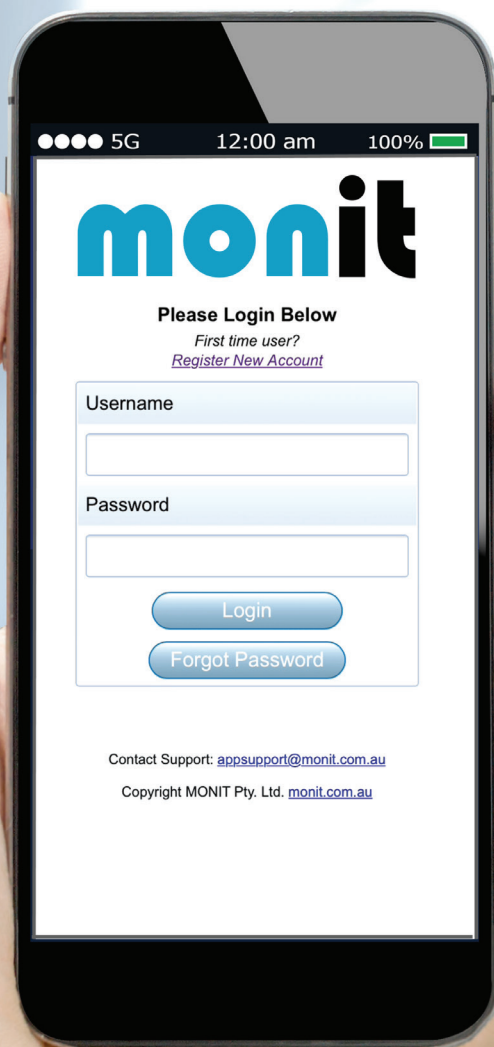


# Health & Safety



Is in your hands

# HISTORY

Monit started in 2000 when I couldn't buy a suitable health and safety system on the market for the seven panel shops I was overseeing.

Frustration soon turned to action and Monit was born. With limited computer skills, I started using Excel spreadsheets to address our health and safety, but word got out and it went from just my shops to other panel shops in Victoria. Growth continued and after 18 months, it was time to leave the panel industry and concentrate full time on health and safety for panel shops. It wasn't long before Excel gave way to other software, which has since been replaced with the latest cloud based, mobile technology.

In 2006 Monit became the first health and safety company to franchise with 30+ franchisees. With a growing demand from multi-site networks and the difficulty of delivering through a franchise model I decided in 2015 to purchase all the franchises and convert the business into a distributed workforce model. This business model is still used today because it does an excellent job of servicing both the single sites and larger networks.




During the time of all this transitioning, the business grew into other industry sectors where today Monit provides support for hundreds of diverse industries such as plastic surgeons, restaurants, farming, automotive, and churches to name a few.


To remain an industry leader in health and safety for the past 20 years has taken an unwavering commitment to our ethos. It defines everything we do; our processes, our behaviour, our IT, our people, our actions and it's even in our answers to your questions. Our professional team are committed to serve and support your workplace health and safety needs without compromise. Our daily goal is to ensure we are listening to you and delivering the very best WHS service and system possible.

A handwritten signature in blue ink, appearing to read 'Gary Willcox'. The signature is stylized and fluid, with some loops and flourishes.

Gary Willcox  
Director

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# CHOICES

Businesses have been legally required to address their health and safety for decades, however in all that time there are still only **3** options available for a business to use. Although each option is very different they are all designed to improve the health and safety of a workplace through interpreting the WHS Act. As with most options there are pros and cons when choosing one.

This comparison chart helps explain the differences.

	OPTION	PROS	CONS
<b>1</b>	<b>SOFTWARE</b>	<ul style="list-style-type: none"> <li>• Great for collecting data</li> <li>• Excellent reporting functions</li> <li>• Can be used in multiple locations</li> <li>• May be customisable</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of health &amp; safety required</li> <li>• Must keep on top of new regulations</li> <li>• Training required for safety manager</li> <li>• Limited engagement by other workers</li> </ul>
<b>2</b>	<b>CONSULTANTS</b>	<ul style="list-style-type: none"> <li>• Provides experience and knowledge</li> <li>• Information readily available</li> </ul>	<ul style="list-style-type: none"> <li>• High cost and experience lost when they leave</li> <li>• Does not provide a "live" approach to safety</li> </ul>
<b>3</b>	<b>IN-HOUSE</b>	<ul style="list-style-type: none"> <li>• Organisation is involved in safety management</li> <li>• Low start-up costs</li> </ul>	<ul style="list-style-type: none"> <li>• Requires knowledge of health &amp; safety regulations</li> <li>• Time consuming and ongoing development of material</li> </ul>

There is now a **fourth** option, Monit, which has all the pros and none of the cons. It takes about 95% of the guess work away and helps business focus on other matters.

