



Advanced Health, Safety and Environment (HSE) Web & mobile platform with LMS (Online Training) add-on, connected to EAGLE GPSTM platform — rich in features, reliable, responsive and robust, used 24/7 by thousands of concurrent users as daily HSE management tool — designed to help people work safely through effective record keeping, information delivery, communication and action management. Smart operations and notifications are processed in the background using a rule-based Al engine, running on default or custom business rules.



Features / Highlights

The OPTIC System[™] (OPTIC) is a workplace health, safety and environment (HSE) management Web-based software for construction and trade services, asset intensive manufacturing and industrial processing companies, utilities and municipal services - allowing customers to use the best safety practices in HSE based business process management.

Initiated between years 2005 and 2006, the software modules have been designed with a certain consistency in mind, therefore preserving a similar look and feel, generally operating on one or multiple records at once. Modules are divided into **four main areas of activity**:

- People: Awards & Incentives, Contractor Management, Employee Management, Hours Management, KPI Management, Meeting Management;
- Hazard Management: Inspection Management, Job Hazard Assessment, SDS Management, Tools & Equipment Management;
- Loss Management: Incident Management, Wellness Management;
- Resources: Documents, Forms, HSE Manual, Legislation, Media, Memos, Quality Control, Toolbox Topics;

In addition: **Dashboard** and **Online Training (OPTIC LMS,** add-on) modules. Also, many **reports** – executed manually or automatically, through a *Report Scheduler*.

Module highlights:

Action Centre

Manages corrective or preventative actions created either manually (assigned to one or more people, regular or "joint"/one-completes-for-all) or automatically by the system. Management of actions assigned from other modules (most modules allow assigning actions, e.g. incident or inspection actions). Ability to define multiple references to other OPTIC records (e.g. to an employee, an incident and two documents). Attachments section.

Awards and Incentives

Intended to motivate or reward employees, in a point-based system. Points or items (e.g. hats, t-shirts, etc.) can be awarded manually or automatically.

Contractor Management

Management of contractors (companies) and their employees (contractor employees) –





Basic Information, Attachments, Clearance Letter, Certificate of Insurance (Commercial and Automobile), Certificate of Recognition, GST information, NDA document, QA / QC documentation, Questionnaire, yearly TRIF (last 3 years), WCB by province / state (multiple years), multiple Contacts. All employees (contractor employees) managed through *Employee Management*.

Employee Management

Management of employee records — Basic Information, Additional Information, Attachments, Attendance, Behavior, Confidential Information, Driver File (containing 14 subsections: Abstract Consent Form, Driver Abstract, Driving Infractions, etc.), Job History (change tracking), Medical (including Fitness to Work records / Medical Questionnaires — with stats in main OPTIC page), Performance (complex subsection, with multiple evaluations and automatic average calculation), Preferences, Security Information (enabling online access / user name, assigning security groups, resetting password), LINKS (list of records involving current employee record), ADMIN (merging employee records, with automatic search and re-linking to other records, e.g. replacing employee involved in an incident). Subsections: Training (full integration with Online Training / OPTIC LMS), Apprenticeship, Trades, Projects, Transfer.

Hours Management

Collection (manual entry) of hours worked in a custom-defined time period (day, week, month, year) for custom-defined granularity (contractor, employee, project, department, location, organization), with automatic roll-up (summary at top). Attachments section.

Incident Management

Advanced management of incident reporting, with Basic Information about the incident (occurrence and reported dates, on-site supervisor, contact person, description, immediate action taken, nature of incident, people/equipment involved and many other fields), Attachments, Costs, Investigation Team, Incident Rating (Loss Rating / Risk Rating / Likelihood of Reoccurrence / Activity Frequency), Causal Analysis (SCAT technique), Circulate (notification of key personnel about the incident). Multiple sections for managing the details related to the nature of incident, e.g. First Aid (by person involved) in case of an injury. Allows defining injured body parts. Automatic generation of wellness records (configurable).

Inspection Management

Management of inspection records performed using the default layout or custom layout (using templates), first OPTIC module that implemented custom layouts, also used when building the very first version of the mobile application (*OPTIC Mobile*, previously known as *OPTIC Offline*). Can be linked to a *Tool / Equipment* record. Attachments section.



Job Hazard Assessment

Management of job hazard assessments through Basic Information, Attachments and Assessment Team. Approval task with notifications to key personnel. Management of multiple Steps / Hazard / Controls.

