

A background image showing two people, a man and a woman, working at a computer. The man is in the foreground, looking at the screen, and the woman is behind him, also looking at the screen. They are in an office setting with a laptop and a large monitor. The image is overlaid with a semi-transparent blue filter.

ISOPRO software suite

Product Overview

ISOPRO is an online Governance, Risk and Compliance Management (GRC) software delivered as a Service.

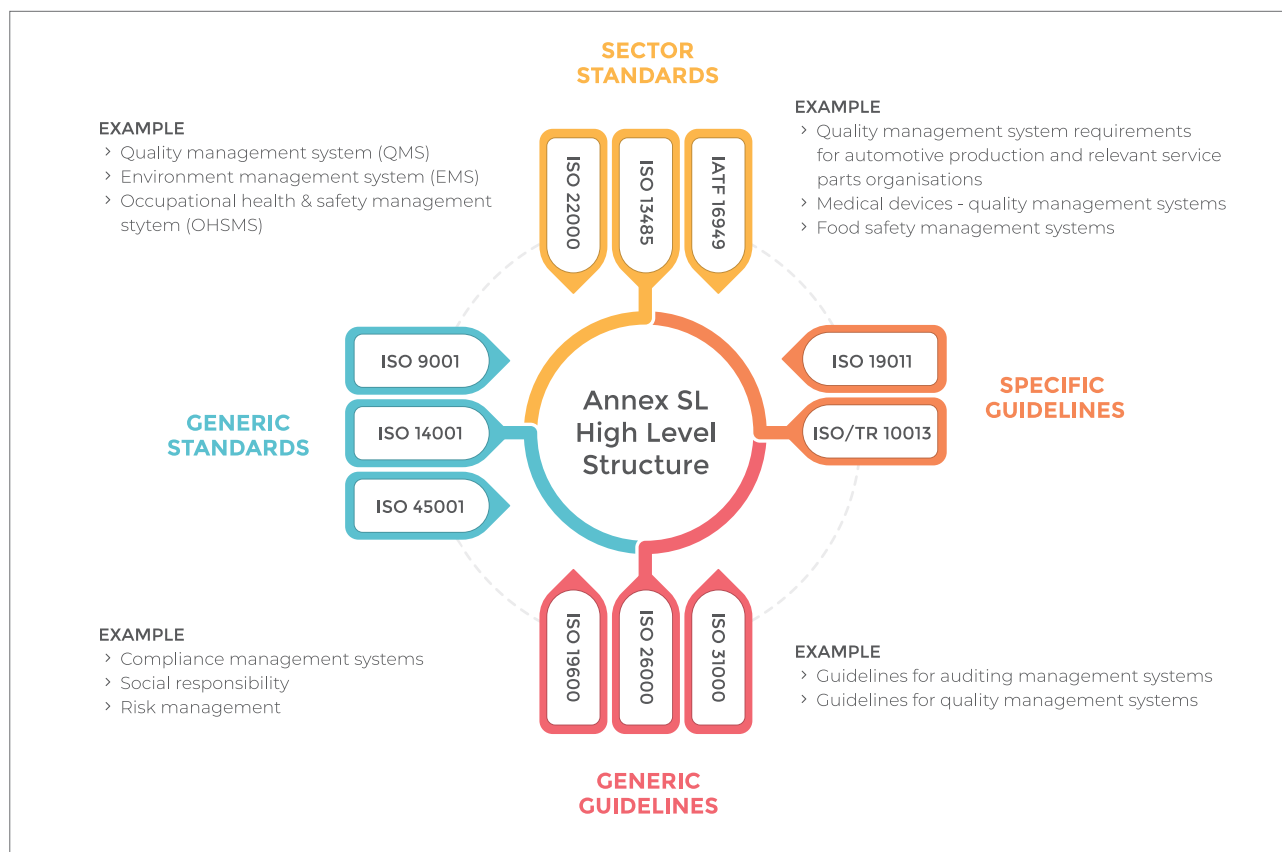
An integrated suite of modules allows organisations to manage their Quality, WHS, Enviro, statutory and all compliance requirements in one seamless, fully integrated, framework.