	OPTION	PROS	CONS
<b>4</b>	<b>MONIT</b>	<ul style="list-style-type: none"> <li>• Collects appropriate data which can be used as submissible evidence</li> <li>• Multiple level reporting functionality for the site, area managers, head office and boards</li> <li>• Designed to work across multiple sites or locations</li> <li>• Customisable</li> <li>• No WHS knowledge is required by the business</li> <li>• Engages the entire workforce creating a positive cultural change</li> <li>• Keeps up with current WHS regulations</li> <li>• Mobile technology allows for infield activity</li> <li>• Organisation is involved in safety management</li> <li>• Low start-up and ongoing costs</li> <li>• Organisation is involved in the ongoing management of their WHS</li> </ul>	None

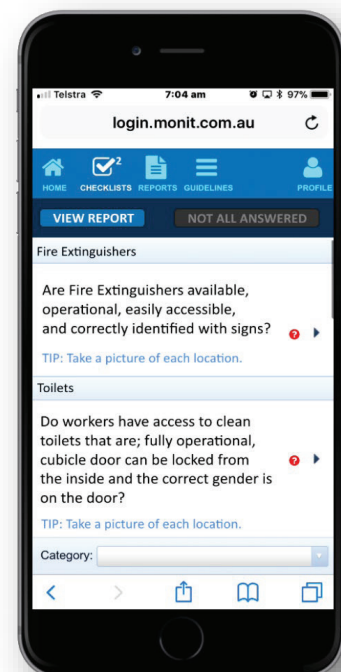
# INSIDE THE APP

Monit has made health and safety a simple exercise for end users, regardless of their health and safety knowledge or technical prowess. If you are looking for a tick and flick system then Monit is probably not for you. However, if you're looking for a powerful tool which collects submissible evidence to protect you against workplace health and safety litigation then read on. The more you use Monit, the more evidence you accrue and the less the risk you carry.



Mobile technology, web applications and cloud-based software allow you to use digital platforms such as desktop computers, tablets, and mobile phones to address your health and safety on the fly. We have cleverly hidden all the high-tech so that anyone with a limited understanding of technology or software can successfully use Monit.

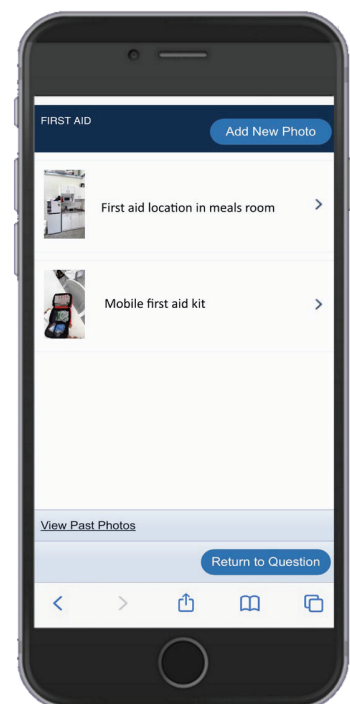
**Every 30 days** a set of tasks (normally 5) are selected for you to complete. They are written in simple, easy to understand language and come with a set of instructions on how to complete each one.

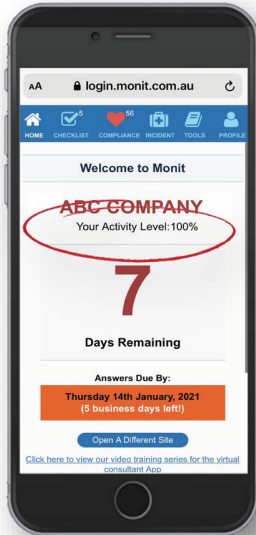




Each task comes with a set of **instructions** and links to **reference material** which has been designed to give the end user confidence in satisfactorily completing the task. There is a **comments** box to add a response to the question, as well as the ability to add **evidence** such as photos, videos, or documents. Tasks are specifically written to attract responses which gather the necessary evidence required to help protect a company against litigation.

**Photos** are the most powerful form of evidence and it also gives our Monitoring team the opportunity to 'see' potential risks or non-compliant items. There is no limit to the number of photos that can be attached, so snap away.



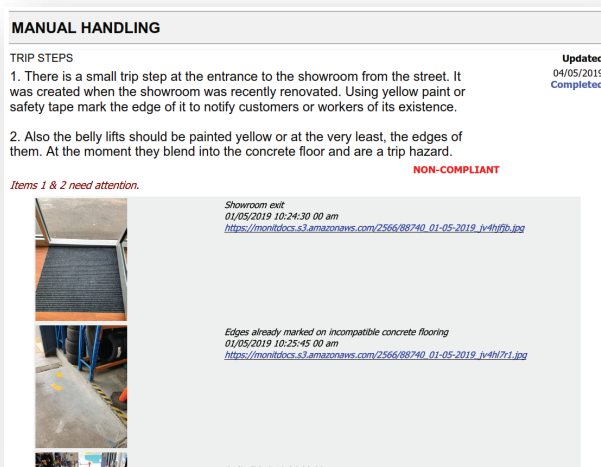
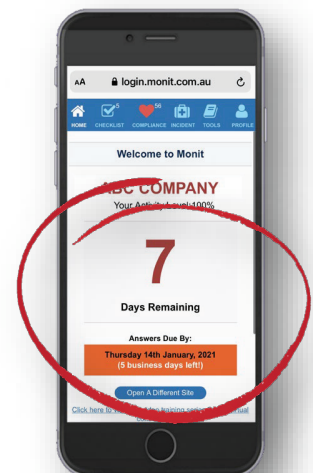


**Activity Level** on the home screen allows you to see how closely aligned your business is with the court's expectations of having a dynamic health and safety policy in place.