KPI Management

Allows defining custom metrics and applying those to a particular time resolution (day, week, month, quarter, year) and time range to produce outputs, combined with user data (manual data entry) – if needed. The default layout produces a tabular layout but the layout can also be changed to meet customer needs (custom layouts). Roll-up KPI records can be created, combining the results of multiple regular KPI. Defining the metrics require working with Technical Support – in order to define and implement the low-level aspects of the logic required. Attachments section.

Meeting Management

Allows defining the context of a meeting (date/time, type, location, general notes), building agenda and meeting records (text and attachments) as well as assigning the meeting chair and keeping track of invitees / attendees. References to other records can be provided, e.g. documents, incident records, etc. People can be notified about the Agenda / Minutes. Attachments section.

Online Training (OPTIC LMS) / add-on:

Allows custom-designing of online training material (direct upload of files in any format or pointing to external resources – documents, video, etc.) and quiz questions, as well as the ability for LMS candidates to upload personal information (apprenticeships, driving licence and related information, trades, previous training, additional / medical information) followed by approval from LMS administrators. Online tests are tracked automatically, providing activity overview as well as history of answers provided (with timestamp) and training certificates with embedded QR codes. Multiple email notifications for training assigned, test passed/failed, approval needed as well as approved/rejected, etc.

Overview: http://www.theopticsystem.com/doc/OnlineTrainingInOPTIC.pdf

SDS Management

Management of SDS documents and related documentation, with ability to generate binders (PDF files) from multiple SDS records. Ability to share an SDS with other OPTIC customers (integration of such selected SDS records in own OPTIC system).

Tools & Equipment Management

Management of tools and equipment records through Basic Information, Attachments, Depreciation calculation (*Straight Line* and *Double Declining Balance* depreciation methods), History (change tracking), Insurance, Lease / Rental, Purchase Information,



LINKS (list of records involving current T/E record). Can be assigned to an employee or to another tool/equipment record. Tracking of Maintenance / Repairs records, with most recent Certifications in Basic Information – for quick preview. Transfer task.

Wellness Management

Management of manually created wellness records or of automatic records created from First Aid sections of an incident record – through Basic Information, Additional Information, Attachments, Activities, Claim Information (WCB), Costs, Injury / Illness (extension of First Aid section of an incident, if applicable), Lost Time / Modified Duties.

RESOURCES

Management of *Documents, Forms, HSE Manual, Legislation, Media, Memos, Quality Control, Toolbox Topics* – in dedicated sections and with the ability to assign actions related to individual documents/files. Any file type can be uploaded or references to third-party (Web) documents can be provided. Folder-level security access by security group (on top of standard security).

In addition:

Dashboard

Provides overall information / visuals through line/bar/pie charts – preconfigured for each security group (further configuration allowed when using / viewing those Dashboard items), on multiple "screens" – which can be swiped left/right. Allows a high level of customization. Similar to *KPI Management* module, requires working with Technical Support to define the Dashboard items, but several default items are already provided.

Reports

The customized, ad-hoc or scheduled reports provide key information to assist in analysis of company safety overall, delivered in PDF or CSV (data only) formats. Currently, there are 70 reports in the system. Configuration parameters ("report configurations") can be saved for later use, acting as shortcuts and therefore users being able to run them immediately.

Online Help

Provides insight over all main areas of OPTIC, with screenshots and can be accessed from any main module. Can be printed as whole or only the section currently viewed.

Settings

Allows changing (updating) of a large number of settings or adding/deleting settings – where allowed. Settings are grouped by module. Some settings cannot be deleted (system settings).



Security

The entire system is driven by permissions assigned to *Security Groups*, which in turn define what a user assigned to a security group can do or not in the system. All configuration is defined at high level inheriting towards lower levels, in a tree-like structure. When a particular security setting is not defined, the parent setting is used – for example, certain users can be blocked from viewing SIN (SSN) numbers and date of births of employee records (*Employee Management*). Security can also be overwritten or extended by *business rules* – for example: "given that all users of a security group are denied access to all incident records, allow full access to those users of a certain department".