Event capture and workflow management

ISOPRO's event capture and workflow management supports **all the core requirements** of **all the Standards** of the International Organisation for Standardisation (ISO) Annex SL (High Level Structure) in **one integrated package**.

With regards to Governance, Risk and Compliance, these requirements are:

- > Management objectives and plans
- > Management oversight, review & control
- > Risk Identification, control, treatment & review
- > Internal, 2nd party & external auditing
- > Document control & records management
- > Training, skills & competencies
- > Operational controls
- > Monitoring & performance KPI tracking
- > Corrective & preventive actions
- > Vendor and contractor management
- > Stakeholders requirements (clients & statutory)
- > Communication & Consultation
- > Statistical reporting & continual improvement



The ISOPRO platform can serve organisations of all sizes, from SMEs to government agencies and multinationals, because it solves the problem of having to use multiple software programmes to manage different types of compliance requirements such as WHS, enviro, risk, quality, customer satisfaction, governance and statutory reporting.

Structure and Standards

ISOPro is structured around organisational Management System Standards such as:

- › ISO 9001 – Quality
- › ISO 14001 – Environmental
- › ISO 31001 – Risk
- › ISO 45001 / OHSAS 18001 – WHS
- › ISO 22001 – Food Safety
- › ISO 27001 – Information Security
- › ISO 17065 – Certification
- › ISO 17025 – Laboratory
- › ISO 55001 – Assets

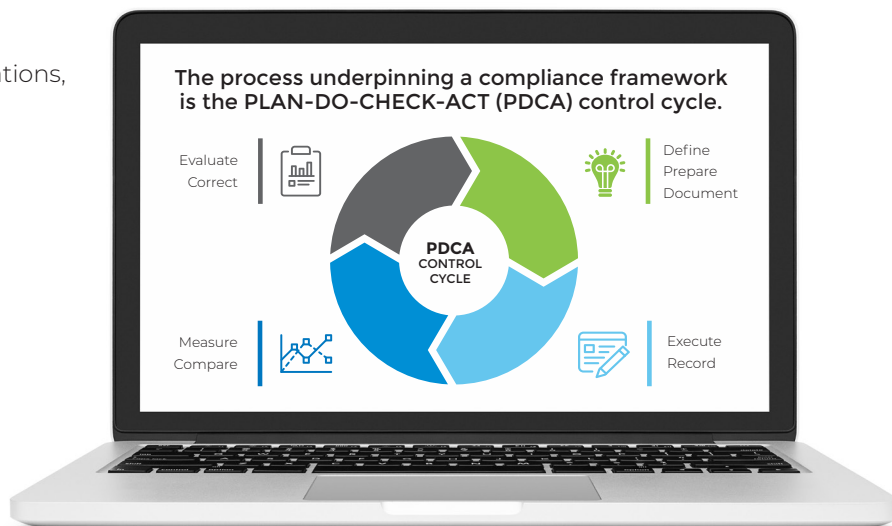
ISOPro’s functionality allows organisations to seamlessly address all their GRC requirements in one place:

FOR OPERATIONS

- › Risk Assessments
- › Hazards and Risk Registers
- › Job Risk Assessments
- › Meetings and Toolbox talks
- › Corrective Actions tracking and reminders
- › Incidents, Hazards and Near misses
- › Injuries & RTW
- › Enviro Protection License (EPL) conditions
- › Aspects and Impacts Registers
- › Monitoring activities and regular checks
- › Planned maintenance
- › Internal Auditing and close off of actions
- › Inductions
- › Training course delivery & assessments
- › Training reminders and tracking
- › Employee onboarding
- › Supplier and Contractor controls
- › Supplier/contractor portal
- › Process Workflow
- › Alerts, Reminders and overdue escalations,
- › Quality Control checks

FOR MANAGEMENT

- › Management Reviews
- › Asset Registers
- › Contract Management incl. variations
- › Vendor Management
- › Automated Status Updates and Summaries
- › Statistics & Trends
- › Predictive Analytics
- › Operational Reporting
- › Customer Feedback & Satisfaction Tracking
- › Records Management incl. secure disposal
- › Document Control incl. versions and archiving



Benefit to the organisation

ISOPRO is a highly configurable forms, workflow and notification platform that allows organisations to define **their** form templates, rules for downstream and authorisation workflows and notification actions such as:

- › escalation of overdue actions
- › sending reminders
- › alerts and notifications based on type or severity of events.

