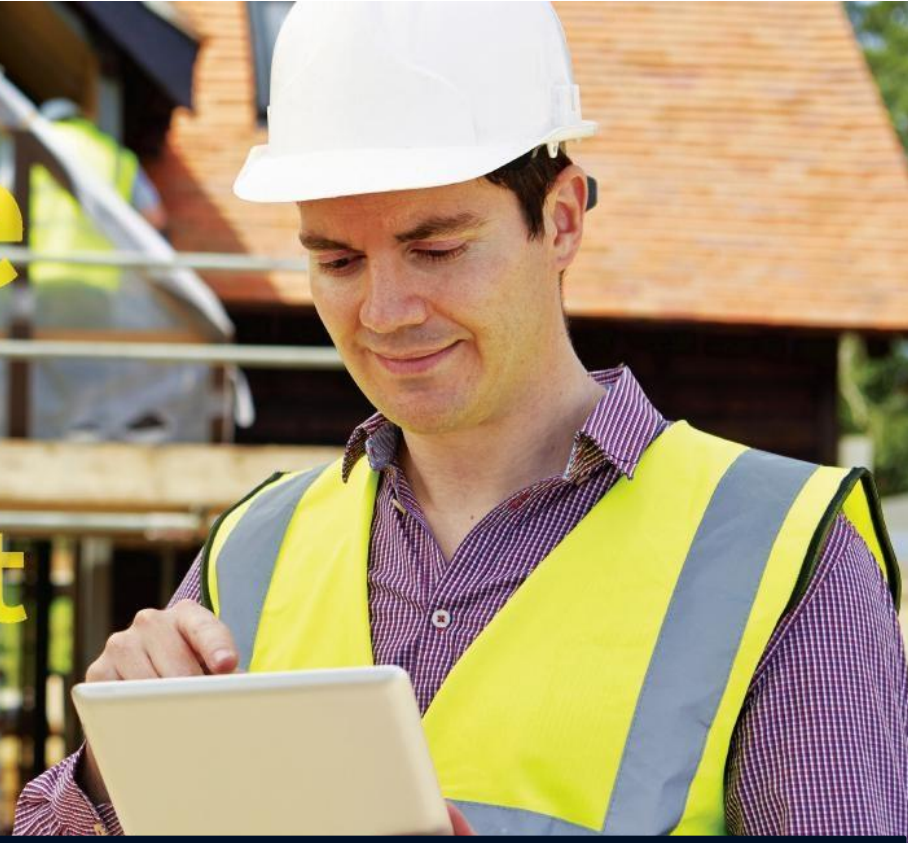


**simple
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Frequently Asked Questions



SAFETY
SafeScan



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Frequently Asked Questions

Introduction

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

Please do not hesitate to contact your local HIA Safety 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, 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.

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. Make sure that you check the functionality and compatibility with your particular device during the selection process.



Frequently Asked Questions

How is a QR Code Purchased?

- Upon application to HIA Safety, a written quote is provided based upon your particular requirements outlining the relevant information, inclusions and any exclusions.
- 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 can vary subject to any modifications required to the standard template. Any development costs are separate to the annual subscription fee and not reflected in renewals.
- A single QR Code can cost as little as \$1.25 per day. (prices subject to change without notice)
- Prices also vary depending upon your HIA Member / Non-Member status.

How am I Billed for My Purchase?

- Full payment for the 12 month subscription is required in advance including any additional development work. Any development work is not however included as part of the on-going subscription cost.
- The subscription period commences upon the date the code is activated, not the date payment is made or QR Code image / labels are provided. Final QR Code content is verified with client prior to activation.

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 or codes no longer in use.

How do I Receive my QR Code Labels?

- Your QR Code labels will be either mailed to you or provided via your HIA Safety representative who will be available to provide support with its implementation where location permits. Over the phone support is provided during normal working daytime hours.
- You will also receive an email outlining the individual code's information including code activation date and where multiple site specific QR Codes are purchased, a register and their assigned locations (sites).

How Do I Purchase Additional Labels?

- Each code comes with 10 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.
- Upon renewal, another 10 labels are automatically provided unless specifically advised otherwise.



Frequently Asked Questions

How Soon Will my QR Codes be Available for Use?

- Generally within 5 business days for a single QR code once full payment is received. This can however vary depending upon whether the standard QR Code content requires any customising and the quantity 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 HIA Safety consultant.

Can Changes be made to the Standard Form / Content?

- Yes. Changes to the form content can be made through discussions with your HIA Safety 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. This is particularly relevant when the QR Code is re-assigned / re-birthed when site specific.
- For QR Codes already in use, a 3 business day turn-around should to be allowed for amendments or re-assignment / re-birthing. (New site details, contact details, 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 representative.

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

- Yes it can. Documents linked to or accessible via QR Code forms such as Safety Management Plans, SWMS's | JSEA's or safety data sheets, need to be in PDF (Portable Document Format). 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.



Frequently Asked Questions

How do I Introduce the New Technology to my Contractors or Employees?

- As part of the service, HIA Safety will provide you with a Contractor | Employee 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?

- This will depend upon the particular QR Code application and services selected. Generally, a URL to a cloud based document platform such as Google Drop Box or similar is requested during initial discussions. This approach provides for the client to have control of required documents to be accessed via the QR Code. Where this is not the case fees may apply but would be clarified in the quote.

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 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 for each active QR Code:
 - When a code is re-assigned / rebirthed
 - At the end of the subscription period
 - Upon request, you can receive a 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.
- Reports generated for QR Code usage will be retained for a period of 2 years.