Rule-Based Engine

Fully integrated with OPTIC, a *rule-based engine* runs on a set of business rules defined by module. The rules are of three types: (1) regular/operational, executing along e.g. during a record SAVE, to notify people about a new or updated record; (2) regular/periodic, executing from time to time, as configured, to check conditions and fire (execute); (3) maintenance/cleanup business rules, e.g. to remove temporary or old/unused data.

Currently, OPTIC has over **150 default business rules**. Customers can configure those through Settings but the core logic can be changed only by Technical Support. Some customers have their own business rules, developed for them only – to meet their needs. The business rules can be configured to do essentially *anything / anytime* for a customer (not only notifications) and they are *100% integrated with the system*.

Advanced Search

All main modules have an *Advanced Search* section, allowing to find quickly any set of records in the system – based on a set of filters, e.g. "*Find all employees in (a particular department) with email address containing (keyword)*".

Attachments

All main modules have an *Attachments* section allowing uploading files to server, providing a third-party Web link (e.g. link to a PDF or video file) or uploading an image captured live from computer's/device's camera (subject to user permission to access camera).

Emails from OPTIC

Users have the ability to send emails directly from OPTIC – with attachments from their computer/device or implicit attachment (PDF) after running a report.

Templates (Custom Layouts)

Essentially all main modules have the ability to use templates (custom layouts), which are also mobile-friendly and are defined once for the Web application then can be used





with the mobile application as well. We encourage our customers to convert their paper forms (e.g. inspection forms) into electronic format themselves, with minimal assistance from us (Technical Support). Once built, they can be used to create/update an unlimited number of records (e.g. inspection or job hazard assessment forms, but not limited to those) - on both Web and mobile apps.

Multi-Language

Potential for multi-language exists but it has not been implemented yet, English (default) version being accepted by our customers.

Data Bridges

OPTIC has the ability to automate data movement from other applications or database environments (e.g.HR apps) into its own database, usually as data in CSV (commaseparated values) format. We have multiple customers using such bridges, usually running during the night. The cost of developing such bridges depends on complexity and needs to be evaluated – case by case. OPTIC has also the ability to automate importing of training from other LMS / online training platforms (*BIS Trainer*, *OSG Online I former Online Learning Enterprises* and *Yardstick / Rapid LMS*) through API calls.

Geolocation

Subject to user permission, OPTIC has the ability to capture the geolocation (latitude, longitude) of current user and store it in database upon SAVE. It can also be viewed on a standard Google Maps by clicking on the corresponding icon shown in the area of *Last Updated Date / By* of a main module record. Geolocation is also captured automatically by the mobile app (*OPTIC Mobile*).

Integration with Eagle GPS

OPTIC is fully integrated with www.eaglegps.ca platform, developed and owned by Friendly Eagle Software Inc. so that if an employee is tracked by a GPS tracking device, live province / state and geolocation are displayed under Employee Management, updated every ~ 30 seconds. Similar integration exists for Tools / Equipment.

Performance

Considerable development effort has been invested to make the system intuitive, responsive, robust and reliable. We realize that everyone's time is precious and we've narrowed down deficiencies and either fixed issues or replaced functional areas in order to achieve that.

Continuous Upgrades and Custom Development

OPTIC is a dynamic product, continuously evolving based on customer feedback. New features – targeted to a meet a particular customer's needs – are added from time to time. Those changes must not impact normal operation of other customers and they need to be consistent with the application, overall. Such developments are done based





on an approved statement of work, meeting or even under established timeline, checking periodically with the customer.

Technical Support

Basic technical support is included automatically through the **DEFAULT SOFTWARE**. We have the reputation of a very responsive and outstanding technical support, resolving any potential issues as quickly as possible - keeping our customers informed along the way. We are also listening to customer feedback, incorporating as much as possible according to our development agenda or as custom (financially assisted) development.

Mobile Application

"OPTIC Mobile" app complements the Web application and there is no additional cost to use it - with the regular Client ID (derived from company name), User Name and Password used in the Web application. For example, if accessing OPTIC as https://secure.theopticsystem.com/Demo, the Client ID is "Demo". It operates on a subset of records downloaded from server to a mobile device, being a simplified version of the Web application. Custom (electronic) forms are supported as well. Documents (PDF, Word, audio/MP3, video/MP4, pictures, etc.) can be downloaded on the mobile device for later viewing with default application of the mobile device - when disconnected from the Internet (offline). In a similar way, the records and custom (electronic) forms can be operated on while offline, with automatic or manual uploading to OPTIC server when Internet becomes available. The performance of the mobile app is affected by the performance of mobile device, being also impacted by the volume of data downloaded, adjustable through its Settings.