KEY FEATURES

- › Highly scalable from single site to multiple sites, multiple time zones and 1000+ users
- › User permission management for access control and segregation of information
- › REST API allows interface to 3rd party systems
- › Enterprise grade security
- › Unique client database and encryption keys
- › Single Sign On (SSO)
- › Subscription costs can include 1st or 2nd tier support
- › Powerful system administrator functionality
- › Excel-based reporting
- › Low cost, rapid deployment
- › Many pre-built form and report templates available in library
- › Reporting Server allowing the organisation to point their data warehousing / BI systems via webservice.



Manage your
compliance framework

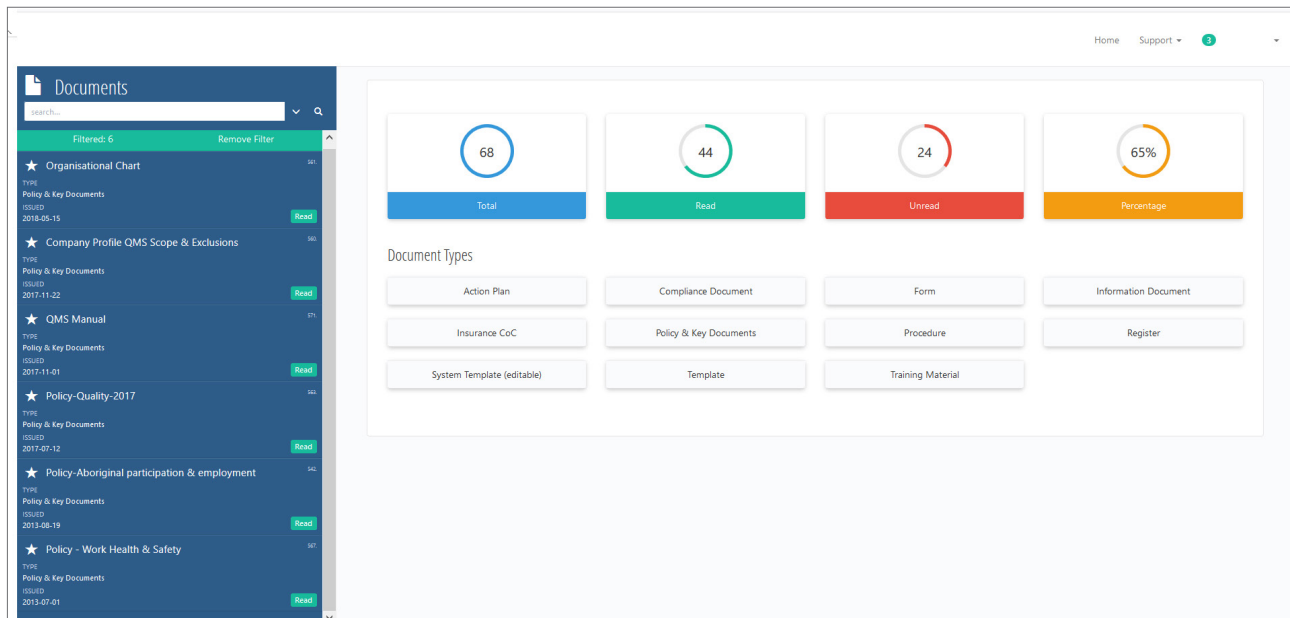
Documents



The **DOCUMENTS** module allows organisations to fully comply with the “control of documents/ documented information” requirements of the various Management System Standards.

