

4th edition



iManSys[®]



The big book of digital HSQE management

For everyone who wants to know how to organise health and safety, occupational safety, quality management and environmental protection with iManSys.



iManSys®

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COMPLIANCE

What exactly is it?

Occupational safety and health protection are among the core responsibilities of any company. The management must comply with numerous statutory requirements and in-company regulations. It is all about compliance with all the regulations, obligations and laws. Of course, this means knowing and understanding them.

The English term 'compliance' is now established as covering these areas. This covers all measures within the company which ensure that all legal and in-company rules and principles are upheld. It is helpful to make a distinction between 'legal compliance' and 'corporate compliance' here.

Legal Compliance

includes all applicable regulations and obligations

=

conformity with the law,
upholding of laws and legislation

Corporate Compliance

includes all rules and codes defined within the company

=

integrity,
honesty and business ethics

The management or the company owner has ultimate responsibility for monitoring and control of all compliance activities. In the event of infringements of the law involving penalties or fines, they can be held personally responsible, even if they are not directly involved.

A little aside on the law governing administrative offences in Germany, known as OWiG ...

... Article 130: Infringement of supervisory obligations in companies and operations

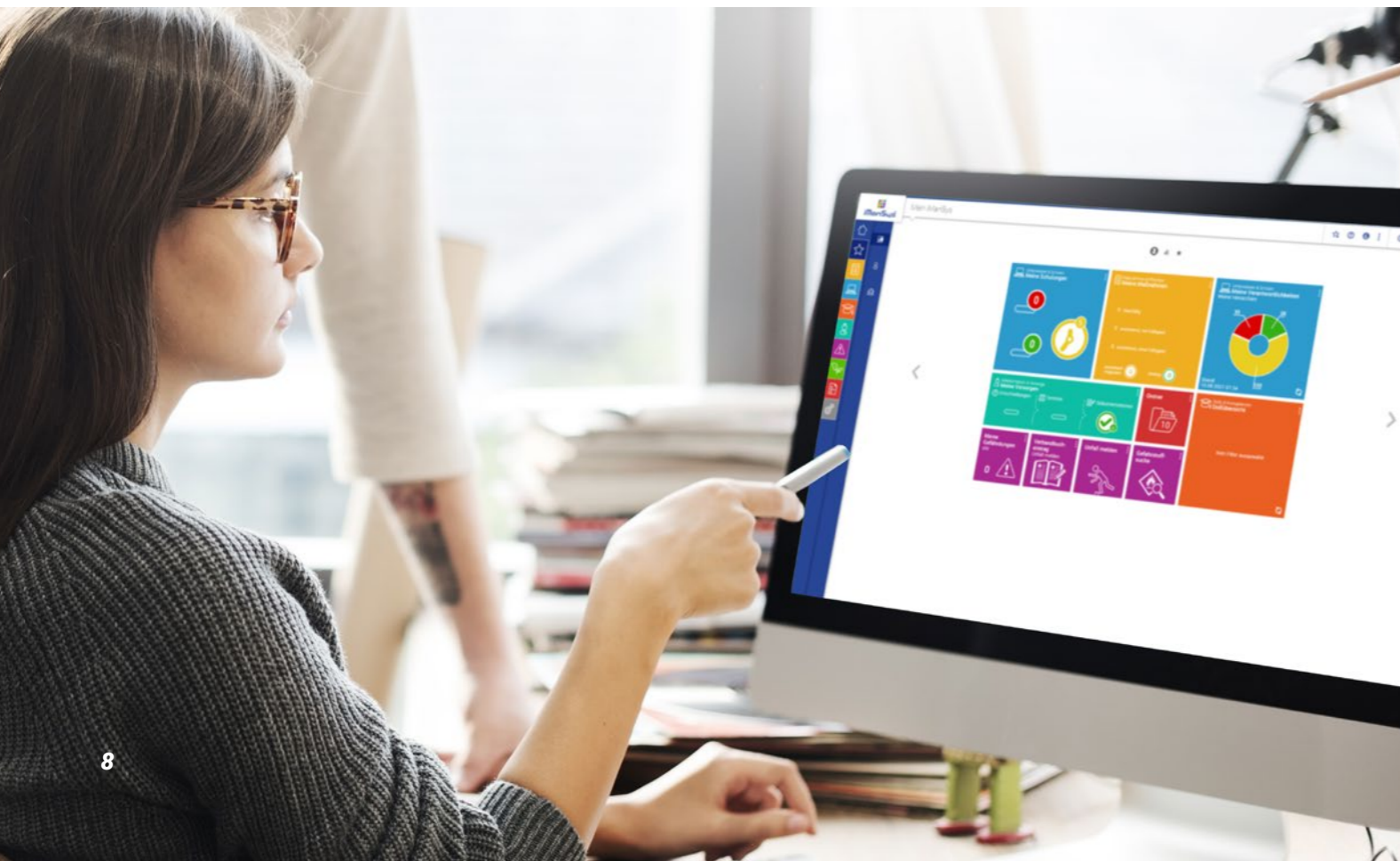
"Where the owner of a company or operation negligently or maliciously neglects the supervisory measures required to prevent violations of obligations within the company or operation relating to the owner, and this infringement results in the threat of a penalty or fine for the owner, it is an offence by the owner if the violation committed could have been prevented or made significantly more difficult by the appropriate supervision. The necessary supervisory measures also included the careful selection, appointment and monitoring of supervisory personnel."

Liability is only removed if all duties of care have been met and the damage occurred anyway. But this means providing appropriate evidence. Naturally, the executive board can delegate the necessary supervisory measures to other management or experts. This is absolutely necessary, as the managing director of a company cannot deal with everything himself. At the same time, delegating responsibilities means that the execution obligation becomes a supervision obligation.

Therefore, the term can be used to summarise all company measures

“which are necessary against the backdrop of its other measures to ensure compliant and honest running of the business and appropriate behaviour by the employees in order to avoid conduct resulting in penalties or fines and severe damage to the company’s reputation or assets.”

(Preusche & Würz 2016: Compliance. Haufe Verlag, P. 10)



“If you think compliance is expensive – try non-compliance.”

Paul McNulty,
American Lawyer

What makes compliance management so complex

Legal & Corporate Compliance...

... Monitoring of the compliance of all applicable regulations and obligations and company-internal mission statements and codes

Audit management...

... Organisation and implementation of audits, including reports, for necessary ISO certification, among other things

Obligation management...

... Delegation of tasks in line with an integrated system of action management

Training management...

... Organisation, implementation and documentation of necessary employee training

Contractor management...

... Organisation, implementation and documentation of training for external personnel, visitors and guests

Skills management...

... Promoting the skills and abilities of all employees to enable systematic personnel development

Process management...

... Reflecting process models for all company departments

Health management...

... Organisation of obligational medical check-up, of medical check-up offers and medical check-up wishes in line with occupational medical check-ups

Risk management

... Identification and assessment of risks and planning of subsequent measures

Incident management...

... Recording incidents, accidents and near misses in the incident log

Management of hazardous substances

... Setup and maintenance of a company specific hazardous substances register

Sustainability management...

... Recording and evaluation of environmental data and resource consumption

Document management...

... Management of documents and objects with appropriate release processes

Maintenance management...

... Organisation, monitoring and documentation of maintenance actions

What makes compliance management so challenging

Occupational safety specialist



- ⚠ High level of organisation required for occupational safety topics
- ⚠ Poor availability of employee, perhaps through shift-work
- ⚠ Lack of overview of implementation of actions
- ⚠ Lack of overview of all risks in the company

Hazardous goods officer



- ⚠ Lack of data to draw up the annual report on hazardous goods
- ⚠ Insufficient employee training on hazardous goods
- ⚠ Complexity of documenting and maintaining data for the hazardous substances register
- ⚠ Difficulty of communicating necessary actions

Personnel department/HR Management



- ⚠ Lack of overview of courses and qualifications
- ⚠ Lots of work in drawing up training plans
- ⚠ Unclear documentation of certificates
- ⚠ Lack of interfaces to occupational safety topics

Team leader/Management level



- ⚠ Lots of work in organisation instructions
- ⚠ Lack of overview of state of processing for instructions
- ⚠ High level of employee downtime
- ⚠ Lack of information flow between the departments

Quality management



- ⚠ High level of organisation in planning audits
- ⚠ Complex reporting after carrying out audits
- ⚠ Complex approval process for tasks and actions
- ⚠ Lack of communication with the departments

Catalogue of requirements for HSQE software

HSQE software contains a range of functionalities and is made up of different components. In order to maintain an overview, we have put together the most important requirements for HSQE software for you.

General requirements:

- The browser-based solution enables flexible access to the system, at any time, and from any place, any operating system and any device
- Customer-specific customising possible to meet requirements
- Multilingual versions supported
- Migration and automation of personnel structures reflects all of the company's organisational structures
- A comprehensive yet flexible system of issuing roles and permissions is a key elements – access permissions can be defined based on roles within the company
- Comprehensive legal compliance is guaranteed

Software ergonomics:

- The software is intuitive to use, with a customised dashboard containing relevant information for the position in question
- A clear colour scheme helps orientation and ensures simplicity and consistency
- A proactive systems enables user-friendly communications settings

Audit management:

- Individual audit processes can be reflected
- An audit schedule can be drawn up and checklists can be created
- Audit reports are produced automatically

Obligation management:



- All actions are amalgamated centrally
- Linking to legal databases is supported
- Legal standards are linked to all areas of occupational safety
- Changes to the law are monitored
- Relevant obligations for all employees can be stored in a central overview of obligations

Contractor management:



- Visitors and employees of external companies can be given courses specific to their area of activity
- Assessment of visitors or employees of external companies is possible
- Group training can be carried out
- Individual visitor passes are issued
- Contractor training can be integrated into access control systems

Training management:



- Training is assigned on an automated basis related to activities
- There is access to a training catalogue with existing standard content
- Existing content in different formats can easily be updated
- Digital courses and in-person formats can be combined and organised in line with event management
- Understanding checks can be applied on an optional basis
- Course certificate is generated automatically

Process management:



- Process chains can be generated directly within the system
- Responsibilities and documents can be linked in the process
- Optimisation potential within the working process can be derived directly

Skill management:



- Requirement profiles (TARGET variants) can be assigned based on activities
- Employees are actively involved in qualification processes based on self-evaluation (CURRENT status)
- Continuous professional development actions can be assigned
- An optional release workflow can be used
- Knowledge transfer is guaranteed through succession planning
- Staff surveys can be generated individually

Health management:



- Preventive actions can be derived from hazard assessments
- As part of the appointment management process, invitations can be sent and appointments issued can be integrated
- There is a check-up overview for all upcoming medical check-ups
- Evidence of participation in the medical check-ups scheme is generated automatically
- Employees can submit medical check-ups enquiries

Management of hazardous substances:



- Hazardous substances registers can be created
- Management of stock levels and checking of substances stored together is actions
- Safety measures can be derived for all hazardous substances
- Safety datasheets can be imported
- Operating instruction for hazardous substances can be assigned to employees for training

Incident management:



- The recording and documentation of accidents, near misses and first aid measures is built in
- It is possible to analyse the causes of accidents
- As part of the incident processing system, accident reports are automatically generated from entries in the incident log

Hazard management:



- Risk assessments and operating instructions can be produced on an individual basis
- Various risk matrices are applicable
- Standardisation is guaranteed based on consistent formats and templates
- A central reporting function can be used across different company sites

Sustainability management:



- Tariffs of master data are administered on an individual basis
- The efficiency of systems and objects can be monitored by means of input and output recording
- The software supports reporting of emissions, costs and resource consumption (e.g. commodities or energy)
- Automated conversion factors can be used
- Waste registers can be drawn up
- Suppliers are administered on an individual basis

Document management:



- The central storage of freely definable documents is supported
- Every document can be released individually
- The software uses a versioning system to guarantee tamper-proofing
- An training obligation for documents can be derived
- Generation of checklists for different processes (e.g. supplier assessment, electrical and system testing) is built in

Maintenance management:



- Recording of all tools and equipment requiring testing is built in
- The relevant operating and maintenance instructions can be saved
- Maintenance and servicing intervals can be defined individually

Compliance

viewed holistically

Compliance management within a company can vary in complexity as a function of the size of the company and the industry it is in. There are specialists in occupational safety, quality management, HR and HSE management, and they all do a good job, but they often work with their own standalone digital solutions. This can cost time and money and cause stress.

Our integrated HSQE solution, **iManSys** can be used to manage all tasks relating to health, occupational safety, quality and environmental management. The **iManSys** software suite comprises seven different software modules which are perfectly tailored to one another and can be combined individually.



We develop digital solutions and tools to make work safer, simpler and more sustainable for everyone.

Health protection, occupational safety, quality, environmental management

You can find an overview of all the software modules here. You can simply navigate to the topics you are interested in.



Actions & Obligations

Organise audits, delegate obligations, ensure legal compliance

[Find out more](#)



Training & Courses

Carry out user training, organise management of contractors, plan courses

[Find out more](#)



Skills & Competences

Draw up skills matrix, determine qualification requirements, carry out questionnaires

[Find out more](#)



Occupational Medicine & Health Care

Suitability tests, obligatory medical check-ups, check-up wishes and check-up offers

[Find out more](#)



Risks & Hazards

Drawing up hazard assessments, digitalising incident management, setting up hazardous substance management

[Find out more](#)



Sustainability & Environment

Managing resources, determining consumption, drawing up environment reports

[Find out more](#)



Processes & Quality

Managing documents, drawing up checklists, defining processes

[Find out more](#)



Actions & Obligations

Do you comply with all applicable statutory regulations (Legal Compliance) and your own defined rules (Corporate Compliance) and do you organise your own action management?

Find out more:

- Action management - create, manage, delegate
- Audit management - prepare, carry out, debrief
- Legal standards - ensure legal and corporate compliance
- Obligation management - draw up scorecards, maintain overview

In brief:

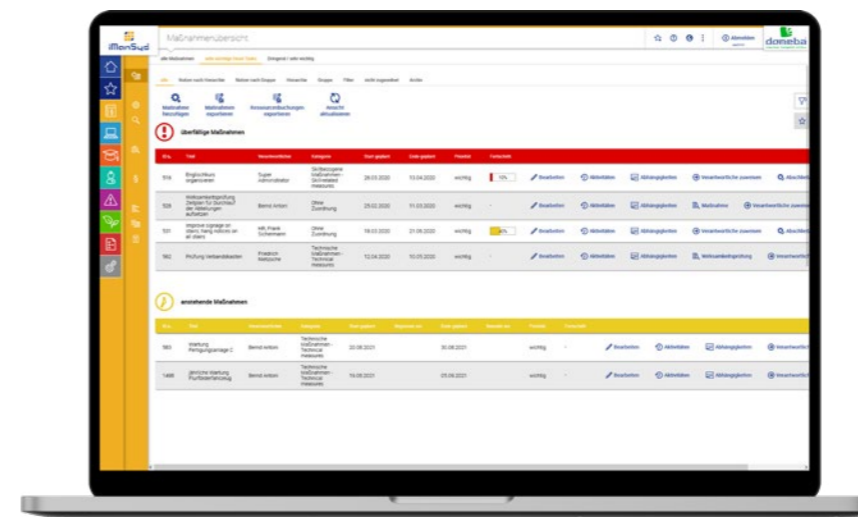
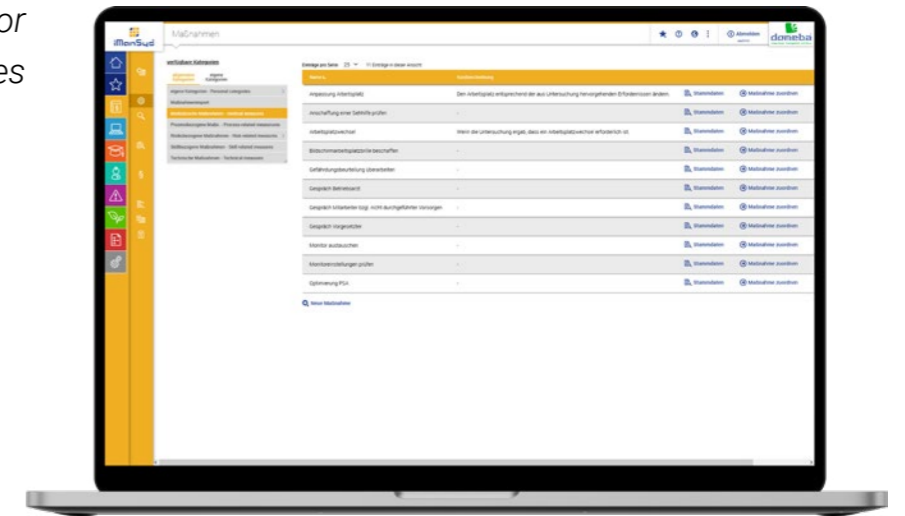
- ✓ Creating, assigning, management and scheduling of action
- ✓ Organising and carrying out audits with checklists and exported reports
- ✓ Linking to legal databases to recognise changes in the law
- ✓ Links between courses, documents or hazards and applicable legal standards
- ✓ Setup of an obligations database with fulfilment scorecards
- ✓ Delegation of obligations and tasks to the user groups responsible

Action management

Save, manage and delegate actions

- 1 Set up your individual company structure with all the different disciplines and define the responsibilities.
- 2 Identify the necessary occupational safety actions for the different company departments.
- 3 Define the actions and processes in the system and assign them to the people responsible.
- 4 Evaluate the effectiveness of the action and document everything for future processes.
- 5 Use the templates and standard processes for simple processing of all necessary occupational safety actions.

Clear action templates for standard processes



Comprehensive evaluation options with search and filter functions

The action management module can be combined with all the other **iManSys** software modules. This means you can organise all the necessary measures for all departments centrally, including staff training, hazard assessments and operating instructions.

ALSO:

iManSys also allows you to produce action chains. Effectiveness tests and individual tasks are carried out with specific dependencies. A progress display helps you check progress on actions.