This Activity Level is the percentage of tasks successfully completed over 4 cycles. For example, if you successfully complete all tasks during this time, your Activity Level will be 100%.

If a task has not been completed, the activity level will reflect the percentage of tasks missed during this time. It will then take 4 cycles before the activity returns to 100% for the period.

**Time Management** is key in any business, so Monit has placed how much time you have left in each cycle front and centre on the home screen.



**Reporting** is key for businesses to know how their health and safety is tracking.

The reporting section allows your business to see trends or find specific details of a worker's health and safety training. Reports can be in hard or softcopy with softcopy reports having the ability to expand picture thumbnails to the original size at any time in the future.

Reports are carefully designed to be used as submissible evidence when proving to the court you are meeting your duty of care under the health and safety Act.

**Toolbox Meetings** are a great way to improve your workplace health and safety which is why they make up about 50% of your Monit tasks.

The term Toolbox Meeting has been around since the 1940's when construction companies were trying to improve onsite safety. Today they are embraced by all industry sectors as an appropriate workplace health and safety meeting. Although Toolbox meetings only run for about 15 minutes, they are still a powerful tool in proving management is communicating health and safety matters to workers.

**Safety Toolbox Meeting**

Company Name/Branch: Alkore (Kew)

Date: 17/9/15 Facilitator's Name: Jeff Snow

Safety issues, company policies & procedures discussed:

ISSUE/POLICY/PROCEDURE	ACTION REQUIRED (if any)	ACTION DATE
Manual Handling Policy	Display Signs	Oct 15
Emergency Evacuation	Train Everyone	Sept 15

I have been trained in and fully understand this company's policies and procedures mentioned in this Toolbox Meeting.

*I have been trained in and fully understand the company's policies and procedures mentioned in this Toolbox Meeting.*

Those in attendance:

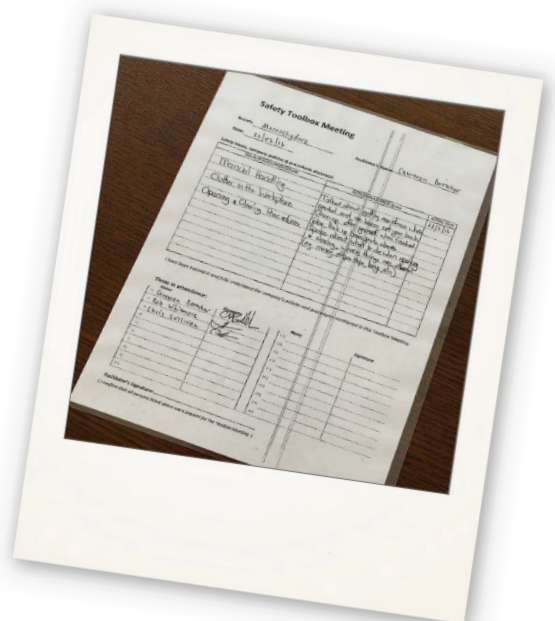
Name	Signature	Name	Signature
1) Joan Smith		11) _____	_____
2) Peter Hartlet		12) _____	_____
3) Tim Murphy		13) _____	_____
4) Jerry Sims		14) _____	_____
5) _____	_____	15) _____	_____
6) _____	_____	16) _____	_____
7) _____	_____	17) _____	_____
8) _____	_____	18) _____	_____
9) _____	_____	19) _____	_____
10) _____	_____	20) _____	_____

Facilitator's Signature: Jeff Snow

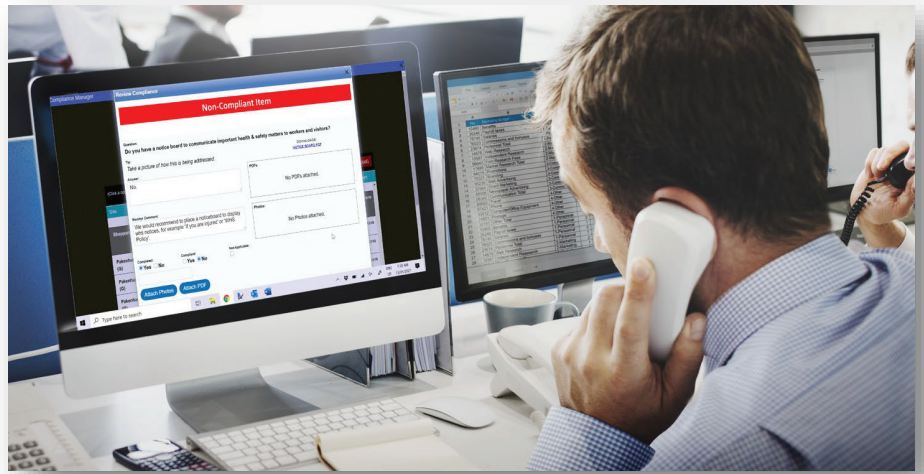
*(I confirm that all persons listed above were present for the Toolbox Meeting)*

Everything Monit does is directed towards gathering submissible evidence to prove you are adhering to the WHS Act. For this reason, our Toolbox Meetings carry this wording to eliminate any misunderstanding a worker may have about a subject discussed at a Toolbox Meeting.