STANDARD FEATURES

- › Document repository of all organisational documents such as:
 - Policies
 - Procedures
 - Guidelines
 - Work Instructions/SOPs
- › Version control & archiving
- › Key word search using pre-assigned keywords
- › Search by Document Type
- › File type agnostic – i.e. can maintain ANY file type including proprietary formats
- › Easy to read – PDF and image document opens in web browser
- › Users can only access the documents that relate to them
- › Effective date, Issue date and review period – generates reminders to review
- › Ability to assign a Document Owner
- › Retains copy of the controlled editable version
- › Configurable version control workflow for change request > approval > publish/distribute
- › Document Register



Documents (continued...)

ADVANCED FEATURES

Publicly available documents

- > Allows “public documents” to be version controlled - documents such as pricelists or insurance certificate can be made ‘public’ e.g. on company public website, yet updates whenever the controlled document is updated
- > Search ‘public documents’ using QR code – embed a QR code in an advert or publication and direct the viewer/reader to the correct ‘public document’ – e.g. pricelist or other publicly available information.



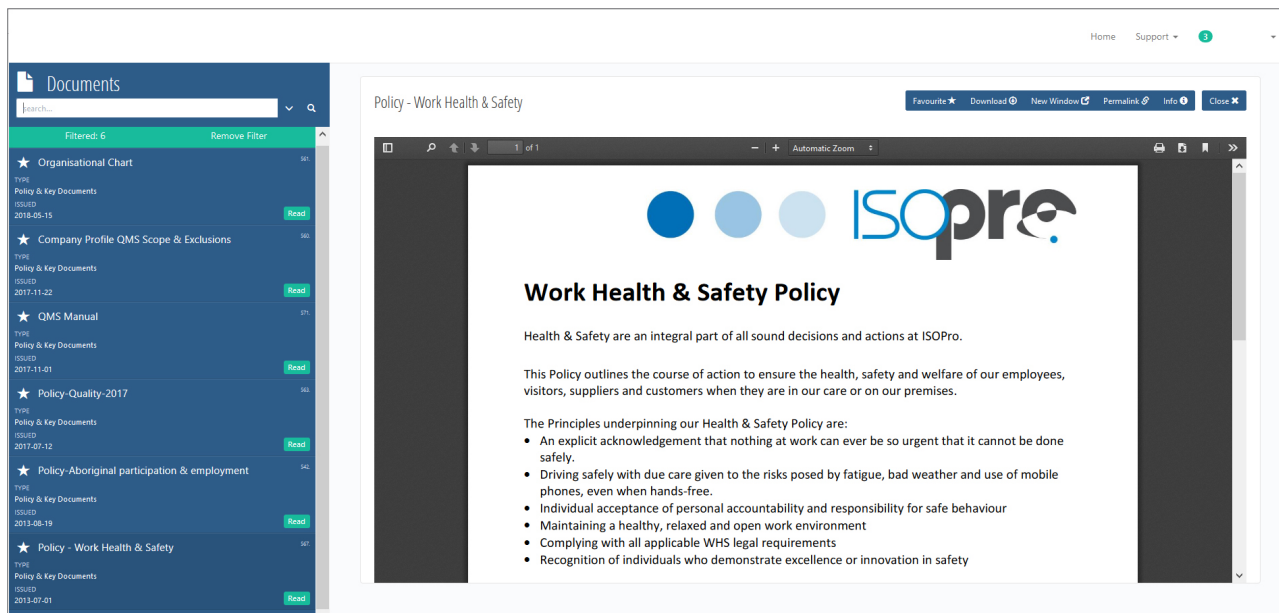
SCAN HERE FOR SPECIFICS OR GO TO ISOPROSOFTWARE.COM

Document Distribution Control

- > “Read & Sign” functionality allows organisations to notify stakeholders of new or amended documents and ensure they:
 - have accessed the document
 - acknowledge they have understood it
 - agree to abide by the requirements specified

This is typically a requirement in highly regulated industries such as Healthcare, Aviation, Security Services etc.

- > Optional assessment questions to ensure readers’ understanding of the document with “pass/fail” assessment and workflow can lead the user to re-read the document and re-attempt an assessment.
- > Reports on ‘read’ & ‘unread’ status of the document.