Audit management:

Prepare, carry out and debrief audits

1 Start by setting the audit date, drawing up the agenda and inviting the people who are involved.

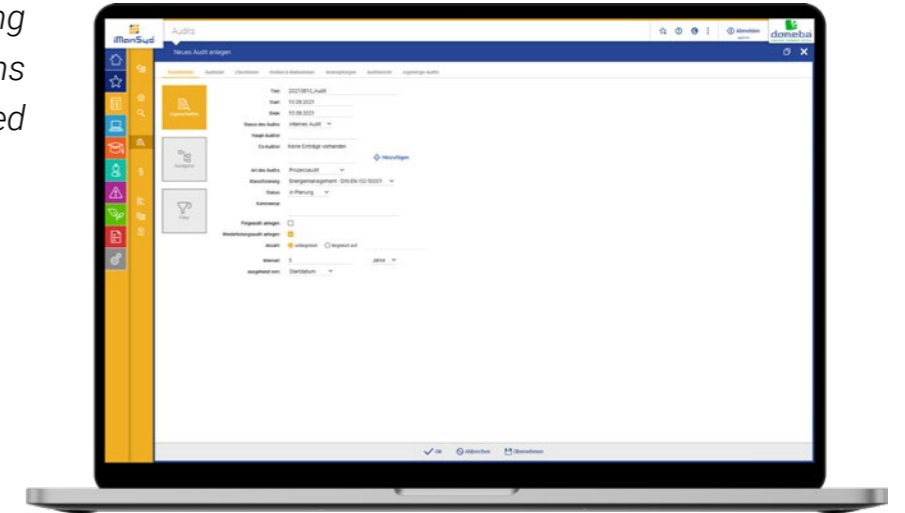
2 Draw up a specific checklist for the forthcoming audit. Use the checklist generator to do this.

3 When you then carry out the audit, you can work through the checklist point by point.

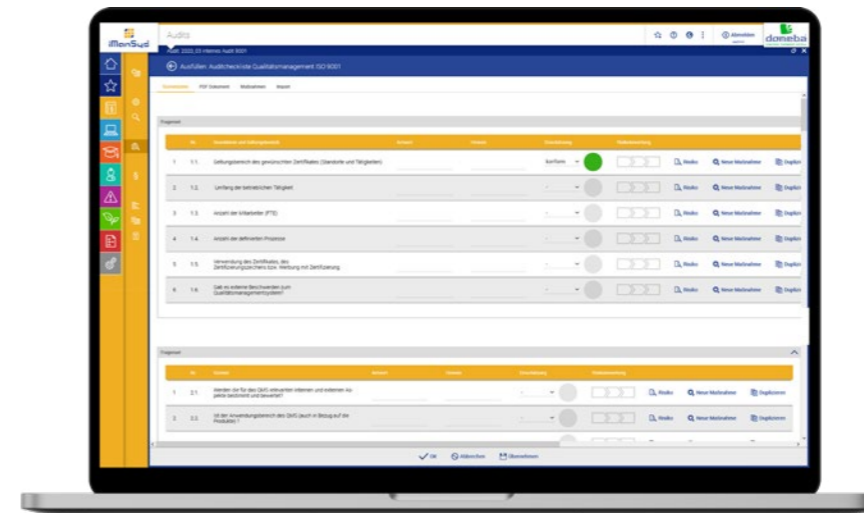
4 Finally, you produce the audit report and set a date for the next audit, if required.

5 The action resulting from the audit is assigned and processed accordingly.

Rapid appointment planning with agenda and invitations for all involved



Simple generation and processing of audit checklists



With **iManSys**, all forms of audit can be organised, carried out and documented systematically and with structure.

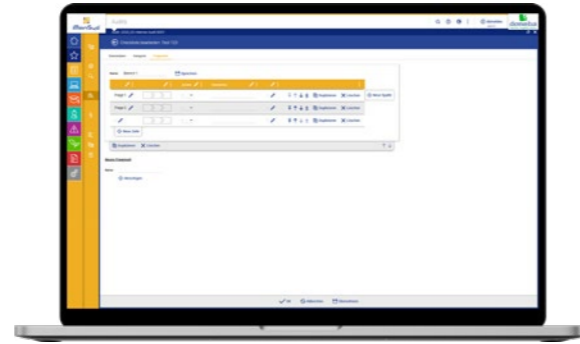
System audit ... Checking the effectiveness of quality management systems

Procedure audit ... Checking individual aspects of quality management systems

Process audit ... Checking processes in the company

Other forms of audit ... Product, compliance and performance audits

The clear **checklist generator** from **iManSys** makes it easy for you to generate and manage individual checklists (including images, check-boxes, risk assessment, text boxes). This makes audit management massively easier.



Benefits of digital audit management

- ✓ Effective support for those responsible for the audit process
- ✓ Simple time and schedule planning for audits
- ✓ Individual checklists for fast handling of processes
- ✓ Automatic generation of audit reports
- ✓ Strategic traceability of non-conformities and action
- ✓ Long-term improvement in the execution of customer audits
- ✓ Improved information density through visualisation

OUR TIP:


Our HSQE software solution **iManSys** helps you with the certification of important ISO standards (e.g. ISO 45001, ISO 9001). It allows numerous processes to be digitalised and automated, taking huge amounts of pressure off those responsible for the project.



With a product range of more than 80 soft drinks and an annual sales volume in the region of 3.9 billion litres, Coca-Cola European Partner Deutschland GmbH is the largest drinks company in Germany.

The systematic combination of personal and electronic instructions using the **iManSys** HSQE software solution makes carrying out and documenting all training processes at Coca-Cola European Partners Deutschland GmbH a piece of cake.

Coca-Cola European Partner Deutschland GmbH

 **Customer since:** 2010

 **Employees:** 8 700

 **Industry:** Food industry

Legal standards

Ensuring legal and corporate compliance

1

Set up connections to external databases to keep an overview of all applicable regulations and obligations.

2

You can then work through all internal guidelines and codes to ensure corporate compliance.

3

Link the individual laws and standards to the users responsible.

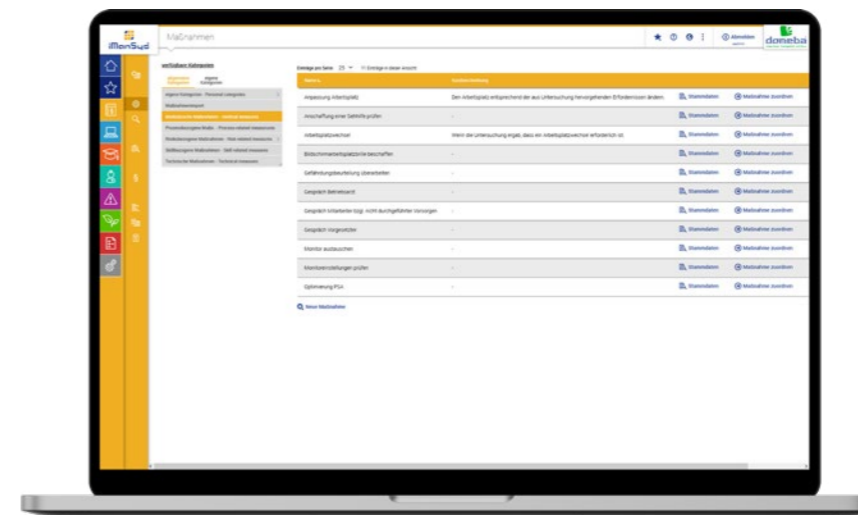
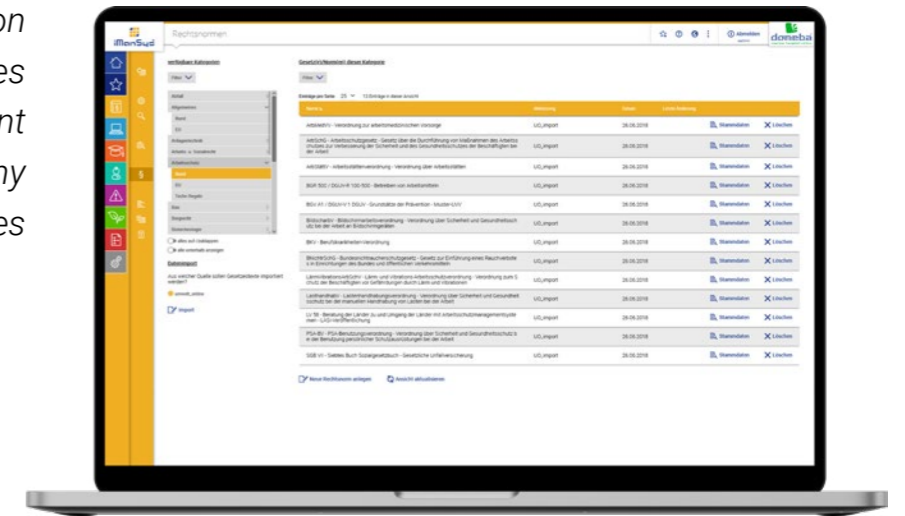
4

Link the laws and standards to the relevant courses, medical check-up, etc.

5

You can then derive appropriate action as required.

Individual connection to legal databases and establishment of internal company guidelines



Templates for basic actions and specific cases

A working database helps guarantee legal certainty and thus forms the basis for internal and external audits within the company. With **iManSys**, you can completely digitalise all the major requirements for a legal database:

- **Ensure** all data entered is up-to-date
- **Update** when requirements and regulations are issued or amended
- **Communicate** the requirements to all persons affected
- **Document** checks and updates

Obligation management

Create scorecards, delegate responsibilities, maintain an overview

1 First, create a database for all the necessary legal standards in the system.

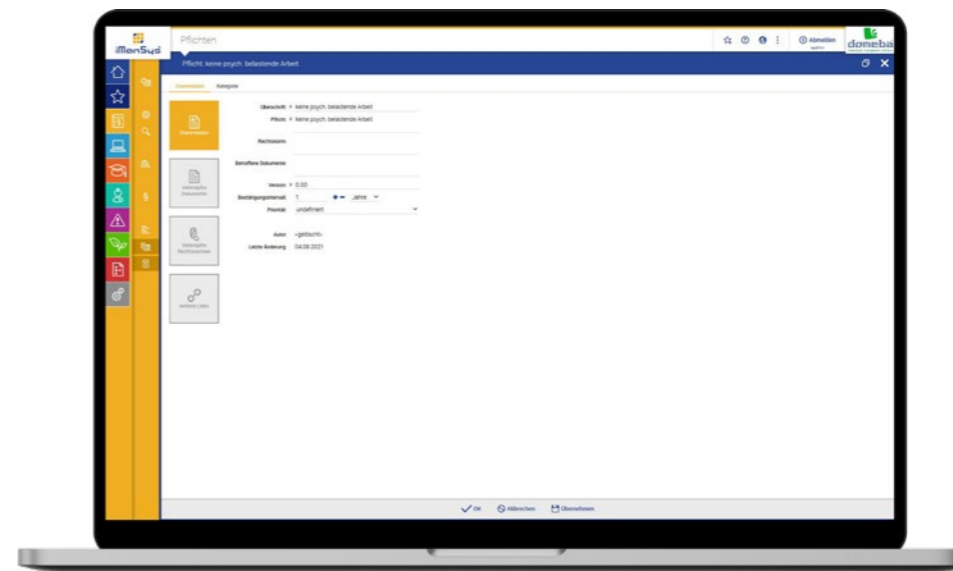
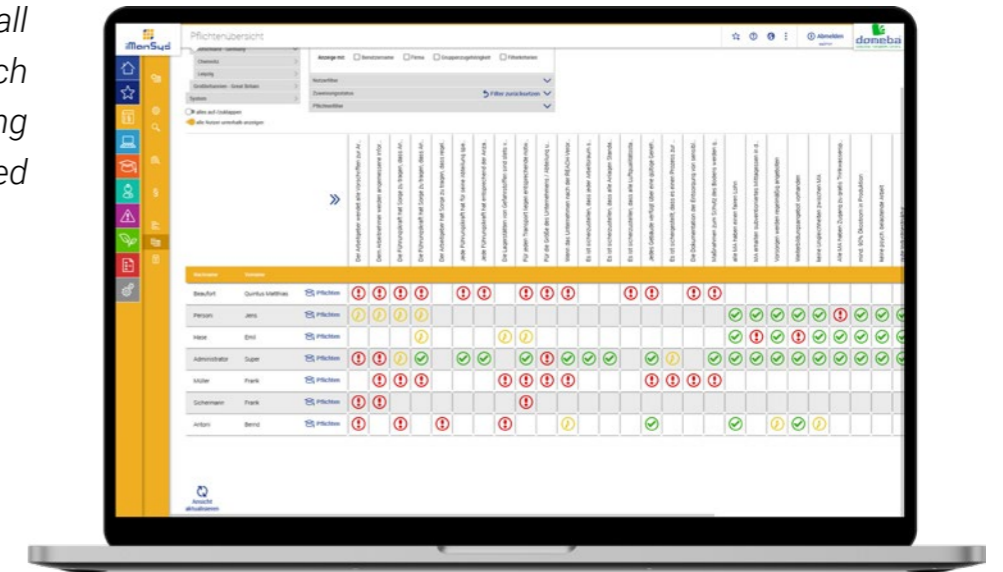
2 Then generate the scorecard with all the necessary information.

3 Based on this, obligations are defined, linked to legal standards and then assigned to the supervisors.

4 The line managers score the obligations accordingly (e.g. fulfilled/not fulfilled).

5 In the scorecard, you can see the status of the obligations assigned (incl. risk assessment and action planning).

Clear display of all responsibilities which are fulfilled, pending and not fulfilled

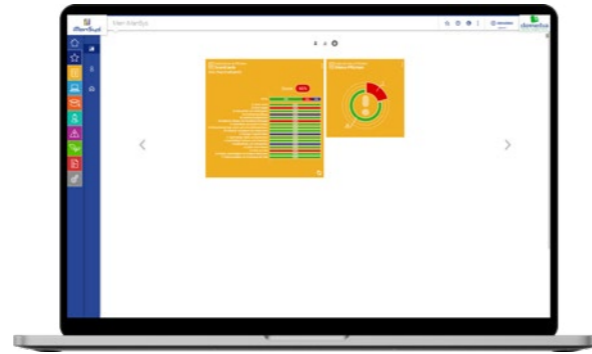


Simple delegation of responsibilities which are then recorded in the scorecard

DID YOU KNOW ...

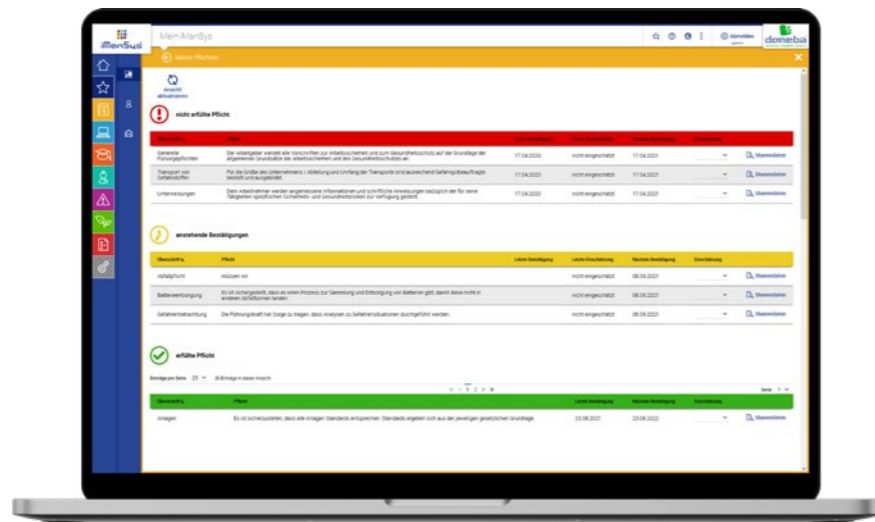
... that scorecards have been developed to make company success more measurable? Balanced scorecards are now well established in many areas. Logically, the aim of a compliance scorecard is to provide systematic control and monitoring of compliance management systems (CMS).

Depending on your needs, you can create different scorecards and link them to the appropriate obligations, incl. risk assessments and actions. Your scorecards are displayed on your individual start screen.



Benefits of digital obligation management

- ✓ Clear obligation library to create new obligations
- ✓ Targeted linking with legal standards and documents
- ✓ Systematic generation of obligation categories with permissions
- ✓ Simple assignment of obligations to those responsible
- ✓ Helpful evaluation options for controlling and reporting



ALSO:

The scorecards give you information on the current level of fulfilment of the obligations in your company (as a percentage).



The DRK Kliniken Berlin is a charitable association of four hospitals and one care home. Two hundred thousand patients are treated every year in 35 specialist departments, 27 centres of excellence and three emergency wards. The whole company is one of the largest employers in the Berlin economy.

The **iManSys** HSQE software solution enables systematic instruction and further qualification of all employees of DRK Kliniken Berlin. They really appreciate the flexibility and the user-friendliness of the system.

DRK Kliniken Berlin

Customer since: 2017

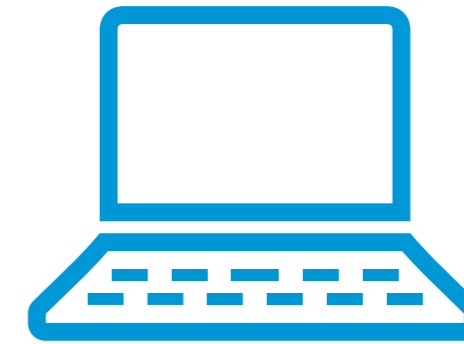
Employees: 3 400

Industry: Health system



The benefits of our 'Actions & Obligations' software module

- ✓ central action management with action templates
- ✓ simple organisation and execution of audits using checklists
- ✓ flexible connection to legal databases
- ✓ automatic notification of changes to laws or legal standards
- ✓ clear delegation of tasks, obligations and appointments
- ✓ legally ensure legal and corporate compliance



Training & Courses

Organise all your staff trainings and contractor trainings and use game administration to increase employee motivation.