**Pictures** of your completed Toolbox Meeting can be taken in the App. Your Monit Support person will look over the Toolbox Meeting for compliance before placing the subjects that were spoken about against those who attended. This allows you to identify any workplace health and safety training done by a worker as well as the health and safety subjects covered by your business.



**Completed** tasks identified as non-compliant by a Monit Support staff member are flagged and left available in the App. Our Support Centre adds information to these non-compliant tasks which explains why it's non-compliant and a possible remedy to make it compliant. Our Support Centre also contacts your company to make you aware of the outstanding risk.



When a non-compliant item is remedied a Monit Support staff member will once again go over your new evidence to verify its compliance and mark it as such. This process gives your business the opportunity to have a qualified third-party health and safety professional identify risks in your business and then help you remove them.



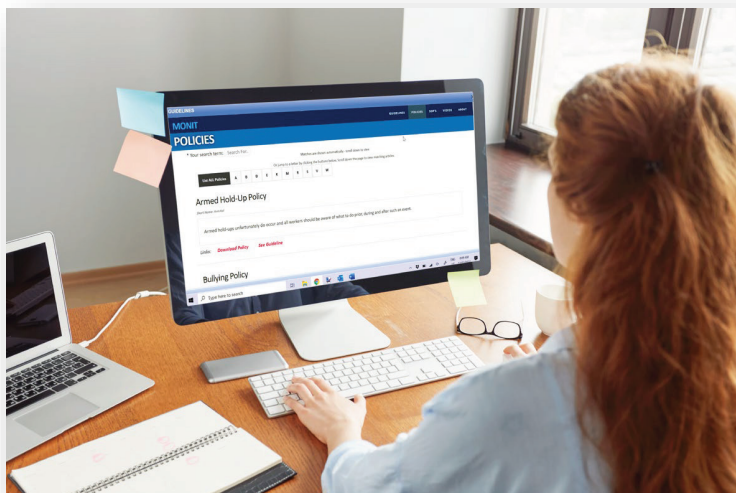
**No WHS Knowledge** is necessary for an end user to complete tasks.

Each task is written in such a way that a person with no health and safety experience or knowledge can easily understand them. Tasks come with a simple set of instructions which explain how to complete them as well as links to reference material such as guidelines, policies, training videos and notes. The reference material is also written in simple, easy to understand language.

If an end user needs further health and safety advice or information, they can always call one of our qualified health and safety professionals during normal business hours.

**NOTE:** Over time an active end user gains an excellent, hands-on understanding of health and safety which is invaluable to any business.





**A Library** of health and safety material is available to you. You can view or download as much as you like, at any time. This library is continually being updated and added to so if there is something specific you are looking for, then you will probably find it here. There is also a series of training videos available on how to use specific areas of your Monit system.

Monit is not just a great software product but it also comes with a qualified WHS professional called a Monitor. Although they work behind the scenes they are always contactable and can help guide you in completing your tasks or to remedy a non-compliant item.

There is no other health and safety software that comes close to this level of support.



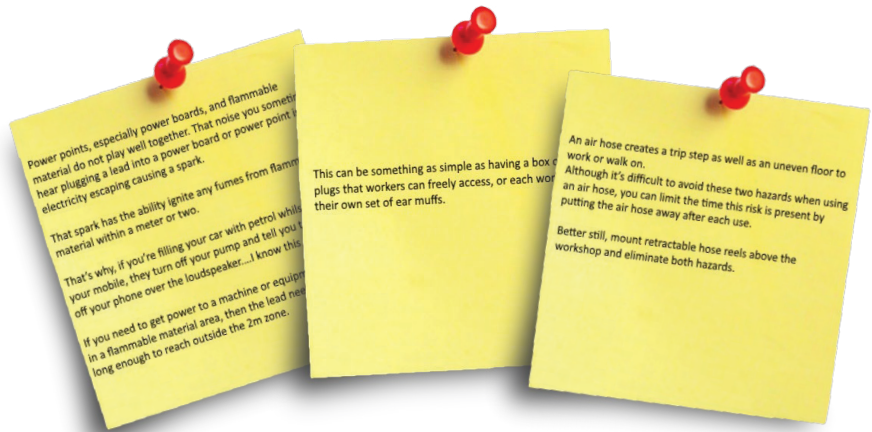
# REFERENCE MATERIAL

Reference material is constantly refreshed to align with health and safety requirements, advances in technology, industry best practices and community expectations.