The **RECORDS** module allows organisations to manage their management system records in conformance with the overarching requirements of the International Council on Archives published “*Principles and Functional Requirements for Records in Electronic Office Environments*”. ISOPro’s functionality supports the guidelines and these conform to the requirements of ISO16175 Part 3.

DIGITAL RECORDS:

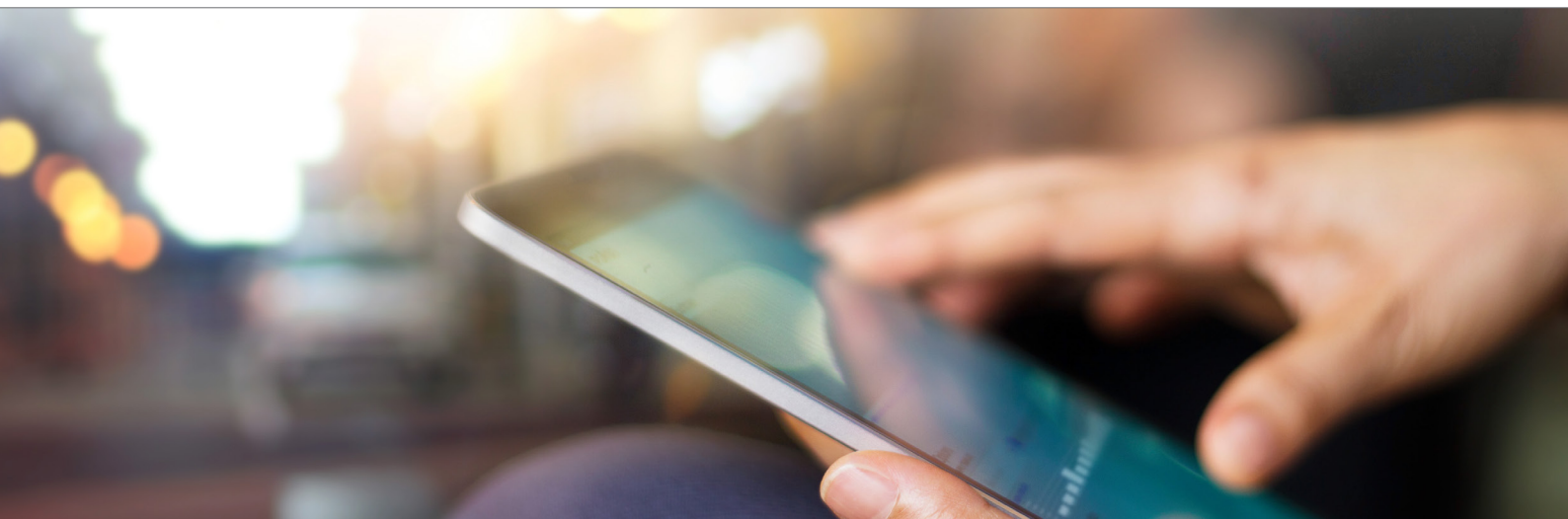
- › Create and capture the content, structure, context and format of records.
- › Maintain the authenticity and reliability of records.
- › Search, retrieve and render records for access and display.
- › Records management system including back-up and restore data, reports and managing metadata.
- › Identify Record owners and retention / disposal requirements.

BUSINESS SYSTEM RECORDS:

- › Protected from accidental or deliberate unauthorised change.
- › Control classification, retention, disposal, security and access.
- › Exchange, import or export records both within and between systems, without the loss of content or metadata.
- › Dispose of records in a managed, systematic and auditable way.
- › Generate a Records Register
- › Automate notifications of disposals due.

RECORDS STANDARDS:

- › ISOPro Records comply with ISO16175 Part 3 (Records in electronic business systems) as endorsed by National Archives of Australia (naa.gov.au)



Online Forms

FORMS are the “CHECK” activity of the PLAN-DO-CHECK-ACT control cycle. All organisations use checklists to ensure things are done correctly and these are suited to their particular needs.