Find out more:

- Digital training - How does that actually work?
- Training for external companies – What needs to be done?
- Game administration – Why?

In brief:

- ✓ Organisation and execution of training – in person, electronically or virtually
- ✓ Training for employees of contractors, suppliers and visitors
- ✓ Organisation of the whole course management system within the company
- ✓ Checking activities, periods and deadlines for workplace and activity-related training
- ✓ Discontinuing internal or external training content
- ✓ Assigning training to specific employee groups, departments or workplaces

Digital trainings

How exactly do they work?

1

First, upload the digitalised trainings content in the format you want.

2

Then, assign the trainings to the selected user groups.

3

Your employees are then automatically notified and can begin with the trainings.

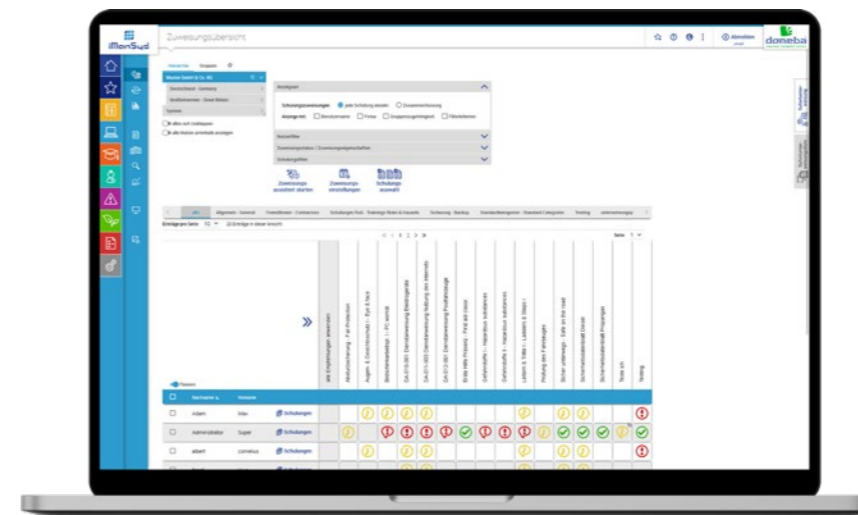
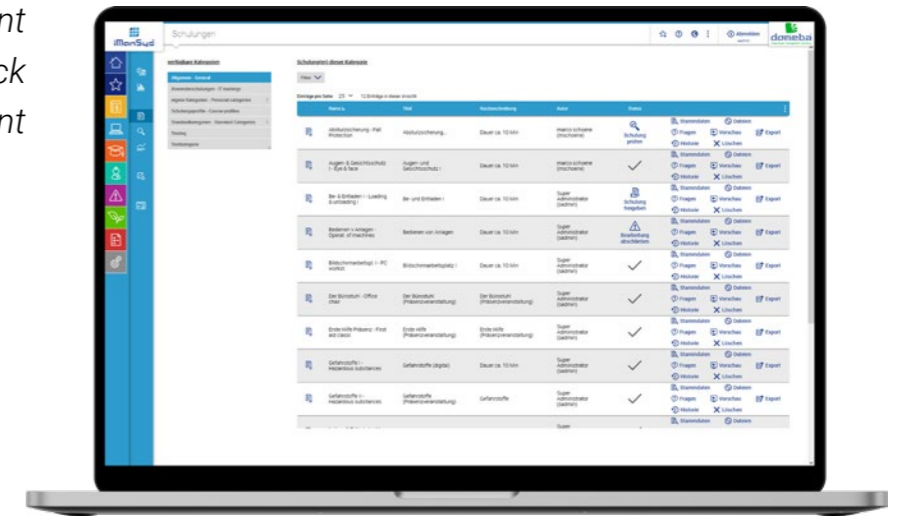
4

After an comprehension check, if required, evidence is automatically generated for documentation purposes.

5

You can check the status of processing at any time and draw up important reports for the management.

Clear overview of all content and employees for quick assignment



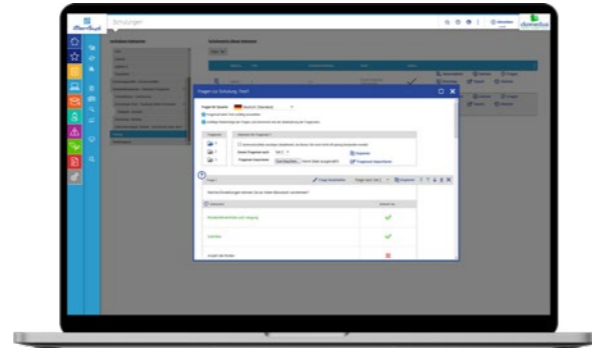
Simple display of trainings using intuitive traffic light system

DID YOU KNOW ...

... that the legislation in Germany does not specify in what form training should take place? The decisive factor is that it is tailored to the individual work situation, so it is designed to be practical and understandable.

But you have to be careful: The electronic format does not suit all forms of training. Some content is better conveyed in person and on site, as part of traditional course management. Once again, **iManSys** can help with organisation and documentation here.

After every training session, you can set an optional understanding check and an evaluation of the content. This means you can check the success of the training and optimise the instructions as you go.



Benefits for your employees

✓ **Saving time on processing content**

The segmentation of the training content enables better learning as all employees can learn at their own pace.

✓ **Flexibility of processing**

The employees complete the training within a pre-set timeframe, depending on when it suits them best. Working processes are not interrupted unnecessarily.

✓ **Improved concentration**

No over-full seminar rooms or annoying noises – your employees can focus completely on the content.

✓ **More intensive communication of knowledge**

The optional understanding checks support the learners by refreshing the important content again, helping them to remember it on a long-term basis.

DID YOU KNOW ...


The **iManSys** training catalogue boasts more than 340 ready-made training courses on different subjects. These are constantly checked and optimised. We supply (optional) understanding checks with every training.



The Duvenbeck Group is one of the leading logistics companies in Europe. The company's customers include leading brands in the automotive and automotive supplier industries, beverages, plastics and agricultural machinery.

The **iManSys** HSQE software solution enables simple and time-saving organisation of all occupational safety measures at Duvenbeck Consulting GmbH & Co. KG. Management and employees benefit from the performance and the varied applications of the different software modules.

Duvenbeck Consulting GmbH & Co. KG

 **Customer since:** 2017

 **Employees:** 6 000

 **Industry:** Logistics

Contractor trainings

Employees of external companies, visitors and guests

1 First, upload course or training content in the format you want.

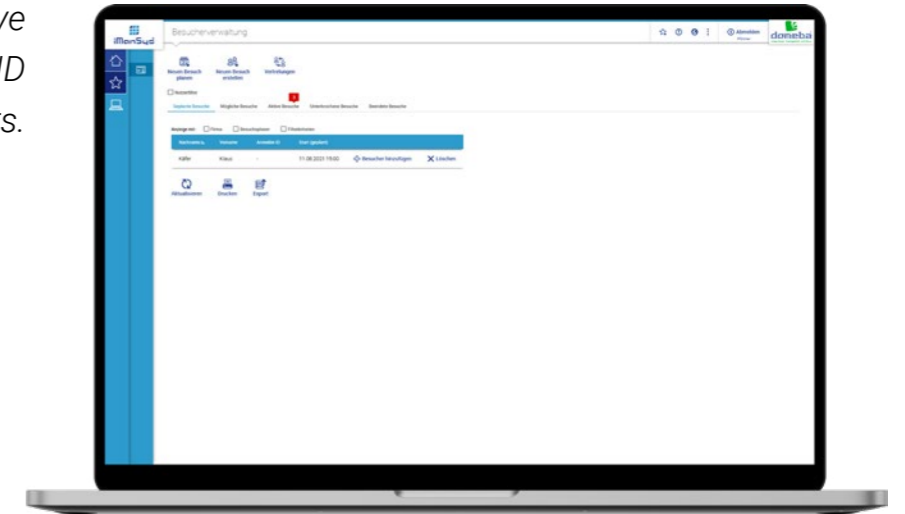
2 Visitors complete the training process when they arrive at the premises (for example, using a terminal).

3 The porter checks the instruction is complete and issues the visitor IDs.

4 The company computer allows ongoing monitoring of the visitors (for example, how long they stay).

5 All trainings are documented to avoid duplication on repeat visits.

Clear overview of all active visits with start time and ID numbers.



Benefits of digital contractor management

- ✓ Simple user administration for different sites
- ✓ Automatic generation of visitor IDs
- ✓ Quick registration with automatically generated ID
- ✓ Complete documentation of all visits

Contractor management and user administration are fully customised. With **iManSys**, you can use a range of options and adapt them to your business processes. More information on this can be found on the following pages.

Who creates the users in the system?

Where does the training take place?

When are understanding checks carried out?

Option 1:



User registers **online** independently

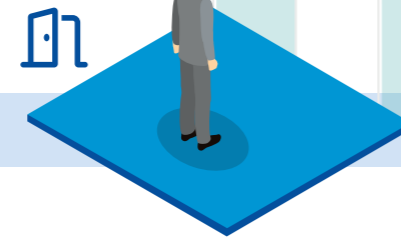


Training **online** in advance



Understanding check **online**, random retest on site

Option 2:



User registers **on site** independently



Training via terminal **on site**



Understanding check after training **on site**

Option 3:



User is created by the external company coordinator or the porter and given a **registration ID**



Training via terminal **on site**



Understanding check after training **on site**



Start visit

Games administration

What has that got to do with occupational safety?

1 Identify an area where a game or competition could be valuable.

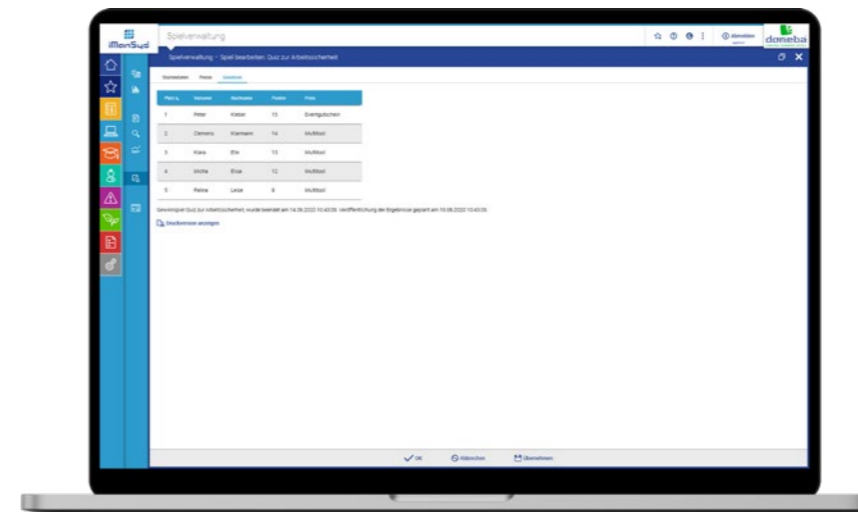
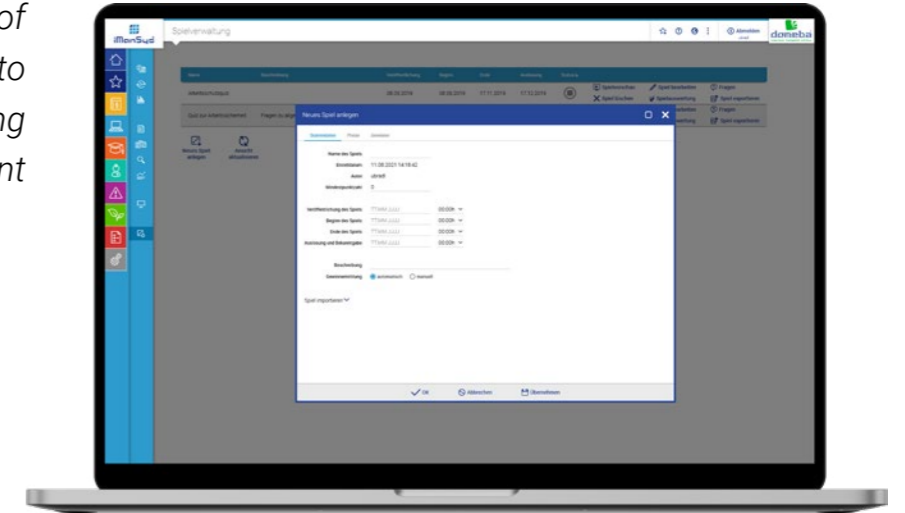
2 Create a competition. Involve all the employees and set the framework conditions.

3 Ideally there should be a reward. This could be a small, symbolic prize.

4 Carry out the competition, perhaps an occupational safety quiz or a knowledge competition.

5 At the end, announce the winners.

Simple creation of competitions to communicate training content



Positive learning effects from setting up reward systems

Trainings and occupational safety topics are often abstract and difficult to understand, which is not great for motivating employees. The use of quizzes and competitions can help to get a better grip on the content. This gamification approach is a sensible addition to electronic training.



Company

With more than 2,300 employees and a turnover in excess of a billion euros, Pfeifer & Langen GmbH & Co. KG is one of the leading sugar manufacturers in Europe. Its most famous brands include Kölner Zucker and Diamant Zucker.



Challenge

In order to improve occupational safety, the aim was to improve understanding of the complex areas of health and safety. Incentive systems were used to motivate the employees to get to grips with the training content and company information independently.



Solution

The **iManSys** HSQE software solution enabled a combination of training content with competitions and quizzes. These included important questions on health protection, occupational safety and transport safety. The employees researched the answers independently in the company information databases and then took part in the competition.



Results

The competitions met with a very positive response. The incentive systems familiarised all those taking part with the training on occupational safety in the company. The employees were able to experience the motto 'safety is always a benefit' in real life thanks to the prizes given out. This was reflected in a fall in accident numbers in the company. The use of gamification approaches at Pfeifer & Langen GmbH & Co. KG was awarded the occupational health and safety promotion price 2012 by the BG RCI (the trade union for the raw materials and chemical industry).



Competitions.

The success story of
Pfeifer & Langen GmbH & Co. KG.

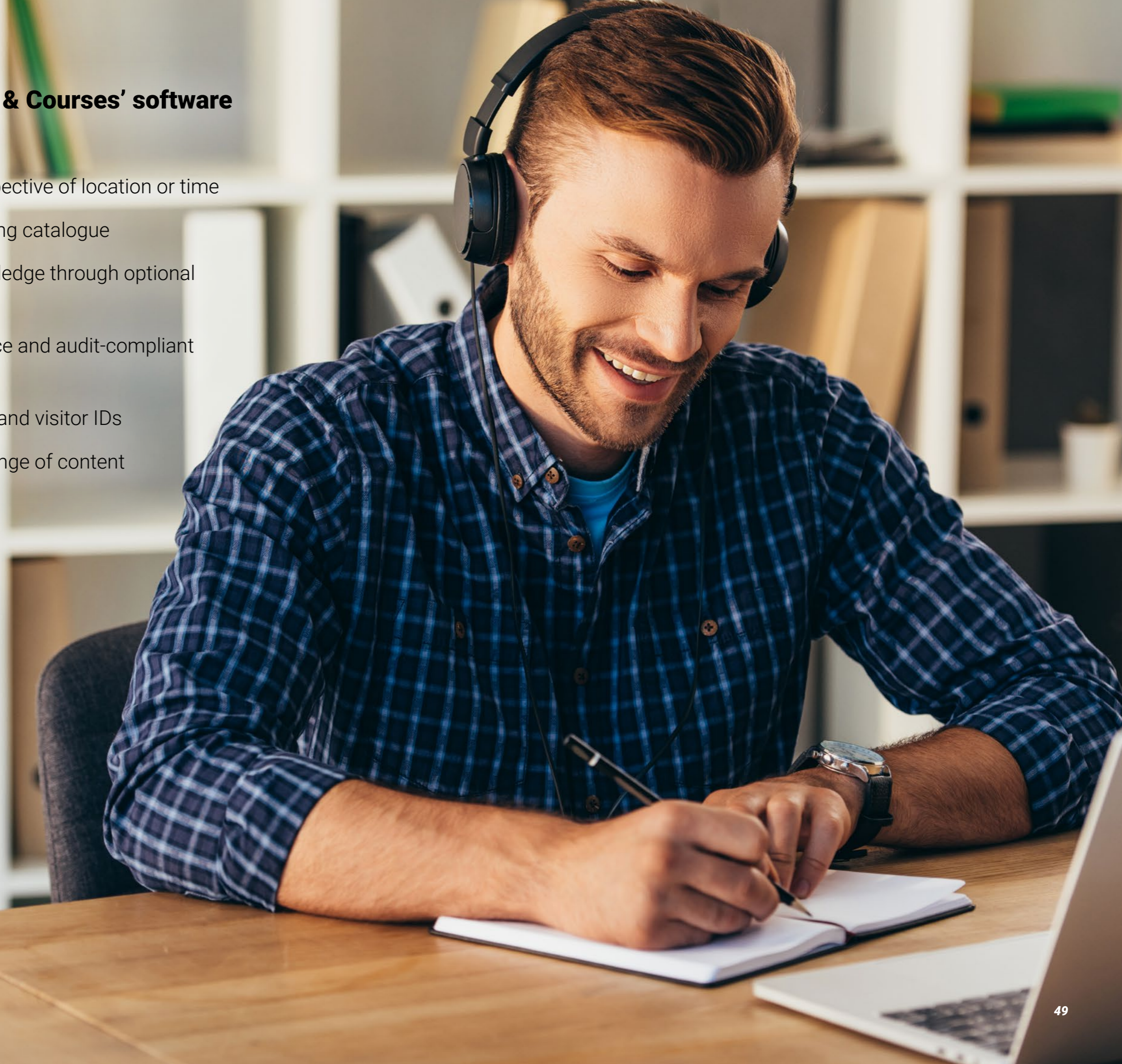
Customer since: 2006

Employees: approx. 2 300

Industry: Food industry

The benefits of our 'Training & Courses' software world

- ✓ Training for all employees, irrespective of location or time
- ✓ Comprehensive, high-level training catalogue
- ✓ Proven communication of knowledge through optional understanding checks
- ✓ Automatic generation of evidence and audit-compliant documentation
- ✓ Individual adaptation of reports and visitor IDs
- ✓ Wide area of application for a range of content and formats





Skills & Competences

Draw up competence profiles, administer workplace requirements, determine the qualifications required by your employees and organise surveys.