Monit uses four different types of reference material:

- Notes
- Guidelines
- Training videos
- Policies

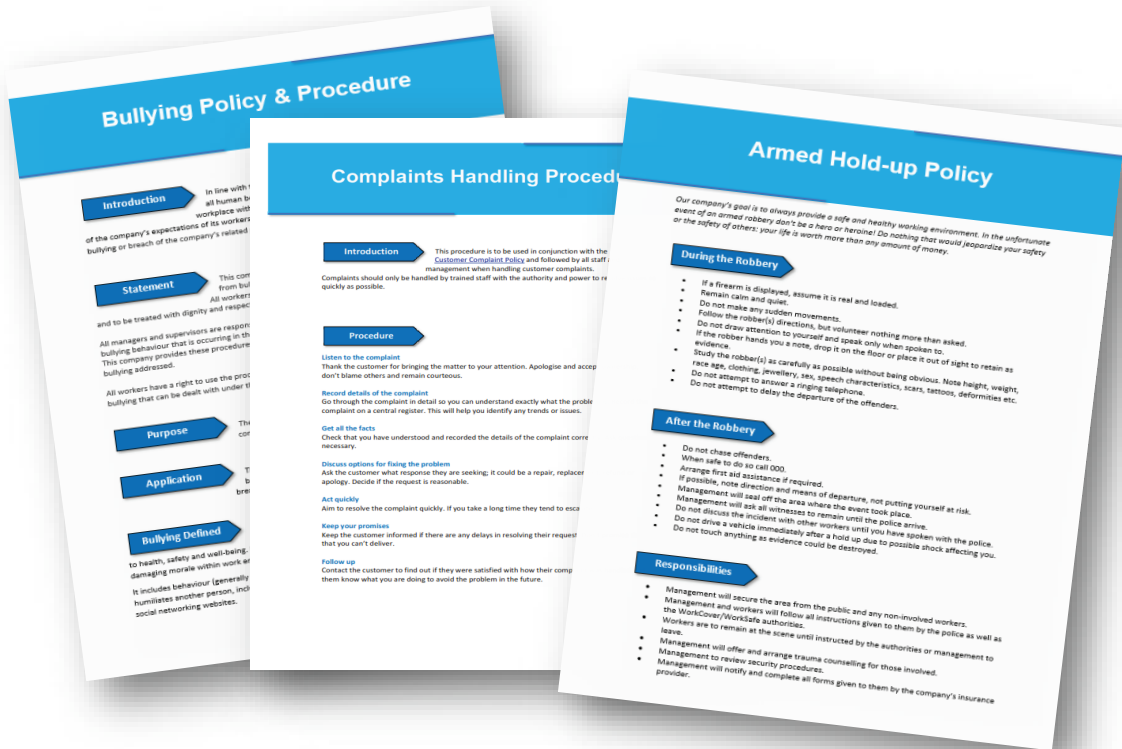
**Notes** are used when a simple explanation about a risk or task is all that is necessary. They are short, easy to understand and can sometimes come with helpful advice.



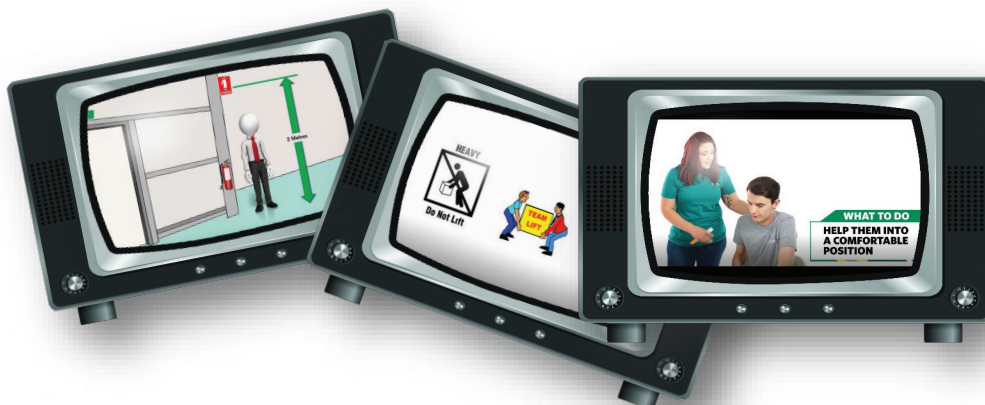
**Guidelines** are a little more involved and provide an excellent way to show the requirements of the health and safety Act in a simple to understand format.

Guidelines can come with links to other downloadable documents, training videos or other reference material necessary to fully understand the requirements.

**Policies** are provided when a task requires you to have a policy about a subject. These can be used in conjunction with your current policies or modified to suit your requirements.

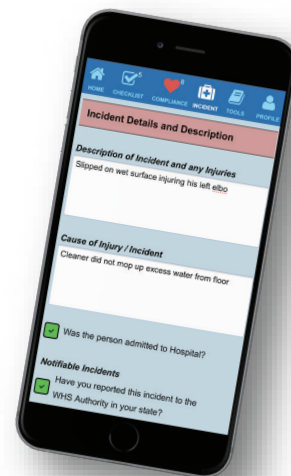


**Training videos** are used where practicable. There is also a series of training videos available in the App which explain using different parts of the App in short 1 or 2-minute lessons.