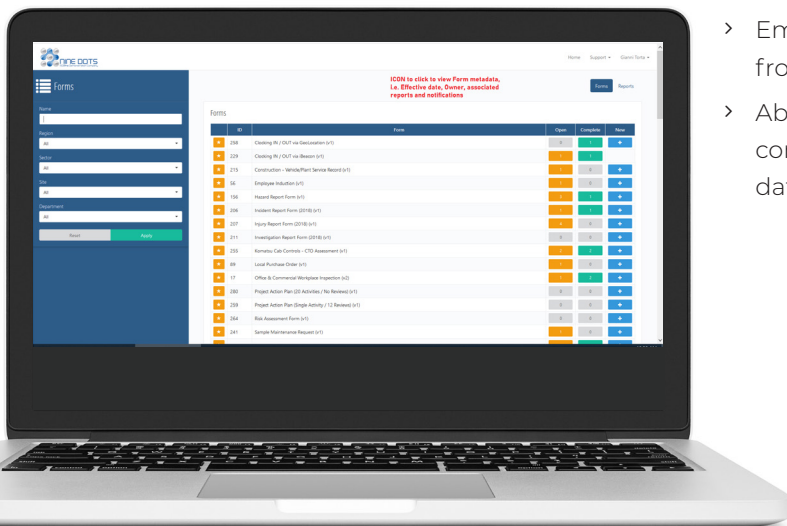


Three key benefits of ISOPRO’s ONLINE FORMS are:

1. Allows organisations to put their own forms online, greatly minimising change management
2. Integrated reporting in real time
3. Work offline with the 'Mobile App'

STANDARD FEATURES

- › Configurable to mimic your existing (paper/ electronic) forms so that they closely match your existing forms such as:
 - o Incident / Hazard / Near-miss
 - o Injury
 - o SWMS
 - o Hold point quality checks (e.g. ITC's or QC checks)
 - o Workplace Inspections
 - o Daily plant/equipment/vehicle pre-starts
 - o Toolbox Meeting
 - o Risk Assessments
 - o New staff / site Induction
- › Easy to set up a new form and/or edit an existing form
- › Form version tracking
- › Large library of form templates to choose from
- › Forms can attach images / files etc. (e.g. a photo as part of an audit form or investigation form)
- › Print form to PDF with images
- › Email the form with/without images directly from the system
- › Ability to assign corrective actions / non-conformances directly from a form without any data re-entry (e.g. N/C from an audit)



Online Forms *(continued...)*

LIST OF QUESTION TYPES

Question Type	Description
Text Box	Single line of text, up to 200 characters
Text Area	Multi lines of text, up to 4000 characters
Text Area + Quick List	Text Area with a list of predefined responses which can be added/removed
Email	Text Box with email validation
Drop Down List	List of predefined responses, with single select
Radio Buttons	List of predefined responses, with single select
Checkboxes	List of predefined responses, with multi select
Date	Date selector widget
Time	Time selector widget
Time Stamp	Click to stamp with current date & time, not editable by user
Integer	Text Box with integer validation
Decimal	Text Box with decimal validation
Integer Range	Widget to select a range of integers
Decimal Range	Widget to select a range of decimals
Random Number	Click to stamp response with random number
Electronic Signature	Add a signature with mouse (desktop) or finger (mobile)
Digital Signature	Stamp the response with an authenticated digital signature/ID
Drawing / Canvas	Draw over a predefined image with mouse (desktop) or finger (mobile)
Attachment	Attach a file / URL
Geolocation Time Stamp	Click to stamp the response with geolocation coordinates
Beacon Time Stamp	Click to stamp the response with proximity beacon code
Beacon Validation	Validate the proximity beacon code against an expected code
QR Code Time Stamp	Click to stamp the response with QR code data via the device camera
QR Code Validation	Validate the QR code data against an expected code via the device camera

ADVANCED FEATURES

- › Random number generator (for use when inspecting/checking a sample set; this removes inspector bias)
- › Ability to create a “follow on” form from an active form
- › Highly configurable workflow
- › Automated notifications and reminders
- › Users dashboard
- › Public Access Page allowing non-logged in users to complete a form (or sections thereof) online via a portal on public webpage or intranet, e.g.:
 - o Public enquiries or feedback – member of the public completes a “feedback” or “enquiry” form from the client’s public website that creates a trackable internal form.
 - o Staff – complete a sick leave form and attaches medical certificates
 - o Recruitment – job applicant completes an online application form and attaches supporting documents
 - o Vendors – update their details and attach insurance CoCs
 - o Customer – place service requests with accompanying photos etc.
- › Person completing the Public Access Page receives confirmation of what they’ve submitted & Ref. # via email or text message.