Find out more:

- Skill management: Record competences and draw up skills profiles
- Competence matrix: Employee qualifications and personal development targets
- Survey tool: Ask the right questions at the right time

In brief:

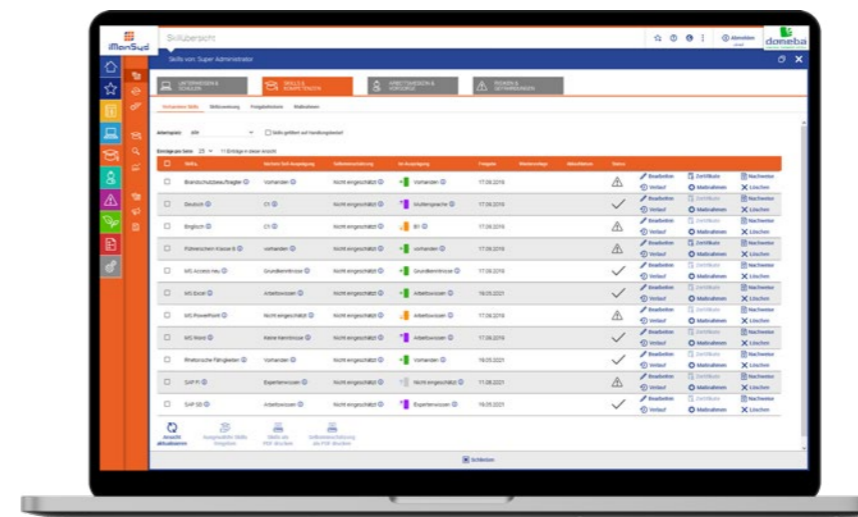
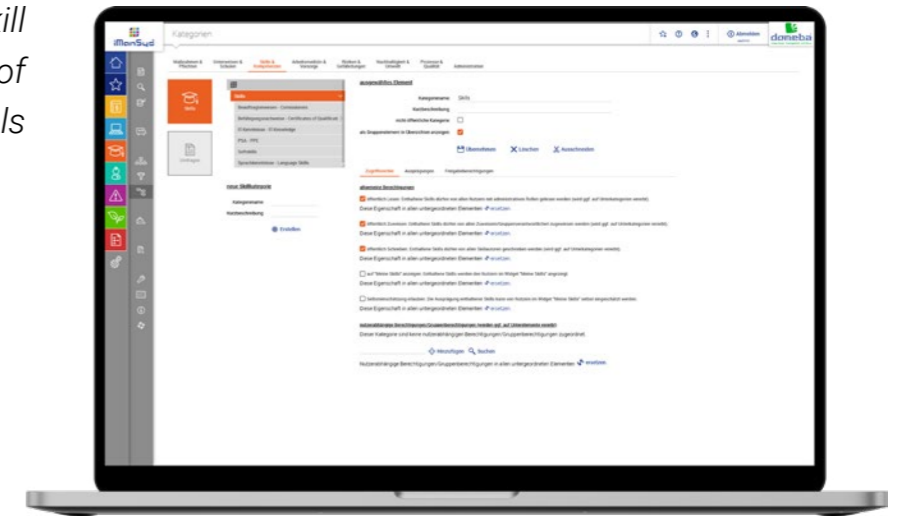
- ✓ Identify all employee skills and capabilities in the competence matrix
- ✓ Recording and administration of activity profiles with individual levels
- ✓ Determining, monitoring and documentation of continuous professional development requirements
- ✓ Management of certificates and monitoring of validity periods
- ✓ Identification of suitable personnel for specific workplaces and roles
- ✓ Production of surveys for employee-oriented personnel development

Skills management

Record competences and draw up skills profiles

- 1 Define skills categories (e.g. languages, soft skills) and the level list, including TARGET and CURRENT status.
- 2 Link each position in the company with the necessary skill (categories).
- 3 Estimate the skills of your employees (CURRENT status) and determine the need for qualification (TARGET/CURRENT comparison)
- 4 Organise the relevant continuous professional development measures and assign them to your employees.
- 5 Amend the skills profiles on a regular basis and update or extend the existing skill categories.

Simple creation of skill categories and definition of required levels



Clear skills profiles and immediate recognition of training requirements for personnel development

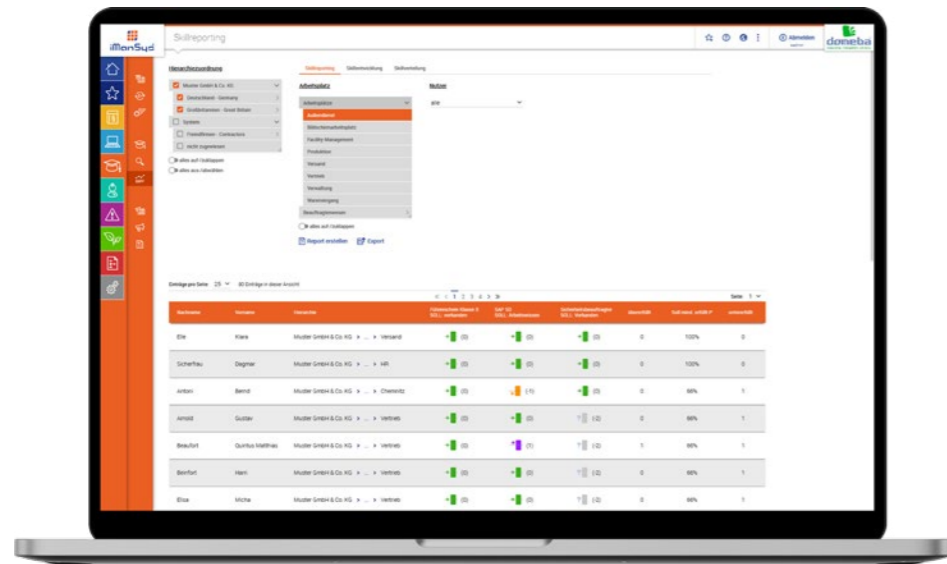
Skills	Competences
Abilities to overcome a specific task	Abilities and characteristics to work through a range of tasks

DID YOU KNOW ...

... that you can make recommendations for strategic succession planning by analysing areas of activity and skills profiles? Internal company solutions can be found quickly for short-term absences (e.g. illness) or permanent reappointments to positions.

Don't forget: Employee self-evaluation

Get your employees to evaluate their own skills and abilities themselves as well. This gives you a better overview of the CURRENT status and also gets your employees actively involved in the process.



Statistics & reporting

- Reporting on individual requirement profiles for personnel development
- Ranking of suitable employees for service and succession planning
- Displaying skills development for the evaluation of continuous professional development actions
- Displaying skill distribution to record all competences in the company

CAUTION!


Not all employees can have all the competences. When assessing qualifications and abilities, make sure this is based on assessments which are as objective as possible. Poor measurement of the CURRENT situation and unrealistic TARGET requirements can lead to over-stretching employees, which, in turn, leads to mistakes and stress.



As an energy service-provider, eins energie in sachsen GmbH & Co. KG is responsible for supplying gas and drinking water. Its portfolio also includes telecommunications solutions, consultancy and the management of supply and disposal systems.

The digital action, quality and risk management and electronic supply planning from **iManSys** guarantee consistently high safety standards at eins.

eins energie in sachsen GmbH & Co. KG

 **Customer since:** 2022

 **Employees:** 1 200

 **Industry:** Power supply

Skills matrix

Employee qualifications and personal development targets

1

Define a skills matrix setting out all employees and their skills.

2

Establish if and for which positions the necessary skills are fulfilled or not fulfilled.

3

Use the self-evaluations of your employees to add details to your own thoughts.

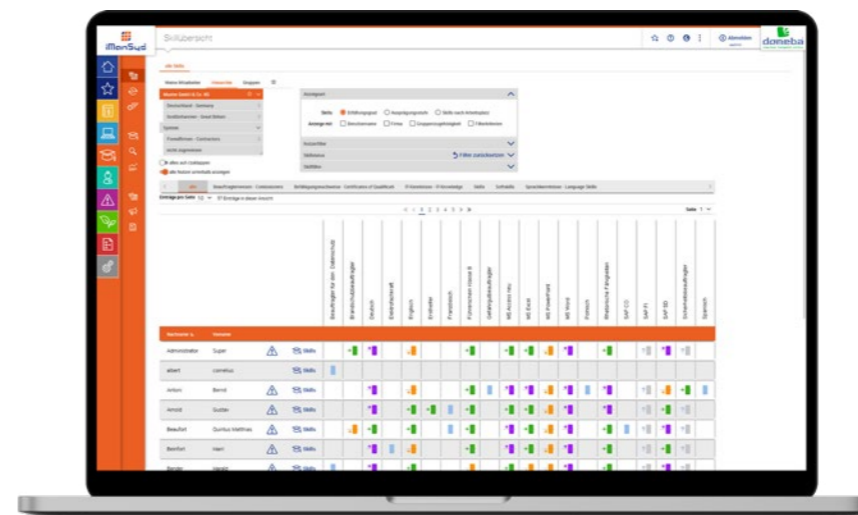
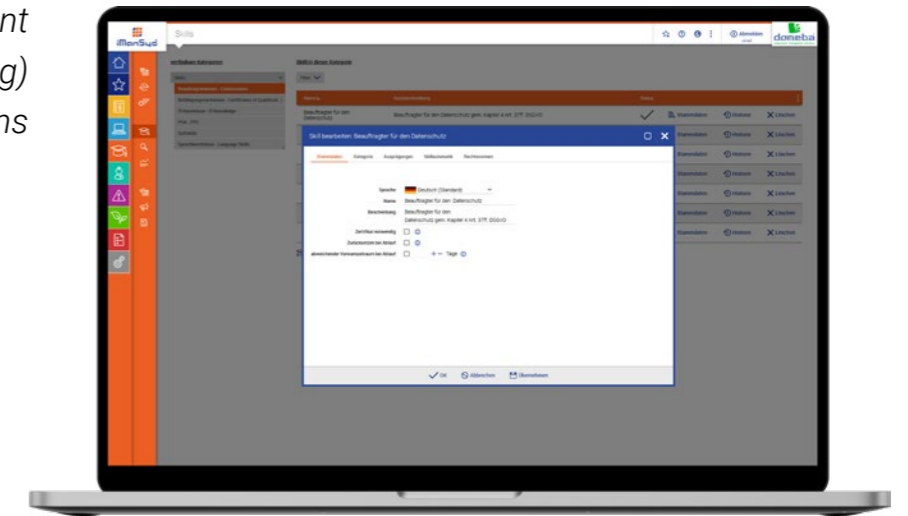
4

Review the status of the skills matrix regularly, especially after continuous professional development actions.

5

Carry out workplace analyses and succession planning and optimise your personnel planning.

Automatic skills adjustment after successful (training) actions



Clear display of all existing skills and levels

With **iManSys**, you get notifications when there is a need for action on necessary qualification measures, or when skills are under-met or the expiry dates for necessary certificates are close to expiry. If skills change, you can define optional approval workflows to involve all those who have responsibility.

CAUTION!

Check the workload of your employees in terms of these actions on a regular basis. Too many actions can quickly lead to overloading.

Survey tool

Ask the right questions at the right time

1

Questionnaires on employee satisfaction: find out the mood of your staff at regular intervals.

2

Questionnaire on mental strain: use the COPSQ (Copenhagen Psychosocial Questionnaire).

3

Questionnaires on medical check-ups: find out about the quality of the pensions or other benefits you offer.

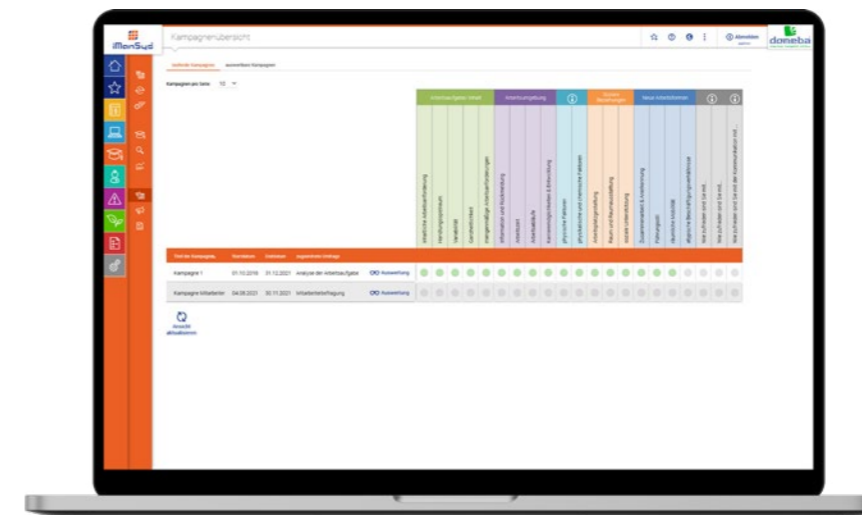
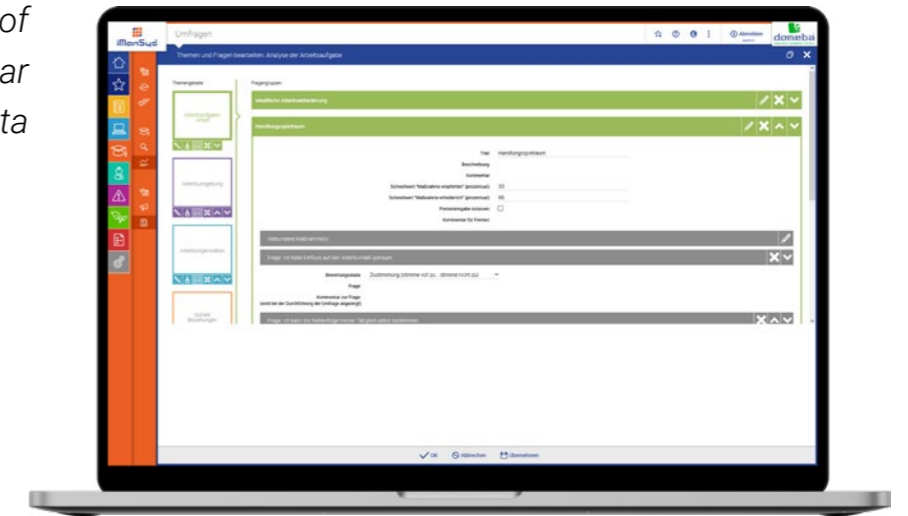
4

Questionnaires on training quality: find out, which training courses are particularly valuable and which are unusable.

5

Campaigns: Draw up comprehensive campaigns to obtain ongoing feedback from your staff.

Simple generation of questionnaires with clear master data



Specific evaluation of campaigns for long-term analysis

Special case for mental strain

Mental strain is also one of the main risk factors in everyday work. But this is difficult to spot at the first glance. Employee questionnaires are useful in this respect, specifically the Copenhagen Psychosocial Questionnaire (COPSQ). With **iManSys**, your employees can answer this scientifically proven set of questions simply and anonymously.



The benefits of our 'Skills & Competences' software module

- ✓ Regular assessment of employee qualifications for personnel development purposes
- ✓ Targeted personnel deployment planning for activities and projects
- ✓ Immediate recognition of qualification needs
- ✓ Comprehensive evaluation options and reports
- ✓ Controlled monitoring of tasks, schedules and deadlines
- ✓ Strategic succession planning for positions and activities



Occupational Medicine & Health Care

Organise and document statutory occupational medical check-ups and the necessary follow-ups and derive appropriate actions for your health care management system.

Find out more:

- Preventive actions: Health care requirements, appointment planning, documentation

In brief:

- ✓ Administration and documentation of health care
- ✓ Appointment / suitability medicals
- ✓ Organisation of mandatory, optional and desirable medical check-ups
- ✓ Communication of health care offers to all employees
- ✓ Evaluation of anonymised statistics for quality assurance
- ✓ Coordination of actions to be derived
- ✓ Coordination of additional and follow-up appointments

Preventive actions

Health care requirements, appointment planning, documentation

1

To begin with, record the medical check-ups and note the type, interval and description of the provision.

2

Determine the preventive actions for different sites, departments and divisions of your company.

3

Then, draw up suggested dates for all planned check-ups and inform your employees.

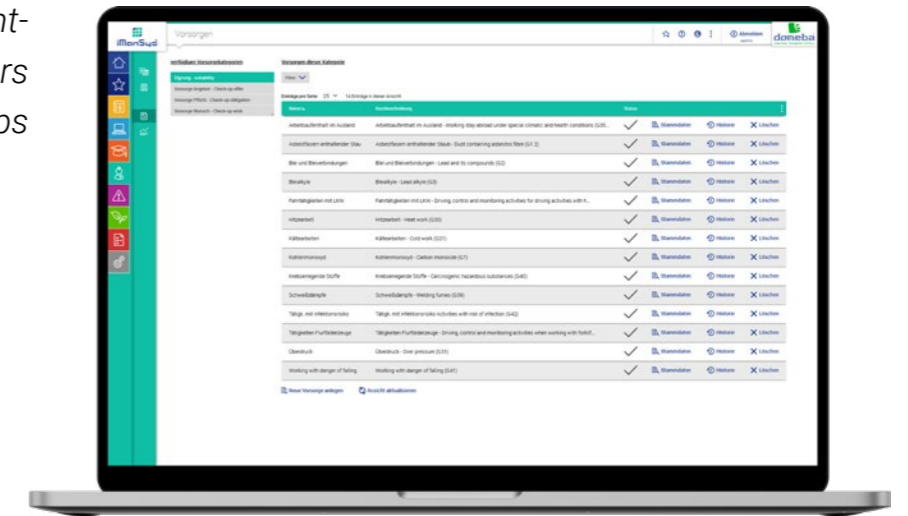
4

Your employees can pick from the options and check-ups available.

