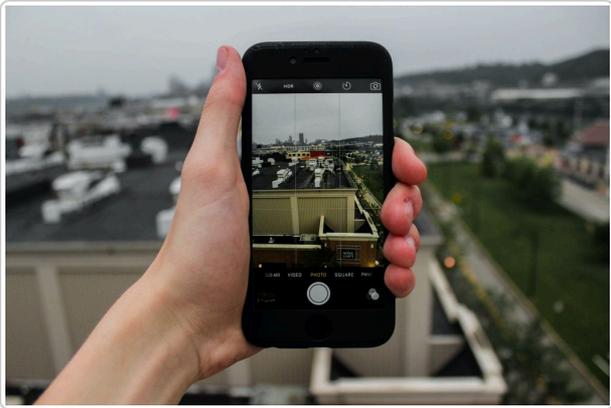


See Something, Say Something

Scenario

ABC Suites (Pty) Ltd

"Incidents of all sorts and sizes occur, from property damage in the workplace, to accidents or injuries. It's critical that in all workplaces staff are empowered to report incidents that happen"



Prevent a crisis, report incidents

At ABC Suites, the SHEQ Manager was committed to creating a safe and responsive workplace—but the incident reporting process was slowing things down. Staff were unsure how to report concerns, and the existing system was clunky, time-consuming, and underused. Important issues—like near misses, property damage, or safety hazards—were going unreported until they escalated.

The manager had long requested a mobile app to simplify reporting, but development delays meant the solution was nowhere in sight. What ABC Suites needed was a fast, intuitive way for staff to speak up—before small concerns became serious problems.

How ABC Suites uses epic:

Epic's **See Something, Say Something** feature delivered exactly that: a mobile-first, fit-for-purpose solution that empowered every staff member to report concerns in real time.

- **QR Code Access:** Strategic QR codes were placed around the plant, allowing staff to scan and instantly access the reporting tool via their mobile browser. No downloads, no delays.
- **Photo & Form Submission:** Staff could take a photo of the issue and complete a structured form with dropdowns for Area, Category, Immediate Action, and Comments—ensuring clarity and consistency.
- **Instant Alerts & GPS Mapping:** Submissions triggered alerts to the responsible manager, complete with timestamp, GPS location, and all relevant details. The manager could investigate, update the status, and mark the issue as resolved—automatically notifying the original reporter.
- **Incentivised Culture:** Departments were rewarded with points for proactive reporting, turning safety into a shared responsibility and a source of pride.
- **Audit-Ready Reports:** All submissions were logged and available in downloadable reports by time period,

giving SHEQ leaders full visibility and control.

The result? A dramatic increase in proactive reporting, a reduction in incidents, and a culture where safety is everyone's business. ABC Suites didn't just prevent crises—they built a system that listens, responds, and improves.

“From silence to safety-first—Epic’s See Something, Say Something feature helped ABC Suites turn awareness into action.”