

17. Assure Health & Safety Mobile App



Situation

NI Water Health & Safety had previously used an application for gathering H&S incidents that had limited functionality, could only be completed in the office; and was restrictive in terms of what could be logged. There was limited reporting capability leading us to have an incomplete picture of our H&S environment.

Action

In November 2020 we launched NI Water's new Health & Safety Reporting system 'Assure'. It is now much easier for employees and contractors to report all incidents, good and unsafe observations, safety suggestions, and audits on the mobile app in real time.

Assure Mobile is easy to install on any portable device, it can be accessed via a URL or QR code and the icon shown here will appear on your mobile, tablet or Toughbook. We created and added our own images to each of the forms to make the app unique to NI Water and help users quickly identify which form they need to complete.

The app enables employees and contractors to identify and report health and safety information straight away, no waiting to get back to the office. Some of the key features / benefits of the app include:

- Observations, hazards and incidents can be reported online or offline (will upload report when internet connection is available)
- User can take photos and capture signatures
- Enter information once and get right back to work
- Ensure accurate data is collected with consistent forms
- Complete audits locally on mobile devices
- Create new tasks and actions in real time

Results

The rollout of the new Health and Safety software and mobile app will ultimately promote a positive health and safety culture by making it easy for everyone to participate from any location, 24/7. The data collected is held such that it is accessed and visualised to produce dashboards supported by live data.