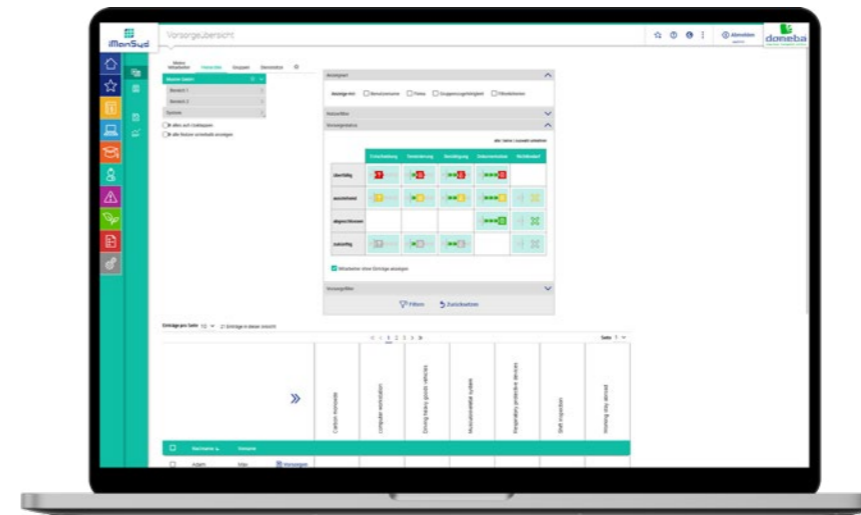
5

All medical check-ups carried out are documented and can be accessed in the check-up overview.

Clear display of appointments with selected users and medical check-ups



Compact user overview with status display for all check-up dates



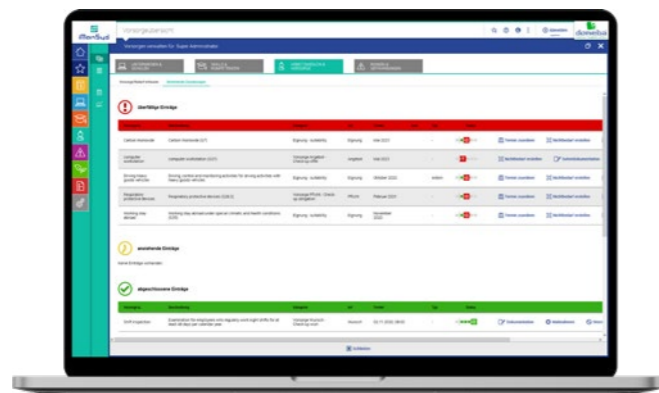
A management system for occupational medical check-ups enables simple and time-saving organisation and documentation. It does not take much effort to draw up check-up options, record possible dates and release them for your employees using assignment algorithms. The comprehensive documentation and coordination of associated actions takes just a few clicks.

ALSO:

With **iManSys**, you can electronically document both obligatory medical check-ups for particularly at-risk areas and check-up offers and wishes.

Medical check-up documentation with iManSys

Check-ups carried out can easily be recorded with immediate documentation. The company physician responsible can also maintain all relevant data in terms of both appointments and results. As well as uploading evidence documents, complete reporting of all medical check-ups is also an important element.



Benefits of digital check-up organisation

- Evaluation in form of indices or reports
- Recording of TARGET and CURRENT statuses
- Assignment of actions
- Generation of evidence or certificates
- Communication function between all involved
- Documentation of all activities

DID YOU KNOW ...

... that you can even organise the vaccinations required for business trips in **iManSys**? Simply enter the relevant destination country for your business trip in the health care planning section.

Protection of health data

Because of all the personal details collected, occupational medical check-ups can be a very sensitive area. It is not only carrying out physical or clinical examinations that requires voluntary consent from the employees. Forwarding of evaluations must also be discussed with all involved in advance. This is known as information self-determination for the employees. The employees affected need to give their consent before the employer can take any action. This consent can only be provided on a voluntary basis for data protection reasons.

ALSO:

iManSys does not publish sensitive data. Medical check-ups are documented without recording health data. It can only be viewed by consultation with all involved.

Roles and permissions in health care organisation

The ...

employer ... is responsible for organising medical check-ups

employee ... must cooperate and has administration rights

(company) physician ... carries out the check-ups

works council ... has rights to monitor and participate in decisions

ALSO:

When implementing the **iManSys** software solution, the first step is a clear assignment of responsibilities and issue of administrator and user rights. This guarantees that all users are only given the information within their area of responsibility. All sensitive data is processed and documented in compliance with data protection laws.



The benefits of our 'Occupational Medicine & Health Care' software module

- ✓ efficient organisation and complete documentation of all medical check-ups
- ✓ time-saving planning of workplace and activity-related medical check-ups
- ✓ clear management of appointments, actions and process steps
- ✓ complete reporting without recording health data
- ✓ effective schedule management through employee self-determination
- ✓ simple interval and appointment monitoring
- ✓ demand-oriented planning and organisation to avoid duplicate check-ups
- ✓ comprehensive quality assurance and real cost savings



Risks & Hazards

Draw up hazard assessments for strategic risk management, make incident log entries and organise the whole system for managing hazardous substances.

Find out more:

- Hazard assessment: Hazard assessment, checklists and operating instructions
- Management of hazardous substances: Set up and maintain the hazardous substances register
- Incident management: Make incident log entries, report incidents

In brief:

- ✓ Drawing up hazard assessments for activities, mental strain and hazardous substances
- ✓ Checklist generator to produce individual checklists
- ✓ Operating instruction editor to generate individual or automated operating instructions
- ✓ Setup and maintenance of the company-specific hazardous substances register and EMKG
- ✓ Incident management with comprehensive statistics and reports
- ✓ Incident log for accidents and near misses, with accident reports and accident flashes

Hazard assessment

Risk assessment, checklists and operating instructions

1 Produce a template and a checklist for the subsequent hazard assessment.

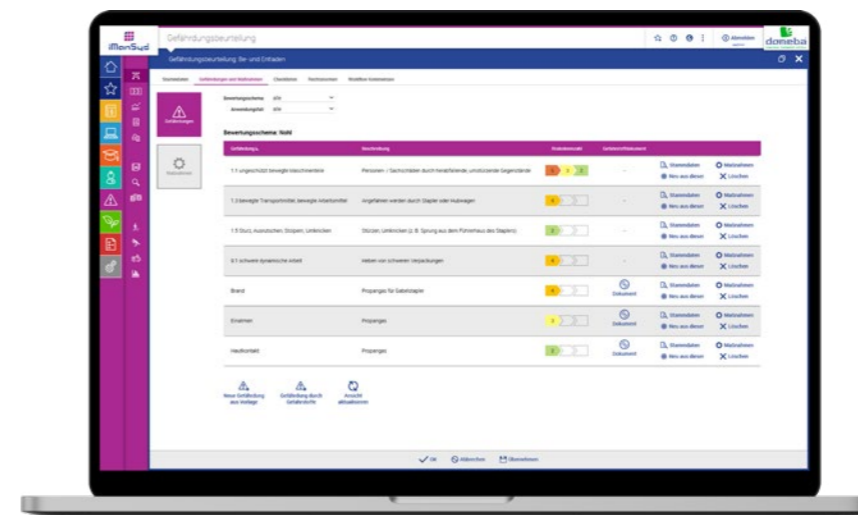
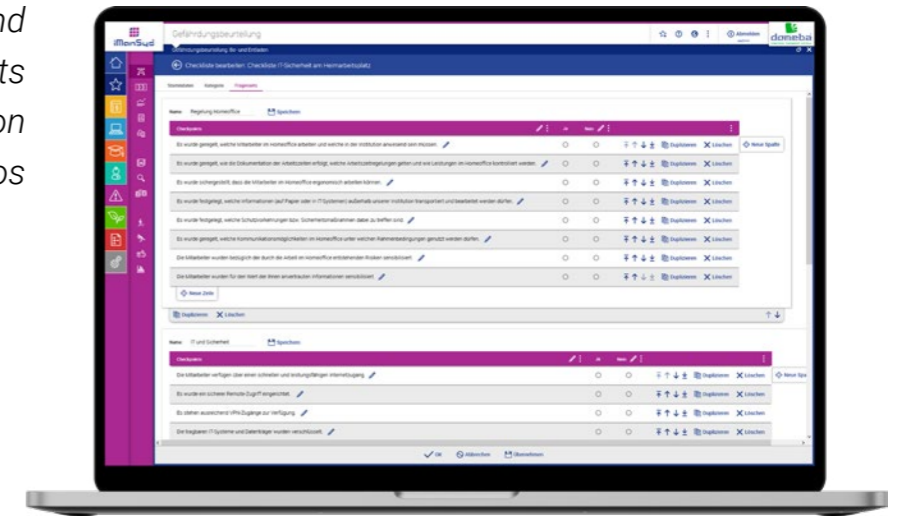
2 Use the checklist to carry out the hazard assessment and define appropriate action.

3 The employees carry out the action assigned to them (for example, training).

4 After an effectiveness test and initial documentation, the hazard assessment is continued.

5 Draw up any operating instructions necessary and organise training and courses on an ongoing basis.

Simple production and integration of checklists for different application scenarios



Rapid production of hazard assessments with corresponding action plans

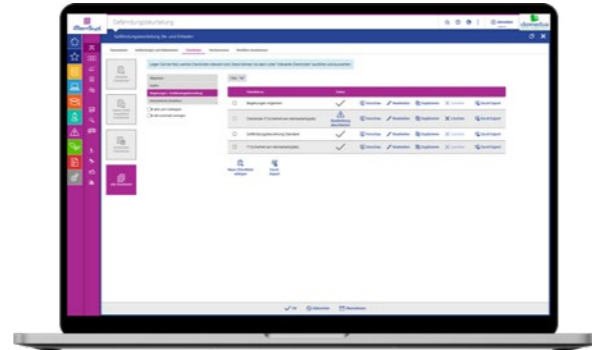
You can easily import templates for hazard catalogues into **iManSys**. Individual hazards can be added to these templates. Action is automatically suggested from the action catalogue based on the risk factor.

DID YOU KNOW ...

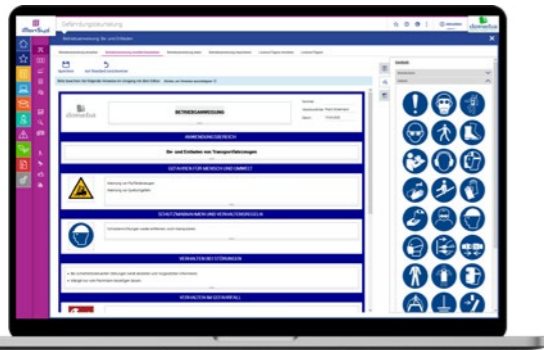
... that, with **iManSys**, you can use different risk matrices for risk assessment, e.g. from Nohl or Kinney?



The checklist generator



1. Checklists can be utilised across different sites if the risks are the same or similar.
2. All approved checklists are stored centrally in the system and can be accessed from anywhere and at any time.
3. The simple structure means that any employee can work with the checklist whether they have expert knowledge or not.
4. Digital checklists can be quickly and securely documented and used for future hazard assessments.
5. The checklist generator from **iManSys** saves huge amounts of time and money for those responsible.



The operating instruction editor


1. Templates for operating instruction in accordance with statutory guidelines
2. Simple to create and process with drag and drop functionality
3. Comprehensive catalogue adjustable text modules, symbols and pictograms
4. Select your own colours and fonts (for example, for machines, bio-materials and hazardous substances)
5. Import and export function



Mitsubishi HiTec Paper Europe GmbH is one of the leading manufacturers of speciality papers and is a guarantor for innovation and progress due to its worldwide distribution and state-of-the-art logistics.

With the help of **iManSys** software modules, Mitsubishi Hitec Paper Europe GmbH optimises the systematic organisation, implementation and documentation of all instruction and training in the company - simply, securely and flexibly.

Mitsubishi HiTec Paper Europe GmbH

 **Customer since:** 2010

 **Employees:** 700

 **Industry:** Print and paper industry

Management of hazardous substances

Set up and maintain the hazardous substances register

1 Define a new hazardous substance and upload the safety datasheet.

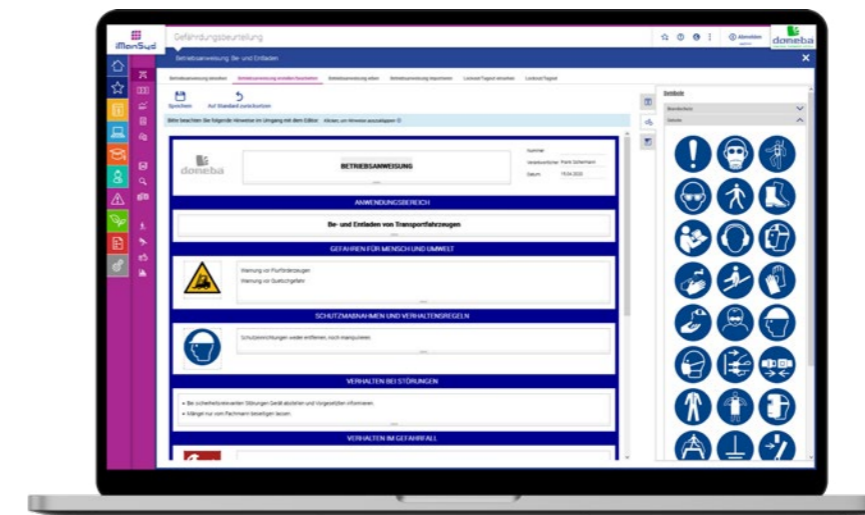
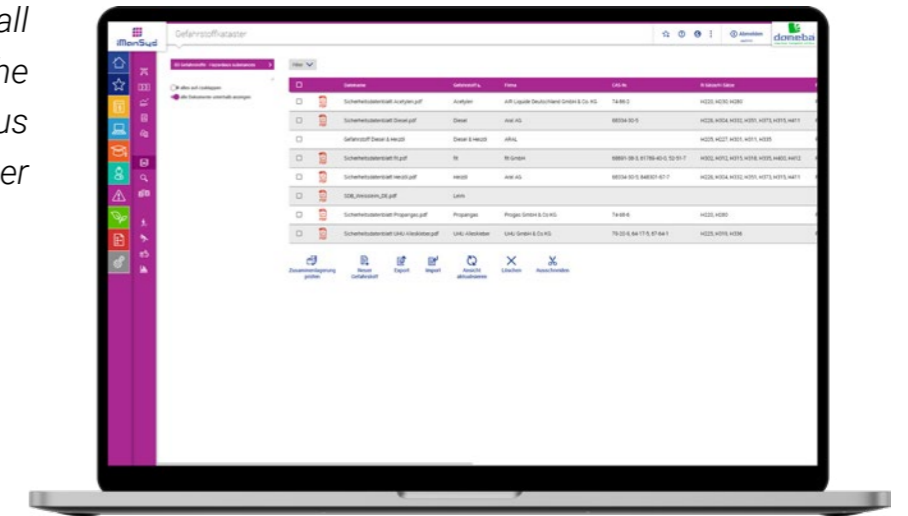
2 Assess the hazard and create operating instructions.

3 The hazardous substance is checked by the person responsible and then approved.

4 The employees are given training in handling the new hazardous substance.

5 Keep the company-specific hazardous substances register updated (e.g. interim storage, hazards, action).

Clear overview of all hazardous materials in the company-internal hazardous substance register

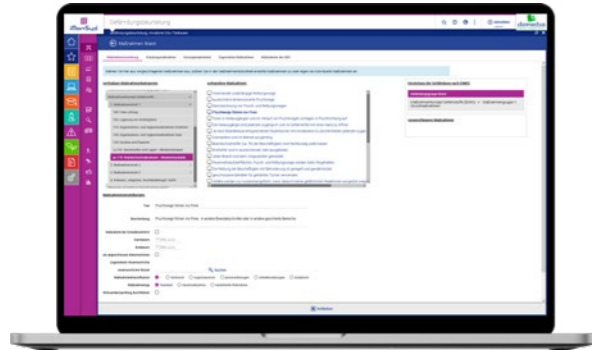


simple production of operating instructions using modular principle

The approval process for hazardous substance can be very time-consuming. It is massively helpful when the approval process is digitalised. Lots of steps can be automated quickly and easily, for example, transferring master data. **iManSys** allows you to create standardised workflows.

AND THERE'S MORE

With **iManSys**, it is simple to import and export your hazardous substance lists. This is hugely helpful, especially when implementing our software solution.



The **iManSys** software solution also enables you to produce an Easy-to-use Workplace Control Scheme for Hazardous Substances (EMKG).

- Recording of all necessary hazardous substance information
- Definition of safety actions
- Organisation of occupational safety actions
- Definition of responsibilities
- Monitoring of compliance with actions

There are lots of roles and responsibilities in hazardous substance management. So a working system of roles and permissions is hugely important.



Occupational safety specialist

e.g. drawing up hazard assessment and operating instructions, and maintaining the hazardous substances register



Supervisor

e.g. training assignment for the employees and organisation of safety datasheets



HSE manager

e.g. final approval of hazardous substance and monitoring of all action




P&G

P&G is a global manufacturer of consumer goods with a presence in more than 70 countries. Among other things, Procter & Gamble Manufacturing GmbH produces electric shavers and epilators for the Braun brand.

The **iManSys** HSQE compliance management software allows it to save all employee training centrally in one system. The automatic assignment saves the organisers a huge amount of time. The web-based solution also enables forthcoming training and courses to be worked through at any time and from anywhere.

Procter & Gamble Manufacturing GmbH

 **Customer since:** 2014

 **Employees:** 8 000

 **Industry:** Consumer goods manufacturer

Incident management

Make incident log entries, report incidents

1

In the event of an incident, you will receive a notification which is triggered by your employees.