# INCIDENT MANAGEMENT

The ability to report incidents, accidents, near hits and misses is built right into the app. Submitting an incident report is easy to do and quickly captures the most important details. An incident can be assigned to a worker where required and will form part of that worker's history.

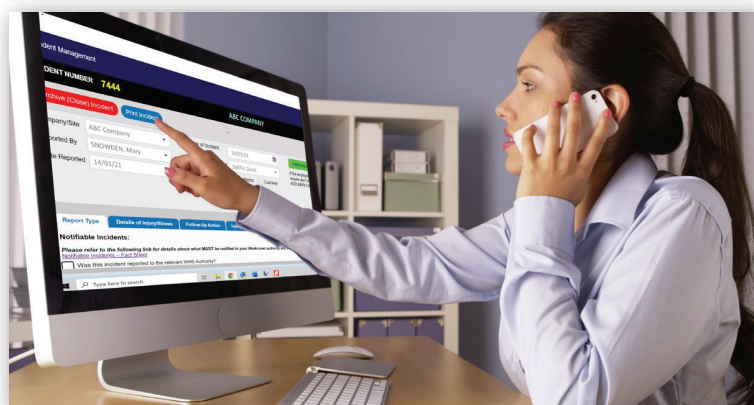


When an incident is reported through the App, our Support Centre is immediately notified. Your assigned Monitor will then liaise with you to ensure you have captured all the correct details required for an incident report before storing it, or if necessary, forwarding it to the appropriate WHS Authority. The amount of detail will depend upon the type of incident and of course, the severity. For safety-related incidents, your Monitor will also discuss opportunities to increase safety and reduce

risks relevant to the incident, such as conducting a related Toolbox Meeting, or changing work practices. Your Monitor will also attach relevant documentation such as medical certificates, or hospital admissions.

Once all the details and documentation for the report have been compiled by the Monitor, they will forward you a completed PDF incident report.

The Incident system also provides the ability to define **Corrective Actions** which are automatically highlighted when an incident has become overdue for action. The management **dashboard** allows networks to monitor incidents across the organisation to keep track of overdue incidents and manage attachments.



*A more enhanced notification system is currently under development that will also allow automated notifications to other members of your organisation, such as your OHS Officer or HR Department.*

# MONITORING



When an end user completes their tasks the real benefits of having a Monit system starts.

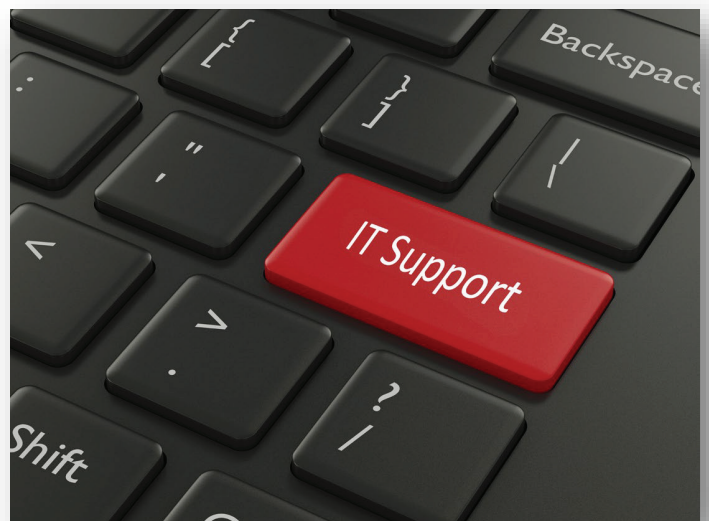
When the 'Submit All' button is selected in the App the Support Centre is automatically notified to look over the completed work for compliance.

Our experienced and qualified Support Centre personnel meticulously look over all the completed work for compliance. If they see anything in the pictures or comments which appear to be non-compliant they will contact you to discuss.

Often, it is something simple like editing a comment or taking another picture but at other times it can be more involved, requiring a business to make a change or do some extra work. Monit has you covered here too with experts available to give you friendly advice.

**NOTE:** Discussions beyond editing a comment or taking more pictures are always with management and not your elected end users.

**Technical Support** can help you with all your mobile devices and is always available. From login difficulties to technical glitches, we are here to help.



# MULTI-SITE NETWORKS



For multi-site businesses who need to oversee WHS activities throughout the entire network, there is a dashboard available.

