

**15
MAY
26**

09:00-17:30

**SOFITEL
ATHENS
AIRPORT
HOTEL**

Organised by
 **MANAGEMENT
FORCE Group**
Risk Management & EHSS Services

18 SAFETY GALA

The Int'l ESG Conference

**Visionary Leadership & Governance for
Safety at
Workplaces and Beyond**

**Day 2 | Delphi
Interactive Workshops**

Educate Your People and Make It Work – A Case Study

Using Simple Technology Tools to Improve Safety Culture

Athanasios Bougas

Head of Product Design & Development

Sigma Information Systems

member of MANAGEMENT FORCE Group

Introduction

Most companies today:

- Conduct periodic EHS inspections
- Perform audits
- Monitor compliance
- Use reporting systems
- Measure KPIs

But there is an important question:

What happens when somebody else wants to report something?

- A contractor
- A visitor
- An employee
- A cleaner
- A technician
- Anyone who notices a problem

The Real Challenge

Questions We Asked Ourselves

- Should people be encouraged to report observations?
- Do we actually want this involvement?
- How can somebody easily report something?
- Who can they tell?
- How do they know somebody will actually act on it?

Reality

Many people:

- Observe unsafe conditions
- Notice anomalies
- See dangerous situations

But:

- They do not know how to report them
- Reporting is complicated
- They believe nothing will happen anyway

Our Objective

We Wanted to Solve This Problem

We wanted:

- Anyone to be able to report observations easily
- No complicated procedures
- No usernames or passwords
- No training barriers
- Immediate engagement

The Solution

We developed a simple QR-code based observation reporting system.

The system has been recently installed at:

Data4 Athens

The Concept

The Basic Philosophy

If people can report issues easily:

- More observations are captured
- More hazards are identified
- More people become involved
- Safety culture improves

Key Principle

**Safety is everybody's
responsibility**

How the System Works

Step 1 – Configure Locations

First:

- Every building is configured
- Every floor is configured
- Every room or operational area is configured

The system creates a digital map of all company premises.

QR Code Generation

Step 2 – Generate QR Labels

The platform automatically generates QR code labels for every location.

We only need to:

- Print them
- Install them

Important:

Labels must be:

- Clearly visible
- Impossible to miss
- Large enough to attract attention

Curiosity increases engagement

Goal

Anybody entering the room should immediately notice:

“What is this QR code?”

This creates awareness before any incident even happens.

OBSERVATION REGISTRY MAIN HALL 1



The Reporting Process

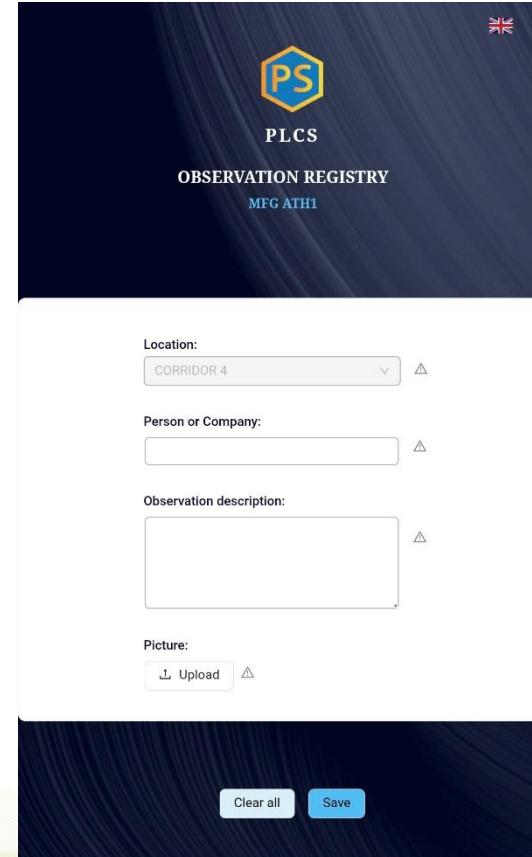
Step-by-Step User Experience

Step 1

The person scans the QR code using their mobile phone camera.

Step 2

The QR code opens a web form.



The screenshot shows a mobile web interface for the 'PLCS OBSERVATION REGISTRY'. At the top, there is a dark blue header with a 'PS' logo and the text 'PLCS OBSERVATION REGISTRY MFG ATH1'. Below the header, the form contains four sections: 'Location:' with a dropdown menu showing 'CORRIDOR 4', 'Person or Company:' with an empty text input field, 'Observation description:' with a large empty text area, and 'Picture:' with an 'Upload' button. At the bottom of the form, there are two buttons: 'Clear all' and 'Save'.

Completing the Observation

The User Enters:

- Name/company (optional)
- Description of the issue
- A photo of the observation

The user presses **Save** and the observation is immediately submitted.

The QR code automatically identifies the location

User Confidence

The system immediately confirms:

“Your observation has been registered successfully.”

This is critical because the person understands:

- The report is going somewhere
- Somebody will review it
- Action may follow

This creates:

- Trust
- Participation
- Ownership

Workflow After Submission

The observation is automatically registered in:

The Observations Registry Database

on the PLCS Platform

The responsible person automatically receives an email notification with:

- Observation details
- Location information
- Attached picture

The responsible person:

- Reviews the observation
- Assigns priority
- Updates status
- Adds comments
- Assigns an action owner

Action Assignment

The Actionee Receives a notification email with:

- Task details
- Observation information
- Direct update link

Another Important Feature

Again:

No login credentials are required.

The actionee can:

- Add comments
- Change status
- Upload completion photo

Simple processes increase participation.

Monitoring & Analytics

System Capabilities

The platform provides:

- Full workflow monitoring
- Statistical analysis
- Reporting
- Observation tracking
- Status visibility
- Performance metrics

Management can analyze:

- Trends
- High-risk areas
- Repeated observations
- Response performance

What Do We Gain?

Two Major Benefits

1. We Educate People

People begin to:

- Observe anomalies
- Recognize unsafe situations
- Pay attention to Safety
- Think proactively

Instead of:

“Doing their work and going home”

They become active participants.

2. We Involve People in Safety

Safety is a matter of culture

Everybody should participate in:

- Hazard identification
- Safety improvement
- Risk reduction

Technology becomes:

An enabler of Safety Culture

Safety Culture

Continuous Safety Improvement

There are methodologies designed specifically for:

- Workforce engagement
- Safety involvement
- Behavioral improvement

MANAGEMENT FORCE provides the ICSI Methodology

(Involvement for Continuous Safety Improvement)

These programs help organizations:

- Increase participation
- Strengthen accountability
- Improve communication
- Build long-term safety culture

Additional Follow-Up Actions

How to Increase Engagement Even Further

Monthly Staff Meetings

Discuss:

- Registered observations
- Root causes
- Corrective actions
- Lessons learned

Periodic Communication

Send emails describing:

- Reported issues
- Improvements implemented
- Problems resolved

This demonstrates:

Every observation matters

The Real Difference

This Is Not Training

This Is Education

Training teaches people:

- Procedures
- Rules
- Instructions

Education changes:

- Awareness
- Attitude
- Behavior
- Culture

People gradually become:

- More attentive
- More involved
- More responsible for Safety

Final Message

Technology Alone Is Not Enough

The real success factor is:

People involvement

Technology simply makes participation:

- Easier
- Faster
- More transparent

Conclusion

“Educate Your People and Make It Work”

When people:

- Observe
- Report
- Participate
- Trust the process

Safety performance improves naturally.

Because Safety Culture is built through involvement.

Thank You

We will be happy to show you the actual system
in our live event