2

You check and add to the information to complete the incident log entry.

3

The occupational safety officer draws up an accident report and notifies the social insurance against occupational accidents.

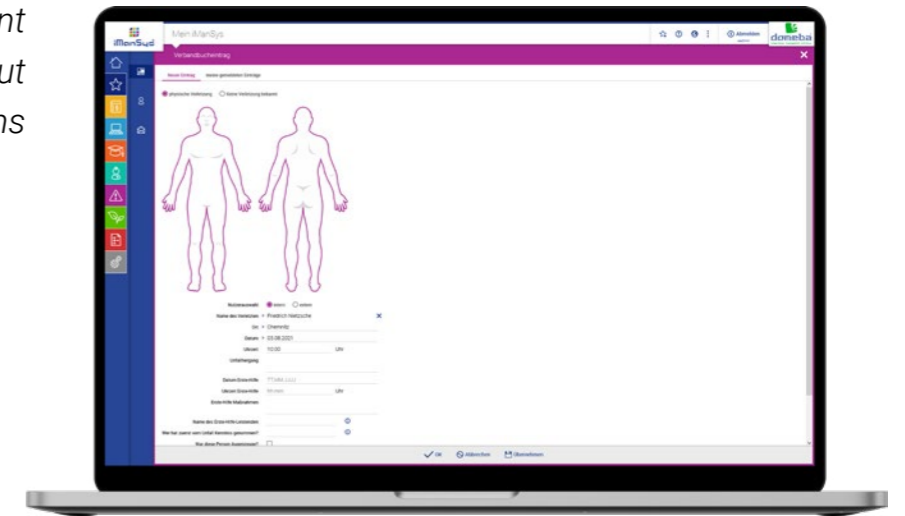
4

Actions are then introduced to prevent incidents in the future.

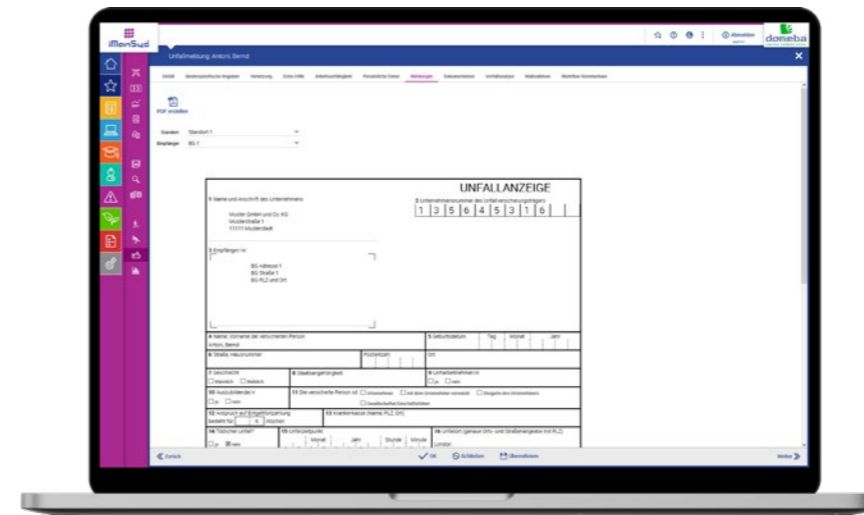
5

Finally, there is an accident analysis and an accident flash, and the necessary reports are sent to the management.

rapid recording of incident log entries using clear input forms



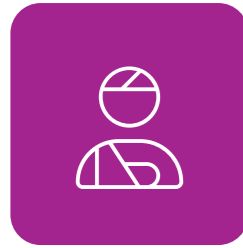
simple generation of accident reports with all the necessary information



Your employees can log incidents, accidents and near misses quickly and securely via smartphones or tablets. They can then complete the full report from their work computer.

DID YOU KNOW ...

.. that reports of accidents and near misses must be retained for five years in Germany. This is especially important for subsequent reporting of damages. Digital documentation allows access to all the necessary information from anywhere and at any time.



Information on the accident

- 🔒 Accident time and place
- 🔒 Causes of the accident or injury/illness
- 🔒 Nature and extent of injury or illness



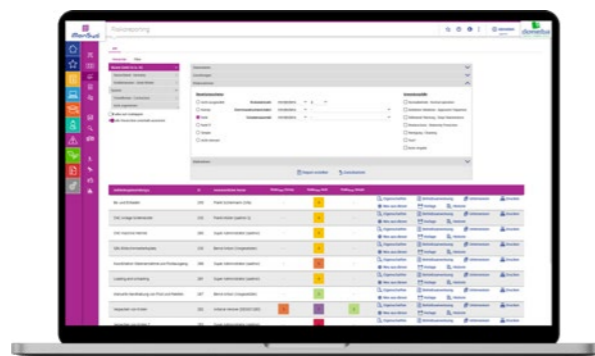
Information on first aid administered

- 🔒 Nature and method of first aid measures
- 🔒 Name of injured person
- 🔒 Name of first aiders and witnesses

Protection of sensitive data

In accordance with Art. 9 GDPR, the information entered in an incident log is considered health data, and therefore needs to be handled sensitively as it is personal data.

In the **iManSys** digital incident log, each accident at work is documented separately and personal data is handled in confidence. The access permissions are set up in advance.



DID YOU KNOW ...

... that there are very few formal requirements for the documentation of accidents at work in Germany? The documentation can be in a notepad, on loose sheets of notepaper or in a digital incident log. How it is done is determined by the employer.



Stadtwerke Kaiserslautern is responsible for energy, water and heat supply and for bus services in Kaiserslautern.

For the employees of Stadtwerke Kaiserslautern, working with the **iManSys** HSQE software solution has made life massively easier.

The flexibility and user-friendliness of the system guarantees high levels of employee acceptance and reduces organisational work for the management.

Stadtwerke Kaiserslautern

Customer since: 2016

Employees: 900

Industry: Supply and disposal, recycling



The benefits of our 'Risks & hazards' software module

- ✓ Quick, simple production of hazard assessments using the checklist generator
- ✓ Clear action management based on the risk assessment
- ✓ Freely configurable incident management and incident reporting via app
- ✓ Extensive hazardous substance management with audit-compliant amendment history
- ✓ Simple generation of operating instructions using the operating instruction editor
- ✓ Tamper-proof versioning and archiving of documents with extensive risk reporting



Sustainability & Environment

Record all systems and objects in your company, determine resources and consumption data and organise your environmental management system.

Find out more:

- Environmental management: Record resources, determine consumption

In brief:

- ✓ Recording of environmental data and consumption
- ✓ Determining output values
- ✓ Extensive consumption reporting and monitoring
- ✓ Freely definable resource administration

Environment management

Record resources, determine consumption

1

First, define your company-specific environmental and sustainability targets.

2

The next step is to record all company systems and objects which have an environmental impact.

3

Then determine all the environmental data, such as fuel and electricity.

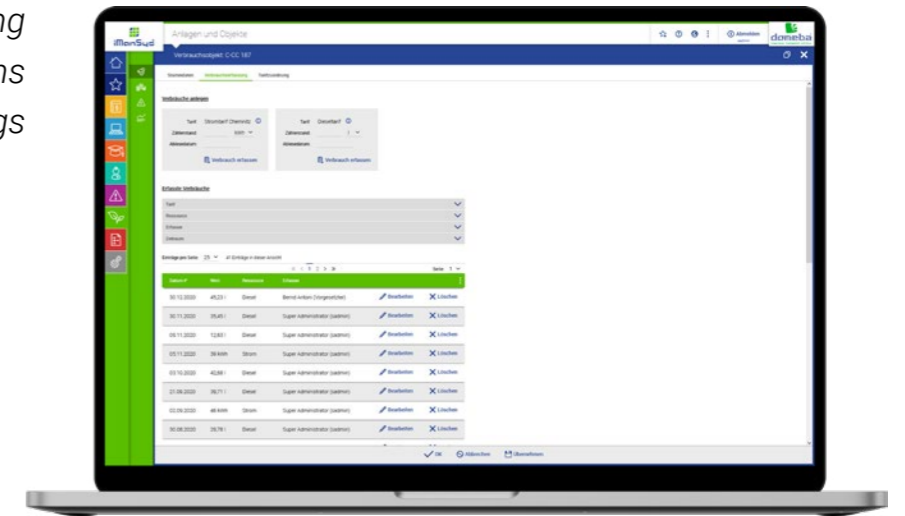
4

Then the output values (e.g. the emissions and costs) are determined, converted and documented.

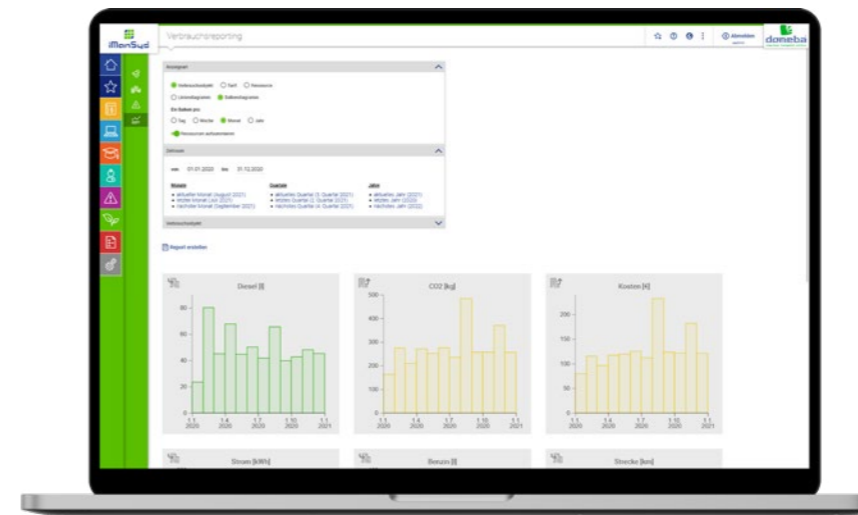
5

Analyse resource consumption and introduce actions to optimise environment management.

Simple, individual recording of relevant consumptions and meter readings



Clear consumption reporting with different search and filter functions



Consumption reporting gives you an overview of consumption objects, tariffs and resources at all times. The clear representation based on bar charts and line diagrams makes all consumption directly traceable. Reports and displays can be filtered individually.

DID YOU KNOW ...

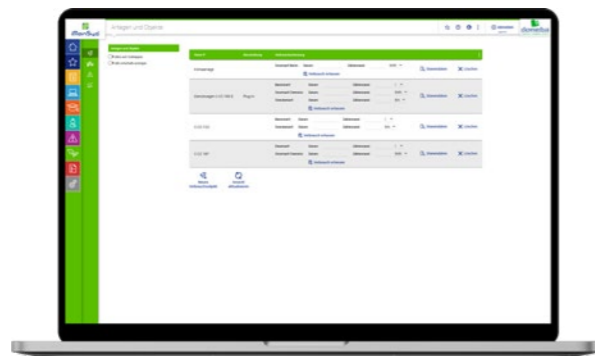
... that, since 2024, there is a new EU Corporate Sustainability Reporting Directive, known as CSRD? As well as listed companies with more than 500 employees, smaller companies will increasingly have to produce non-financial reports every year. These include actions for environment and sustainability management.

Linking sustainability and occupational health

Operational environment management can also be linked with other **iManSys** functionalities and software worlds. In order to achieve the defined sustainability and environmental objectives, you can assign individual actions to your employees and monitor their compliance.

Important guidelines and behaviours relating to environmental protection can also be communicated by means of electronic training. This means your employees are not only kept informed on a regular basis, they are also made more aware of sustainability issues on an everyday basis.

Digitalised companies are much more efficient at saving resources. While the level of major material savings is around 45 percent in highly digitalised companies, it is just 23 percent for companies which are not digitalised. So a lack of digitalisation can lead to significantly reduced resource savings. This is a good reason for handling all the environment management in the company on a digital basis.



DID YOU KNOW ...


... that the sustainability issues of energy consumption and emissions, waste water and waste are the most important to German companies? Consumption in this area can be consistently documented, controlled and optimised using **iManSys**. This gives you an overview of your resource consumption at all times, even when your working processes are complex.




The Zoological Gardens in Berlin were founded in 1844, making them the oldest zoo in Germany. It is the most biodiverse zoological gardens in the world and remains hugely popular. Every year, more than four million German and international visitors come to admire more than 20,000 animals.

Industrial safety plays an important role in zoos, as there are special safety regulations in place. The **iManSys** HSQE software solution gives the employees of the Zoological Gardens in Berlin all the necessary training content to ensure safe everyday working practices.

Berlin Zoological Gardens

 **Customer since:** 2019

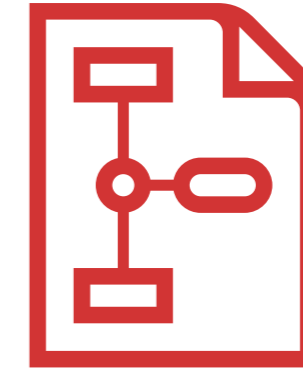
 **Employees:** 300

 **Industry:** Leisure, tourism, sports and culture



The benefits of our 'Sustainability & Environment' software module

- ✓ Systematic monitoring of climate, environment and sustainability targets
- ✓ Freely definable resource administration (materials, energy sources, costs, etc.)
- ✓ Automated conversion factors (for example, carbon dioxide emissions per litre of petrol)
- ✓ Clear reporting with statistics and visualisations
- ✓ Rapid identification of potential savings in resource consumption
- ✓ Intelligent linking of all environmental data in the company



Processes & Quality

Administer all quality management documents and use the checklists to assess or check objects, systems and suppliers. Keep an overview of working processes and maintenance measures.

Find out more:

- Document management: Draw up release processes and checklists
- Process management: Reflect working and company processes
- Maintenance management: Organise maintenance and servicing actions

In brief:

- ✓ Recording, managing and updating documents and document types
- ✓ Releasing documents for viewing by individual employees or groups
- ✓ Document release workflows (create, check, release)
- ✓ Checklist generator to assess and check suppliers, objects, etc.
- ✓ Depiction of process models using process designer
- ✓ Planning, monitoring and documentation of continuous professional maintenance processes

Document management

Draw up release processes and checklists

1 Add all the necessary documents to the system and set up a sensible folder structure.

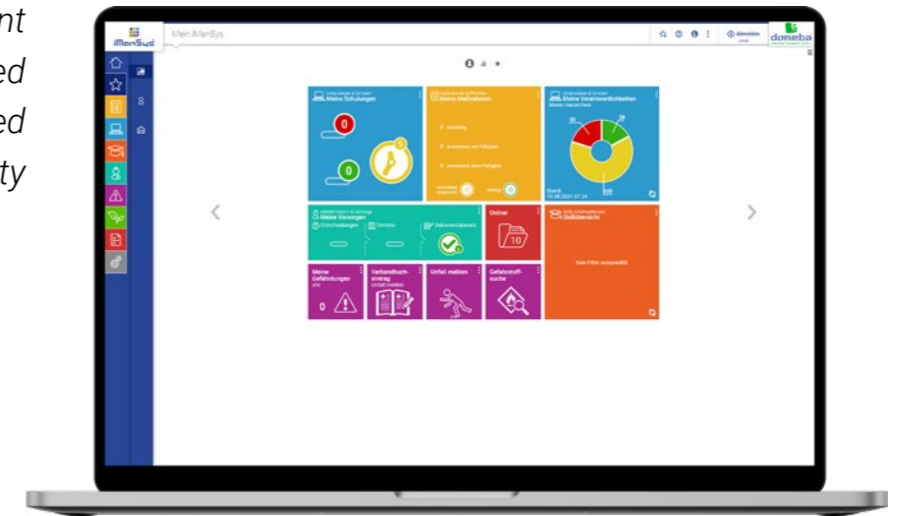
2 Your employees can use the search and filter functions to find important documents.

3 You are automatically notified of any updates.

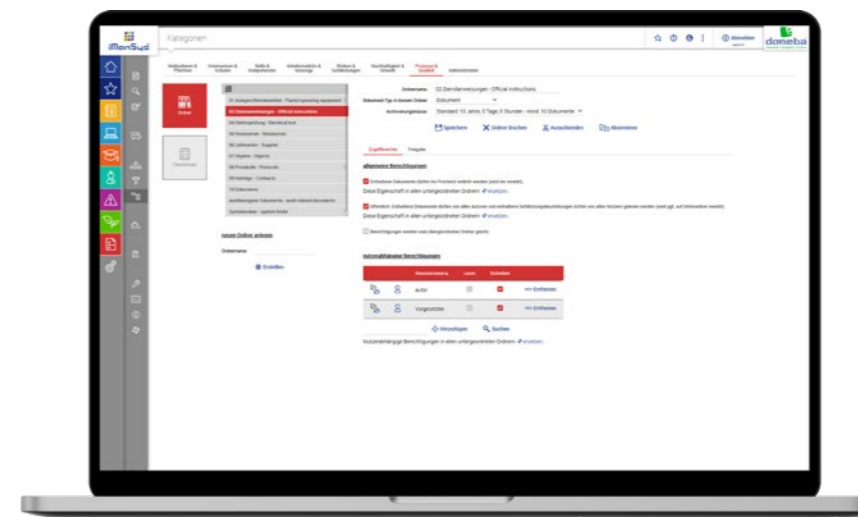
4 Set up regular testing actions and assign them to the people responsible.

5 Keep a constant eye on the testing actions assigned and ensure documents are up-to-date.

Clear document administration with detailed master data and targeted availability



Simple folder administration with categories and filter and search function



iManSys saves all changes made to a document including the name of the editor and the exact time of the change. However, this data is not used for behaviour or performance checks on individual users.