Data Security and Access Management

All records are stored in a secure Web server that is accessible to designated users across the corporation through an Internet connection. As a software as a service product, there is only one current version in existence. When the software is updated, all subscribers benefit from upgrades as soon as they are deployed.

The following controls have been implemented:

SSL Encryption (https)

Similar to the security protocol used with online banking, The OPTIC System uses SSL encryption, currently through *sha256RSA* signature algorithm. This process allows accessing the Internet from any computer and protects the transfer or retrieval of information.

Tier 3 Data Center Management

We use a specialized third-party agency, Whipcord / whipcord.com (Canada) – to provide our data center management services. These facilities follow standards for concurrent maintainability for space, power, mechanical systems and security. These processes prevent unauthorized access to our servers as well as fire, theft and power failure protection.

Daily Backups

We back up the data on our servers daily (files/attachments and database) to sync.com – a Canadian-based cloud storage platform. This ensures that virtually all information is maintained and kept up to date within the last 24 hours. Even in the extremely unlikely event that our servers became completely inoperable, we would be able to restore from the backup data and have everyone back online with no more than 24 hours of data loss. Besides those full daily backups of database, differential backups are executed *hourly*.

Fingerprinting

We maintain a set of automatic database fingerprinting records that track the changes made in the system (*old value* – *new value* pairs, with timestamp). Not only does this enable us to confirm which user made changes to records in the system and when (including deletion), it enables us to provide administrators and managers details about users making changes in the system and, if necessary, to reverse those changes.



Setup and Data Importing

During initial setup, we could import/transfer customer data from other systems at <u>no</u> <u>additional cost</u>, including files (documents / attachments) or from basic Excel or CSV files (e.g. *First Name, Last Name, Department, Job Title, Email, Address, etc*) - assuming that the data is easily accessible and straight-forward to process. With an empty, default database, we could launch your OPTIC software management application even **within one hour or less!**

Each customer has its own secure database and file storage and the customer owns the data, in full privacy and confidentiality. Please refer to <u>Terms and Conditions</u> for details.

The system has to work for you and your business - as a useful HSE tool, providing promptly the information you need, when you need it.

Basic Technical Support is included and there is no long-term contract - only 30 days advance notice to stop using the system, without any cancellation penalty.



Screenshots

Below are just a few screenshots, the application having many areas to explore, the main characteristics being an **overall consistency**, e.g. if learning to operate in a particular module (Awards & Incentives, Contractor Management, Employee Management, etc.), a similar approach is in all other modules. Online Help, Reports and Settings can be accessed from top blue bar (right side) of any main module.

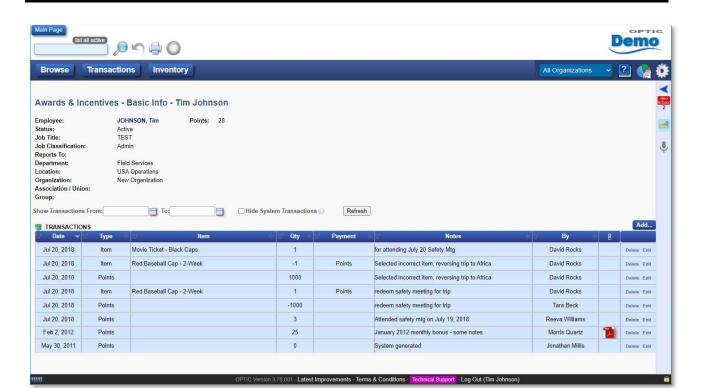
Also, *Technical Support* can be contacted anytime using the purple button (link) in the footer of any main module, or from main page.