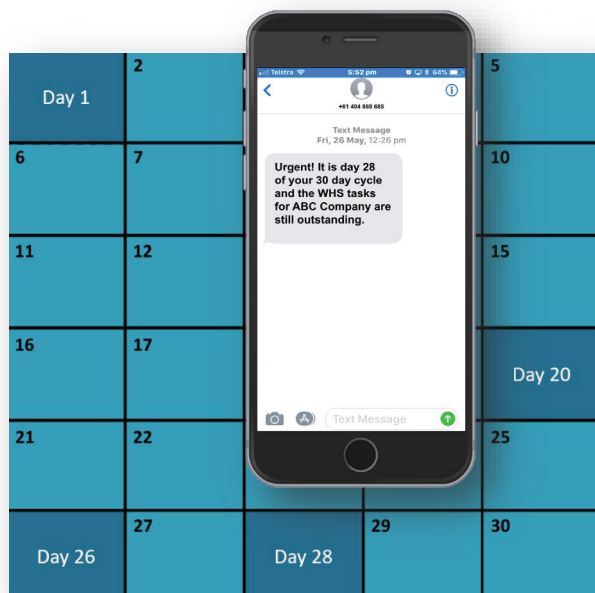
It has multi-layer access which allows businesses to allocate who sees what sites.

A Monit system gives multi-site networks the ability to identify a risk at one site and then quickly identify and remedy the same risk throughout the entire network.

Monit's mobile technology means that removing a risk entirely from a large multi-site network can be achieved as quickly as it takes for each site to provide the evidence.



# ACCOUNTABILITY



The unique accountability process keeps your business focussed, and on track.

It allows you to delegate your health and safety tasks without having to constantly check if they are being done right or done at all.

All tasks have a 30-day cycle to be completed. The cycle starts when the person responsible receives an email notice telling them there are new tasks in the App to be completed.

If these are not completed within 20 days, a Support Centre representative gives a courtesy phone call to remind them there are 10 days remaining in the cycle.

If the tasks are still outstanding after 26 days, an email reminder notification is sent to this person.

Then if the tasks are still outstanding after 28 days, an SMS is automatically sent to the owner or person in charge of the business telling them urgent attention is needed.

If at any time during the 30-day cycle, all tasks are completed and compliant as per the Support Centre, the owner or person in charge of the business receives a 'Congratulations' SMS and the accountability process stops for the remainder of the cycle.

**Cultural** change is necessary for a business to have a successful health and safety system. Bringing a workforce along on the journey of health and safety requires a persistent, consistent approach. Over time this has proven to be the most effective in creating a positive health and safety culture which is not only reflected in less lost time injuries but also in less absenteeism, less wear and tear on equipment, and happier customers.



Monit ensures that tasks deliberately engage all levels of employment within a business to ensure no-one's health and safety is compromised.

# EVIDENCE

If a worker was seriously injured or a WHS allegation against you or your company happened today, how confident are you in providing enough evidence to support your duty of care requirements?

In the last decade there have been many software programs come on the market which produce great looking reports, graphs and charts etc., however in court they fall short of satisfying a prosecutor's scrutiny.

Health and safety systems are only as good as their day in court

To know and not to do, is not to know

Likewise, employing a qualified health and safety person or consultant is also no guarantee of satisfying the court. Well-written policies or captivating online training videos is not evidence, it's reference material.

Expert statements from a company-employed health and safety professional or consultant is also not evidence, it's knowledge. Submissible evidence ONLY comes from being able to prove the company has been communicating its health and safety policies to all workers effectively enough that all workers fully understand them.

Furthermore, digital signatures or encrypted logins are quickly pulled apart in court as an ineffective method of identifying an individual. If you are unable to satisfactorily identify an individual to the court's expectations then everything that individual does with health and safety can be dismissed. With manslaughter and human rights laws in place it's imperative that businesses understand what submissible evidence is and how to collect it.



eLaw JOURNAL  
Murdoch University Electronic Journal of Law  
ISSN: 1321-8247 Founded 1993



*... 'In all cases if the law were to require a signature to take the form of a mark on a document such that it could not easily be removed or reversed, no electronic signature could satisfy the requirement. This is due to the fact an electronic document is not a physical object and any method for signing in an electronic environment will not take the form of a permanent affixation to the document. As discussed later, even a digital signature is merely an extra set of bits attached to the document or logically associated with it and as such it may be possible to remove the signature.*

*Further difficulties with some forms of electronic signatures is that while they may make a mark on the document this mark does not necessarily identify the party, indicate the party's approval or become permanently affixed to the document' ...*

Monit is specifically designed to collect evidence in a format which satisfactorily identifies individuals and allows their WHS activities to be presented as a defence against a civil, statutory, or criminal WHS action brought against the company. This is key to any health and safety system.