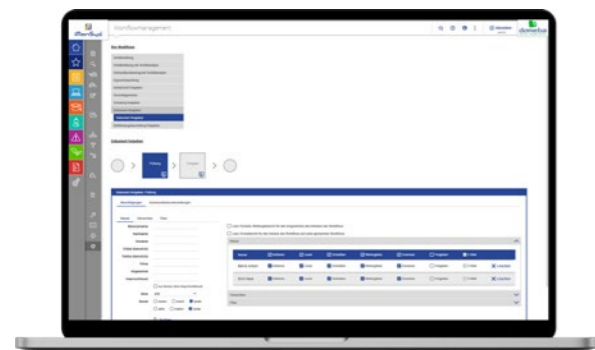
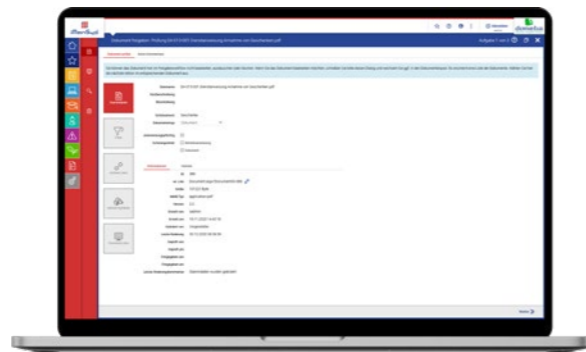
CAUTION!

There are a range of requirements for digital document management (completeness, comprehensibility, availability, non-changeability). In any case, it is worthwhile involving the company's data protection officer.

Benefits of digital document management

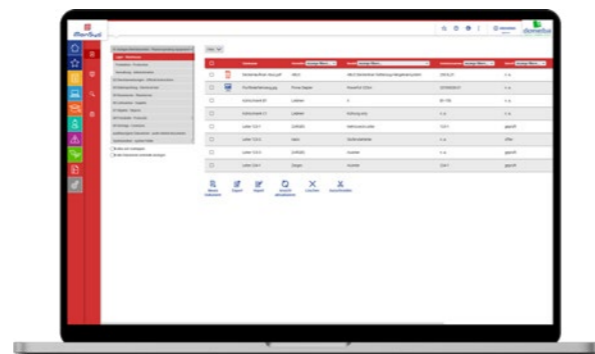
- Maintain an overview: You have access to the system from anywhere and at all times.
- Supporting employees: Important information is available to everyone.
- Increase productivity: Administration processes are accelerated.
- Create order: Documents are saved and documented centrally.
- Protect the environment: Digitalisation saves paper.

Simple settings options for document issue, including history and filter function

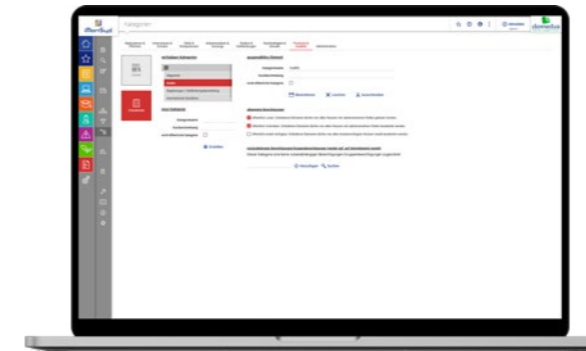


Clear overview of workflow management with all master data

Simple administration of all document types for all admin processes



Many work steps can be automated with **iManSys**. This is especially helpful for release workflows and when drawing up hazard assessments or organising training or courses.



Helpful checklist generator to generate and manage checklists

1. Checklists can be utilised across different sites if the risks are the same or similar.
2. All released checklists are stored centrally in the system and can be accessed from anywhere and at any time.
3. The simple structure means that any employee can work with the checklist whether they have expert knowledge or not.
4. Digital checklists can be quickly and securely documented and used for future hazard assessments.
5. The checklist generator from **iManSys** saves huge amounts of time and money for those responsible.

ALSO:

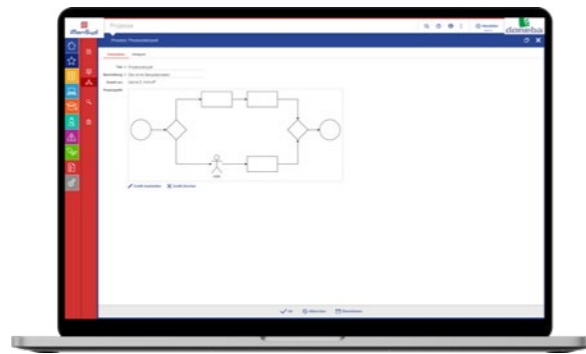
The **iManSys** document management system also allows you to organise maintenance management, servicing and contract management, all processes relating to the management of documents.

Process management

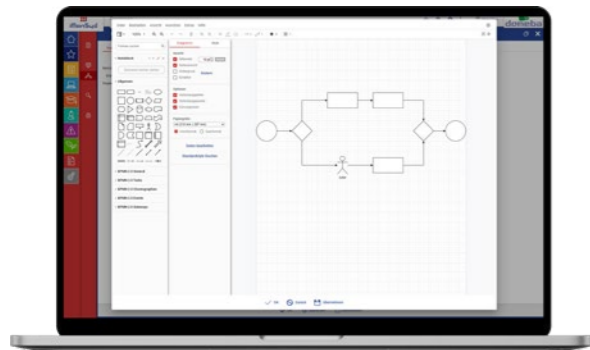
Working business processes are the foundation for a successful company. Reflecting processes in digital form helps you maintain clarity on processes, responsibilities and optimisation potential.

The process designer in **iManSys** allows you to administer all the relevant processes in your company. The whole process landscape can be reflected in various levels of detail.

Clear depiction of company and working processes



Extensive process designer for digital process management



Benefits of digital process management

- Clear display of all business processes
- Simple generation of process models via drag and drop
- Helpful links between associated documents and tasks
- Quick recognition of contexts and optimisation potential
- Intuitive user interface and pre-defined input forms
- Clear assignment of responsibilities within the company

Maintenance management

Integrated occupational health and safety also includes the provision of proper equipment and regular maintenance and servicing actions. **iManSys** supports you with the planning, monitoring and documentation of all maintenance actions in your company.

- ✓ Definition of maintenance intervals
- ✓ Listing of all equipment requiring testing
- ✓ Involving all personnel responsible person
- ✓ Saving the relevant operating and maintenance instructions
- ✓ Drawing up checklists
- ✓ Documentation of actions with reminder function

Clear administration of all systems and equipment requiring testing



Benefits of maintenance management

- Efficient planning and monitoring of maintenance actions
- Complete overview of maintenance schedule for equipment and tools
- Tamper-proof documentation of maintenances contracts
- Significant reduction in operating and equipment downtime costs
- Increased service life of tools and equipment
- Fast guarantees on operational safety

The benefits of our 'Processes & Quality' software module

- ✓ Specific provision and easy finding of current data and information
- ✓ Improved information density based on visualisable links
- ✓ Clear management of data records
- ✓ Simple management of release processes, systems and permissions
- ✓ Simple and advanced search and filter options for documents
- ✓ Standard-compliant versioning and publication

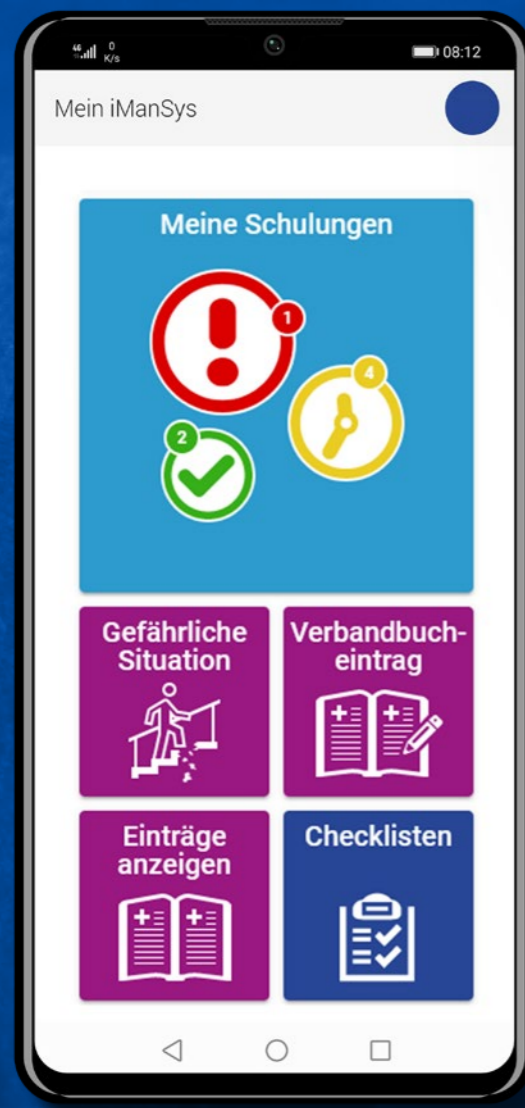


Five good reasons for the Compliance Management Software iManSys

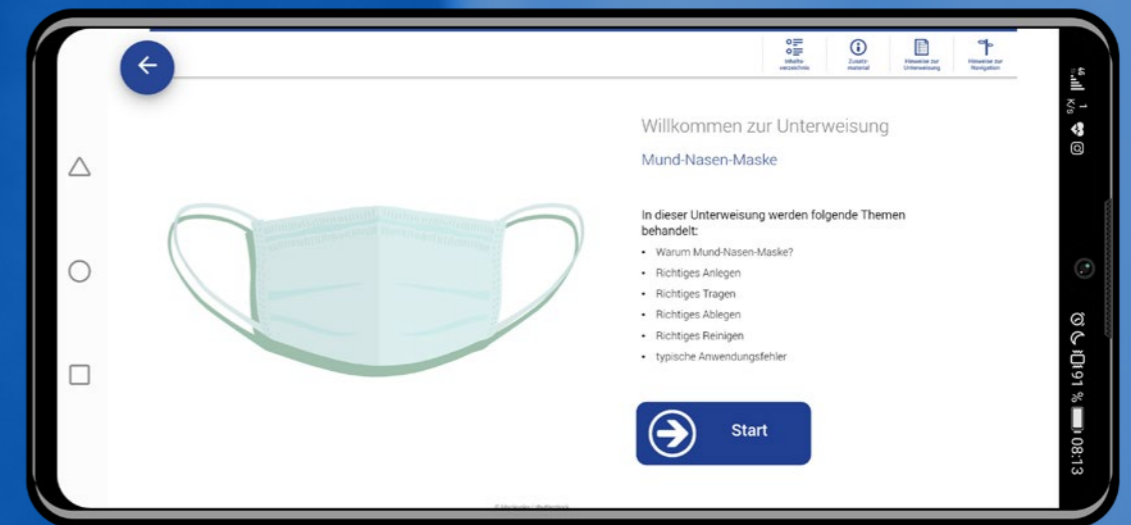


The iManSys app

Mobile access to comprehensive occupational safety



clear display of all upcoming training and courses

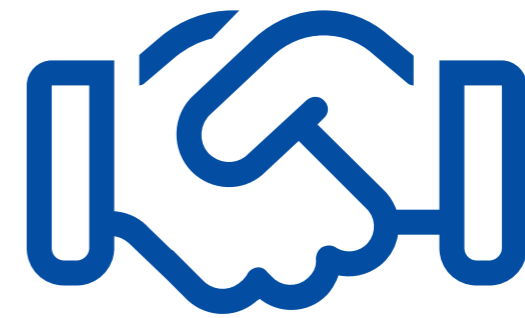


compact display of training content on all mobile devices

With our occupational safety app from **iManSys**, you have a cloud-based solution for all employee training, reporting incidents and producing checklists – from anywhere and at any time.

Simply download the **iManSys** app free of charge from the relevant app store, connect to your **iManSys** server and log in with your **iManSys** user credentials.

For an inhouse installation, you need to clarify whether the app can access the internal network 'from outside'. Contact us to find out how you can use the app with your **iManSys** system. Quickly and simply!



Customer & user reports

With numerous references from all sectors of industry **iManSys** is the perfect solution for all compliance management requirements. We have presented our success stories in the form of short user reports.

Find out more:

- Logistics with sustainable solutions: bekuplast GmbH
- Sustainability as a route to success: REMONDIS Production GmbH
- Customised training content: Unilever Deutschland Produktions GmbH & Co. OHG
- Familiarisation with e-learning: FrieslandCampina GmbH



Company

With around 500 employees, the bekuplast group of companies is the leading manufacturer of reusable plastic transport packaging in Europe. Its product range includes plastic containers, trays and pallets. The headquarters of the family company are in Ringe in Lower Saxony. Its international activities are supported by subsidiaries in Germany, the Netherlands and Poland.



Challenge

Using training software, the employees of bekuplast GmbH were to be trained in relevant occupational safety topics, including fire safety. They also wanted to be able to give instructions to employees of external companies via a terminal system. Another important requirement was the implementation of an electronic incident log to record all accidents and near misses in the company.



Solution

bekuplast GmbH's various requirements could be met by combining the **iManSys** 'Training & Courses' and 'Risks & Hazards' software worlds. Our joint further development of the incident log software is also worthy of mention. The module was tailored to the needs of the system users in close cooperation between those responsible for the project.



Results

Using the software solutions from **iManSys**, bekuplast GmbH can manage employee training, contractor management and incident management in one central system. The practical development of the different functionalities means high levels of user acceptance and considerable relief of the strain on the project managers.

Logistics with sustainable solutions.

The success story of bekuplast GmbH

 **Customer since:** 2016

 **Employees:** 500

 **Industry:** Plastics industry

Sustainability as a route to success.

The success story of
REMONDIS Production GmbH

 **Customer since:** 2006

 **Employees:** approx. 200

 **Industry:** Supply and disposal/recycling



Company

REMONDIS Production GmbH is part of one of the world's largest companies in the water and recycling industry which has, for more than 20 years, been specialising in the production of sodium aluminate, white pigments, binding agents and additives and the re-extraction of metals. There are currently around 200 employees working for REMONDIS Production GmbH at its Lippewerk site in Lünen.



Challenge

Primarily because of the multi-shift working patterns, carrying out employee training and providing information in Lippewerk always required huge amounts of organisation. The aim of introducing a software solution was to make the best possible use of the time resources of managers and employees.



Solution

REMONDIS Production GmbH now uses electronic training. This can be organised quickly and easily using the 'Training & Courses' software module from **iManSys** and carried out irrespective of time and location. The **iManSys** software suite also offers an effective document management system which reflects the many different working areas and enables access to all necessary information.



Results

Noticeably reduced levels of organisation, more effective use of time resources, high levels of user acceptance: All the staff at REMONDIS Production GmbH were impressed by the **iManSys** software suite and it is now being extended to subsidiaries and other REMONDIS companies.



Company

Unilever's Buxtehude site employs more than 500 people and produces leading body and skincare products. More than 450 million production units leave the factory every year. Among the most famous brands are Lynx and Dove.



Challenge

To meet increasingly strict compliance requirements, the necessary qualification actions (training and courses) for all factory employees needed to be adjusted to the circumstances of the site and the individual training requirements of the employees. The 24-hour shift operation requires flexible, efficient training without spending too much time on preparation and implementation or having any impact on production.



Solution

Implementing the **iManSys** compliance management software allowed all training content to be assigned individually and carried out at flexible times. The 'Training & Courses' software module was simple and intuitive for all the factory employees to use.



Results

The noticeable reduction in organisation required also took the strain off the management. The time saved on training also freed up additional capacities for the core business. The quality of training improved significantly, while the costs of training and courses were substantially reduced.

Customised training content.

The success story of
Unilever Deutschland Produktions
GmbH & Co. OHG.

Customer since: 2011

Employees: approx. 500

Industry: Consumer goods manufacturer

Familiarisation with e-learning

Combination of numerous e-learning methods at FrieslandCampina GmbH

Switching from in-person training to e-learning generally has a range of benefits for a company. Organisation time can be reduced, as can the costs of using external trainers. And the employees can also benefit from greater flexibility. But there can be initial reservations, especially among those who are less familiar with digital media. So it is not easy to achieve acceptance from all employees when switching to e-learning.



Customer since: 2008



Employees: approx. 1 300



Industry: Food industry

Challenges

At FrieslandCampina Germany GmbH, employee training on compliance previously took the form of internal and external courses. Organising the dates and assigning the employees took a lot of time and money. There was also no way of measuring or guaranteeing the success of the training.

As the training dates also involved interruptions to working processes and routines, this also had an impact on the participants' concentration levels. FrieslandCampina opted for an e-learning solution to provide its employees with more flexible and longer-impact training. As this was uncharted territory for most of the employees, it was also important to secure the necessary levels of acceptance.

Training requirements

Using the **iManSys** HSQE software solution from domeba distribution GmbH, FrieslandCampina will be organising future e-learning across four different factory sites. The systematic combination of numerous e-learning methods should guarantee acceptance among the employees.

When developing the e-learning system, the focus was on carrying out the qualification actions independently of time or location in order to reduce the organisation work involved. Understanding checks were also implemented to guarantee the success of the training for the employees.

Project results

Using the **iManSys** HSQE software solution allows the combination, organisation and documentation of electronic, virtual and in-person course for employees, contractors and visitors. The 'Training & Courses' software module from **iManSys** gives those responsible flexible options to design and configure a range of training content in a web-based format. The works council also uses the software to share relevant content with the employees in a short, concise format. The training content to be processed is assigned to the employees by their supervisors on an individual basis. It can then be processed at any time and from anywhere. Those taking the training can decide whether they prefer a personal learning environment or the workplace. The only stipulation is the timeframe in which to complete the training.

Interactive teaching elements, such as quizzes and understanding checks at the end of every unit, provide variety and help ensure the success of the employee training. The intuitive software helps the trainees to focus and fosters an in-depth concentration on what can be complex compliance subjects.

The focus on short, substantial information reduces the cognitive strain on the employees and also increases motivation to learn. The training and courses are repeated at fixed intervals to ensure the lasting success of the employee training.

Contractor management and visitor administration are also organised through the software. They are informed about potential hazards and rules of conduct by means of detailed safety training sessions. Visitors and those from external companies are given access to a terminal to complete the training. The training documents and understanding check questions are already saved on these devices. Only once they have successfully completed the training they can enter the factory premises. Information on completed training is also saved after the visitor has left the factory in accordance with data protection regulations in order to prevent repetition at a subsequent visit. As the training software is available in 28 different languages, it is also easy to manage visitors who speak other languages.