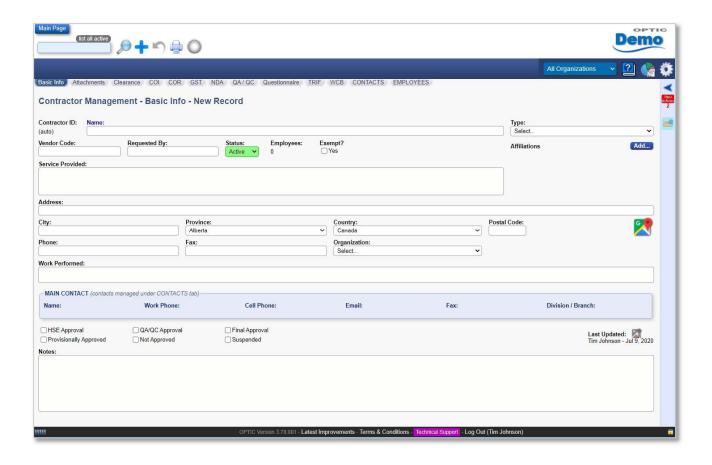
Main OPTIC page:



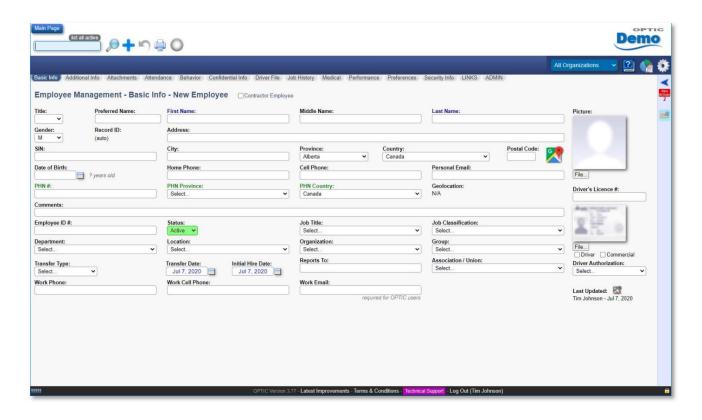


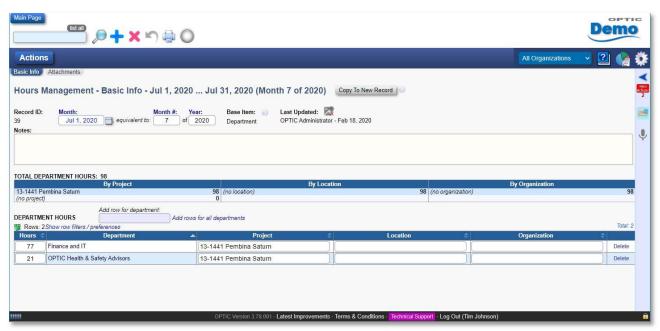




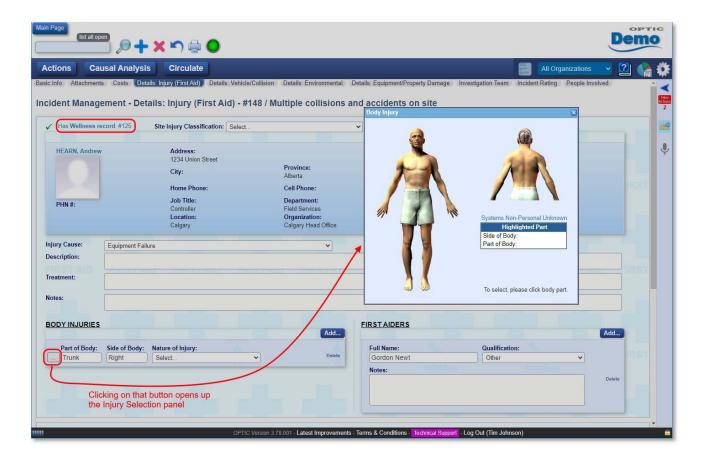














Yes, maintenance is required



(a) Have identified issues on the pre-operation inspection that need immediate attention been addressed? (b) Are there issues identified on the pre-operation inspection that need immediate attention?

(c) Are windows clean for good visibility?

(d) Is the cab clean from slip / trip hazards?

OPTIC (list all open) Demo Basic Information Attachments This is the name of current template Inspection Management - Basic Information - Weekly Inspection Report - Matting Inspection Number: (auto) Weekly Inspection Report - Matting . Inspection Date (24hr): Inspection Type:

Jul 10, 2020 10 56 Weekly Inspection Department: Inspector: RASOVIC, Meg Inspector: JOHNSON, Tim Add Inspector Location (Area): For all "non-compliant" items, comments are required. COMPLIANCE (a) Does the equipment have a spill kit? (Is the spill kit adequately stocked?) No N/A EQUIPMENT & TOOLS

No

No

No

N/A

N/A

N/A