# VIRTUAL AUDITOR



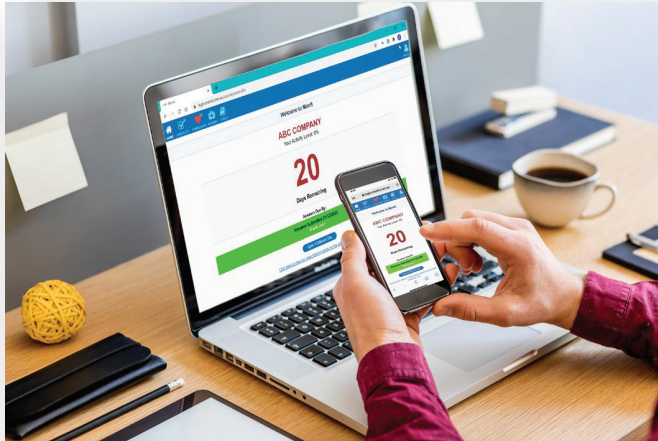
In a world of restricted or unpredictable travel movement, Monit has developed a world first Virtual Auditor. This clever innovation allows businesses to engage the services of a qualified auditor and complete a detailed onsite audit without physically attending. The Virtual Auditor does not compromise the audit in any way and without the expenses of transport or accommodation there is a cost saving of more than 75%. Although the Virtual Auditor is a new product it is already being utilised for WHS, warning signs, new business acquisitions as well as new build and pre-existing franchise setups.

The elimination of travel and accommodation expenses from an audit gives businesses the flexibility to measure more often, allowing for greater control of business decisions.

Each audit is bespoke and therefore can only be developed after a detailed consultation with the customer to determine the required criteria.

The customer can enjoy free access to the audit App where they can produce soft or hardcopy reports or address any outstanding non-compliant items found during the audit. When a non-compliant item is completed and submitted in the App, it triggers a professional Monit auditor to look over the work for compliance.

# TRAINING



Monit's online training allows for a seamless transition from one person to the next should your current health and safety person leave. Using our online training calendar, the new appointee can book a time and day to be trained by one of our qualified trainers in how to use the App.



**Roadworks** are an inevitable consequence of growth, and here at Monit there is always roadworks going on somewhere within our software and processes.

Unlike real roadworks though, you will never experience disruptions while we go about improving things for you.

Currently there are roadworks going on to increase App speed, Incident management, History and Hazard Reporting which will all become available during 2021.

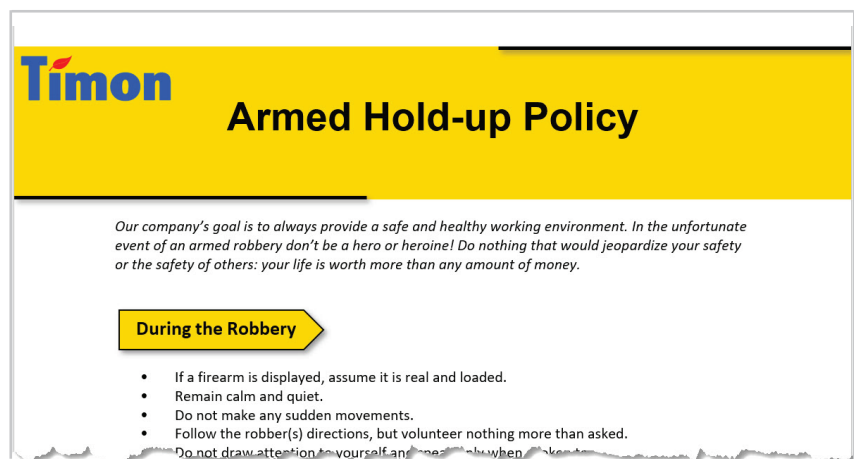
We rarely advertise what we are working on so keep an eye out for changes as some are subtle.

# BRANDING

**Customising** third party software is normally difficult and expensive. At Monit we work with our multi-site clients to expand our software capabilities to fulfil their needs. There is usually no charge for this however, Monit may make these new modifications or features available to other clients.

Most of Monit's features and benefits have been developed using this approach, so it comes as no surprise we are always open for ideas.

**Branding** reference material with your logo is available to multi-site customers. If you are a multi-site enterprise and have your own policies and guidance material, we can integrate them into your system with an assurance they will not be viewed or distributed to any other client.



Monit understands the importance of protecting a brand against litigation or other reputational damage. The ability for a company to brand a third-party's product with their own brand allows a business to 'buy in' to another company's IP without the usual expense of purchasing shares. Monit has white labelled its product to allow other brands to 'take ownership' of the product knowing that our IP will come under the same protection afforded to other areas of the clients branding policies.

This branding includes the App and extends to all policies, notes, and guidance material.



## SUBSCRIPTIONS

Subscriptions are based on your company's requirements which helps avoid paying for something you will never use. However, a basic Monit subscription still comes with mobile technology, unlimited user access, a huge library of reference material, full telephone support, accountability notifications, and a dedicated Monitor who works behind the scenes assessing your completed work for compliance.

With no signup contracts or exit fees you can be assured Monit will work hard to meet your expectations. Subscription payment options include direct debit, BPAY, Capricorn, or you can use our convenient online facility.

Subscription prices are not subject to annual increases or impacted by product upgrades either. In fact, at Monit we guarantee your subscription will remain fixed for the life of your subscription. So, as Monit continues to develop new features and benefits for you to enjoy you can also have confidence these will be covered in your current subscription.

Further information can be found by visiting [www.monit.com.au](http://www.monit.com.au) or chat to one of our friendly staff on **1300 65 1177** or [support@monit.com.au](mailto:support@monit.com.au)



*the best customer to have is the one that wants to be*

# monit

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