The employees at FrieslandCampina see clear benefits, especially in terms of the flexibility of carrying out training and courses which enables e-learning at any time and from any place. Feedback interviews and employee survey can also be used in the early stages of implementation to break down mental hurdles and scepticism.

Conclusion

The implementation of the **iManSys** compliance management software made the switch from in-person course to e-learning a successful one for FrieslandCampina. The different learning methods included in **iManSys** make the switch to digital an easy one for the employees. They can decide for themselves when to do the training and whether they would prefer to do it at work or in their own personal learning environment. This meant the company met with great compliance from its employees.



The jury of the 'eLearning Journal' awarded the two project partners, FrieslandCampina Germany GmbH and domeba distribution GmbH, the e-learning AWARD 2018 in the category of 'e-learning acceptance'.

The iManSys compliance management software enables training to be carried out anywhere and at any time. This went down well with the FrieslandCampina employees."

Angelika Leibersberger
HR Manager, Trainer





From prospects to specialists

We can support you along the way with **iManSys**. We offer flexible licence models to tailor our software solution perfectly to your needs. Our experienced consultants will be with you at every step of the implementation process. Once the first steps have been taken, our community will also support you. Then you too can become specialists in digital occupational safety with **iManSys**.

Find out more:

- Our pricing model – influential factors
- 10 steps to the target – our implementation process
- We support you – an overview of our community
- A persuasive argument, what CEOs, works councils and employees need to know about **iManSys**.



Our pricing model

No two projects are the same, so our quotations are always based on your specific project requirements. This is why we offer flexible license models and contract forms for **iManSys**.

Every company is individual and unique, as are the project enquiries and catalogues of requirements we receive. So there is no fixed price for the implementation of our HSQE software solution. We have developed a range of pricing models so we can offer the best possible option to all customers and users. But it is always true to say that not only does **iManSys** make your company safer and simplify working processes, it also saves you money.

Company size and number of users:

The principle is very simple: The more employees your company has, the greater the added value of HSQE software. You benefit from the fact that the huge workload for a number of employees is considerably reduced with **iManSys**. Our quotations are therefore largely based on the number of users and the way they will use the software.

Solution usage scenario:

Companies can have very different safety requirements depending on the industry they work in and the work they do. These requirements are also linked to the different functionalities within the software.

Scope of the solution:

We will produce an individual quotation based on how many of our software modules you intend to use.

Other factors such as the work involved in introduction or modification, the type of installation (hosting or inhouse installation) or the purchase format (subscription or purchase) also have an influence on our pricing models.

An overview of the benefits:

- Flexible contract formats and licensing models
- Reduced total cost of ownership (TCO)
- Faster return on investment (ROI)

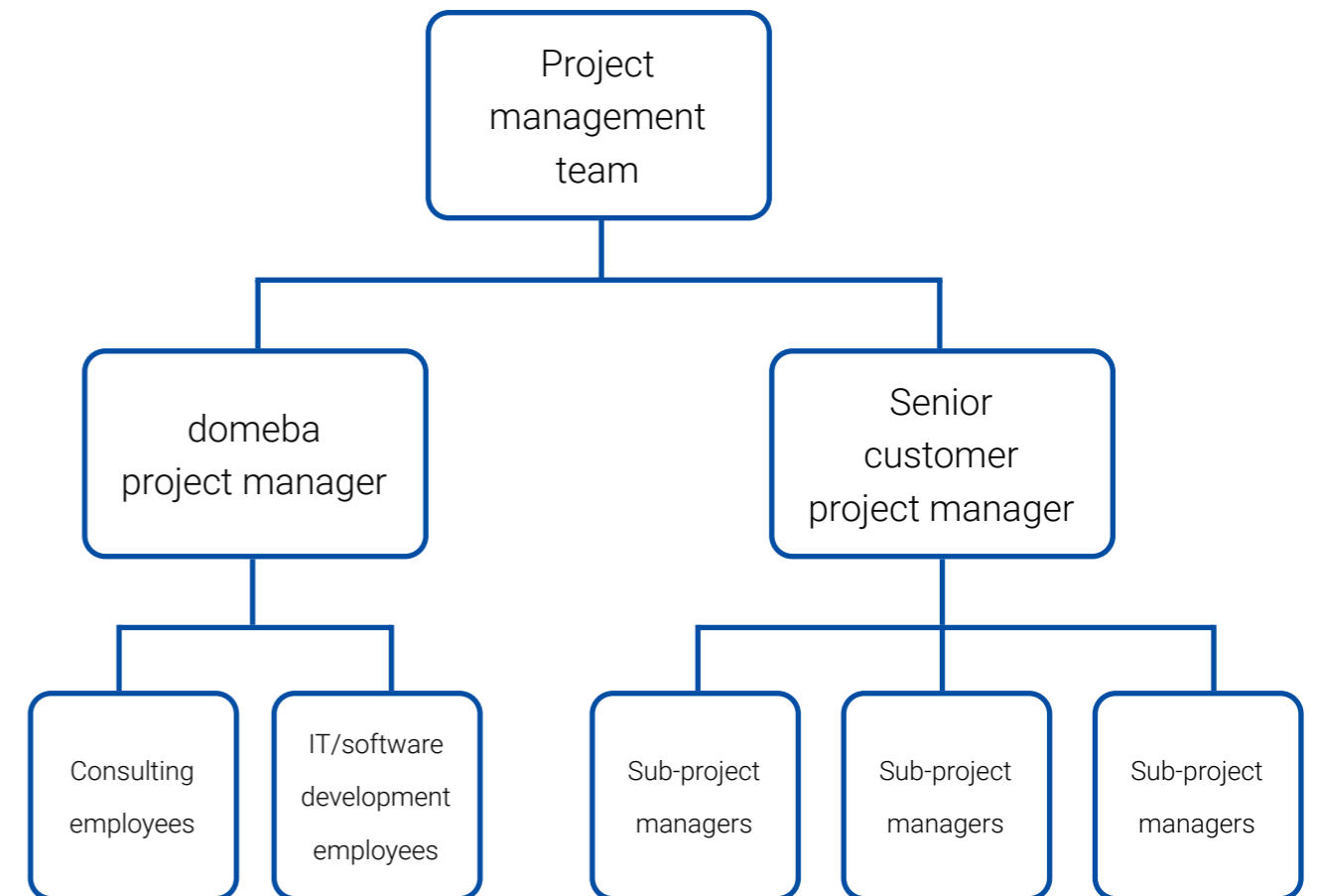


10 steps to the target

Our implementation process

Our consulting team will help you start out with our software solution. The introduction of **iManSys** in your company follows a basic procedure which is generally followed sequentially for each software module, depending on the capacity and scope. First we address essential processes, followed step by step by further software functionalities, depending on their relevance.

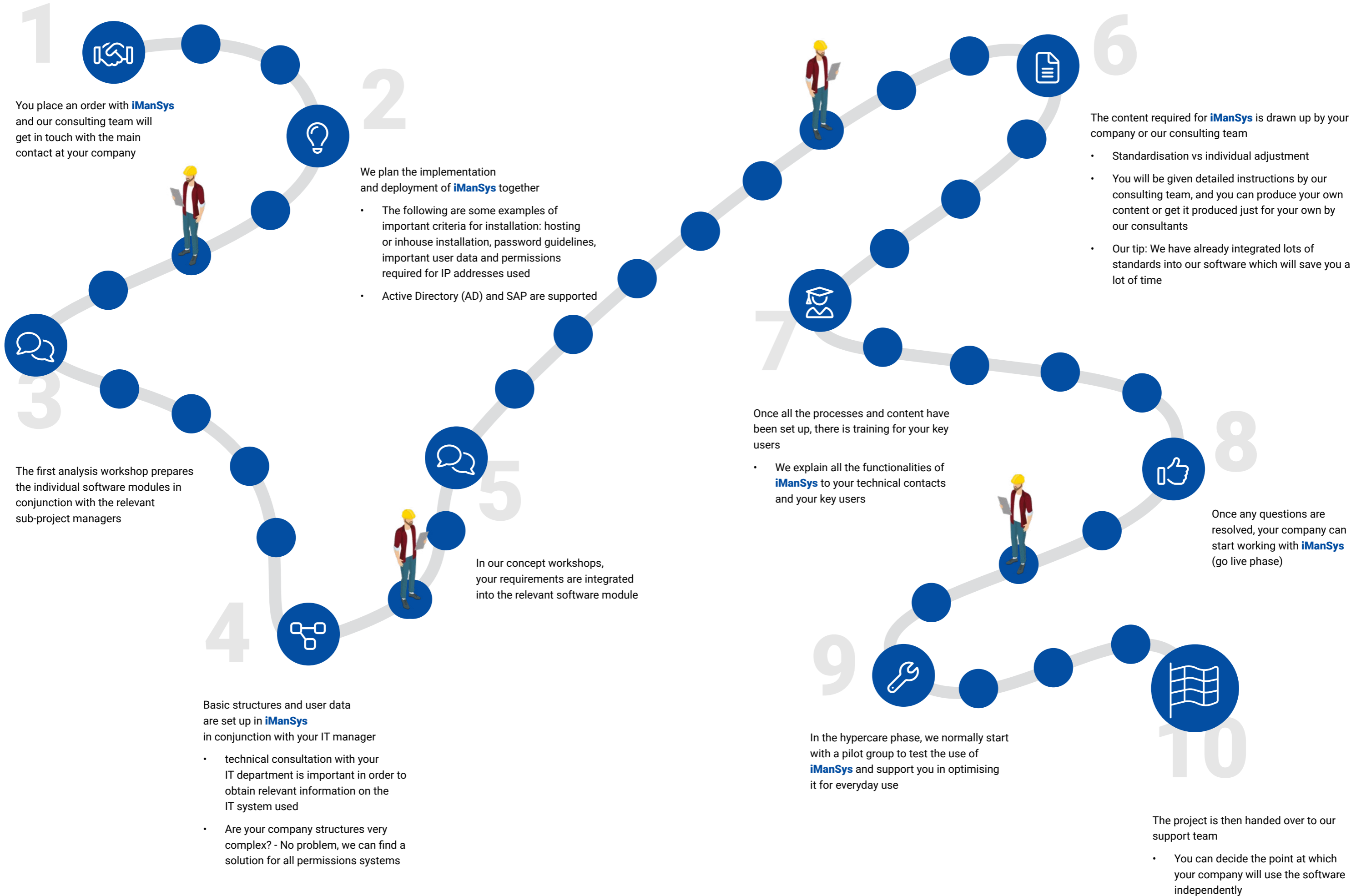
People involved in implementing HSQE software



Whether you are a small company with standard requirements or a major conglomerate with a high level of complexity and customisation, our consulting team will be happy to address your specific requirements during the implementation process.

AND THERE'S MORE,

Our manual also contains additional information about using **iManSys**. However, the onboarding process with our experienced consultants is critical and important for optimum implementation within your company. Depending on your requirements, you can shorten individual process phases at any time.



We support you

From the first stage of planning to successful everyday use: We will not leave you alone if you have questions or problems! Our community will support you in the following areas:

Consulting:

Our experienced consultants will ensure your rollout of **iManSys** is a success. Our consulting team supports you with the introduction of the software and provides individually tailored consulting services. Your company's needs are taken into consideration and content amended if required. From data import through discussing different configuration options to setting up structure characteristics and user training, our consultants will support you every step of the way.

Support:

See a problem? The solution is coming: Our comprehensive support will help you with any technical questions on the use of **iManSys**. Many issues can be resolved by talking you through or intervening directly on our customers' computers using remote access software. After discussing the issue, our support team can simply connect to your system. You can follow all the processes and intervene at any time.

Customising:

What makes us unique is that we react to your needs and develop solutions we would never have thought of. We can also adapt minor functionalities for you so your users can find their way around better. Put in a request, we will discuss it all with our development department and include your suggestions in the **iManSys** roadmap.

Webinars:

Keep up to date with our webinars on **iManSys**. In our regular, one-hour online seminars, we tell you all about the different ways you can use **iManSys**. We highlight different industries and subjects and present typical usage scenarios.

Compliance Meet-Up:

Our long-standing users give insights into everyday work with **iManSys**. It is not only informative but also extremely entertaining. The Meet-Up events are hosted on a regular basis.

domeba academy:

Whether it's your managers, your team leaders or your specialists, we have set up the domeba academy to ensure that you and your employees get the very best out of **iManSys**. At our academy workshops, our consultants teach you the basic functionalities, with handy tips and specific application scenarios. Our academy not only gives you a compact overview of the important software tools, it also help you launch the system quickly within your company.

Compliance Days:

Our Compliance Days are all about personal exchange between users and potential customers. Our annual user meet brings together occupational safety newbies and long-standing users. As well as an insight into everyday work with **iManSys**, you can also enjoy workshops and discussion rounds with experienced HSQE experts.

And much more!

We are constantly working on new formats and options to meet the individual requirements of our customers even better and provide the best possible solution.

We look forward to hearing from you!



Impress with iManSys

Arguments for the works council

As the works council ...

- you have the right to be involved in decisions on actions your employer takes to protect health and prevent accidents
- you check whether employees' occupational rights are complied with within the company
- you are involved in occupational health processes by consulting with safety officers and company physicians

How iManSys can help you:

- ✓ As roles and permissions are assigned individually within the software, you get maximum transparency over all occupational health processes. You get a say, and get comprehensive insights into the HSQE software.
- ✓ You can easily trace whether the employer is fulfilling its obligations as you have read access to all planned, defined and documented actions. This means legal compliance can also be guaranteed within the company.
- ✓ Data protection regulations are also fulfilled by issuing access permissions.

Arguments for the general manager

As a general manager ...

- you are legally responsible for occupational health in the company
- you are responsible for ensuring your employees are healthy and have no accidents
- you need to fulfil the statutory regulations on occupational health and apply the necessary preventative actions
- you can delegate corporate responsibilities to expert personnel and management, but you are responsible for compliance

How iManSys can help you:

- ✓ You can clearly delegate responsibilities to your managers and employees and qualify the people responsible in various subject areas based on training.
- ✓ You are supported by a comprehensive system of tamper-proofing and legal security.
- ✓ Efficient occupational safety has been proven to lead to fewer accidents at work and work-related illnesses. This also reduces your employees' time off.
- ✓ Reduced everyday absences also increases the productivity of your employees. And this means you can also benefit by maximising profit.



Arguments for employees

As an employee ...

- you have the right to comprehensive occupational safety actions at your workplace and while your work tasks
- your employer must guarantee you a safe, healthy environment
- you are obliged to support occupational health and safety actions and comply with fundamental occupational safety guidelines

How iManSys can help you:

- ✓ You can look after your own health.
- ✓ You are actively involved in company processes, e.g. by means of self-evaluation or document releases.
- ✓ You can carry out training at any time and from any place based on your individual schedule and workload. You are therefore no longer obliged to attend in-person events.
- ✓ You can process training at your own pace, which leads to time savings and increased concentration.
- ✓ Our solution is simple and intuitive to use and adaptable to suit your preferences.



 | *Make everyone count.*



About domeba

domeba has made it its mission to make everybody's working environment safer, simpler and more sustainable. The company has developed digital solutions and tools for health protection, occupational safety, quality and environment management. Using them can lower accident numbers in companies, reduce the work involved in occupational safety actions and allow checking and minimising of resource consumption in all areas.

domeba is one of the leading suppliers of compliance management in Germany. The owner-managed family company was founded by engineering graduate Matthias Domes in 1998. domeba is active in Germany and other European countries, including France, Denmark, Switzerland and Poland. Currently, there are around 90 team members working towards the success of the company at its headquarters in Chemnitz.

As an international company, domeba thrives on the commitment of all its team members. The opinions, ideas and expectations of each individual matter in order to develop the performance and the spirit of the family company. The corporate ethos of the staff is anchored in the employer brand *#DenkerKoennerMacher* which also serves as a mission statement for the whole domeba team throughout their everyday work.

domeba @ Social Media

Would you liked to get to know our company better or connect with us?
Have a look at our social media pages, we are always happy to get new followers!



domeba distribution GmbH



@domeba_team



domeba





1998

domeba is born as a classic garage start-up.



2002 - 2004

With Pfeifer & Langen as a customer, work starts on the development of a learning management system. The first employee was taken on in 2003. 2004 *LeManSys*, the predecessor of the *iManSys* software solution, launched.

A+A 2005



2005 - 2009

LeManSys was first presented to the public at the A+A show in Dusseldorf in 2005. *domeba* collected some strong references, including FrieslandCampina, Erdgas Münster and Siemens. Many of them are still loyal customers today.



2010 - 2012

The *domeba* team grew too. Cooperation with other big brands such as Coca-Cola, Remondis and Unilever enabled additional investment into workplaces. *domeba* had set itself up for a stable future.



2013 - 2015

LeManSys is joined by other software modules, including for health and risk management. In 2015, all the modules were amalgamated under the name *iManSys* to produce an integrated software suite.

#DENKER KOENNER MACHER.



2016 - 2019

As an established software provider, *domeba* is increasingly seen as a committed employer in the region. Looking for thinkers, experts and makers, the ethos of the *domeba* team is also established as an employer brand.



2020

Coronavirus. *domeba* succeeds in growing despite economic and social challenges. At the same time, it is supporting thousands of companies in ensuring health and safety for its employees with free training and checklists.



2021

The areas covered by the software solutions are extended. As well as integrated HSQE compliance management (health, safety, quality, environment), ESG (environmental, social, governance) is also taking on increasing significance as a subject area.

A4! /DER GEWERBEPARK



2022

More space for development! Bigger offices are needed for the growing team. All departments moved into the new company premises in the A4 business park by early 2022.



2023

Twenty five years after it was founded, *domeba* has grown into an international innovation driver for HSQE and ESG software solutions. Nearly 100 *domeba* employees are contributing to this success – everyone counts.

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