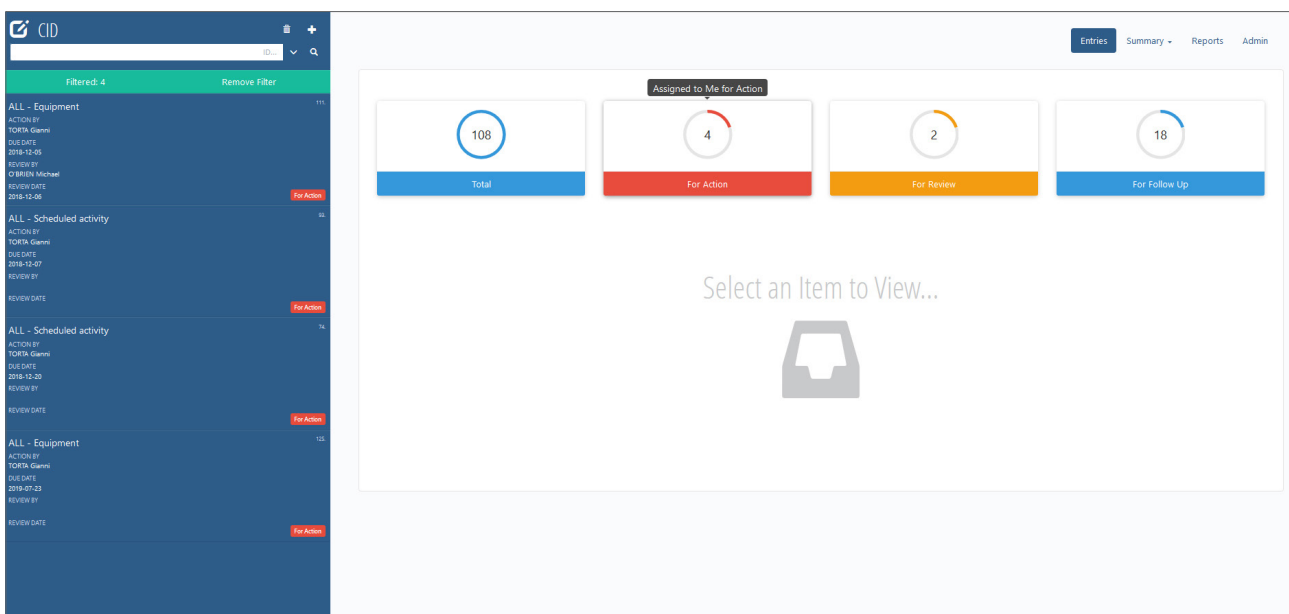
Action Tracker (CID)



The **CORRECTIVE ACTION TRACKER** is the system underpinning the “PLAN” and “DO” part of the control cycle. It allows organisations to track corrective, preventive or project actions closely from initiation through to close-off including review and report easily on the status of these actions (open, closed, overdue etc.)

STANDARD FEATURES

- › Assign Corrective Actions directly from report forms – no re-entry of information required; e.g.:
 - Taking action following reports of hazards & near misses
 - Maintenance requests
 - Call centre enquiries
 - Project actions
 - Actions arising from audit and inspection findings
- › Customisable RISK RATINGS
- › Automated alerts based on severity/risk or type of action
- › Automated reminders when actions are coming due
- › Configurable workflow to escalate overdue actions
- › Real-time reporting and status updated
- › Attach images and files as evidence – greatly simplifies the approval and sign-off since stakeholders can see images of the effects of corrective actions taken
- › Allows extensive classification / categorisation for statistical analysis



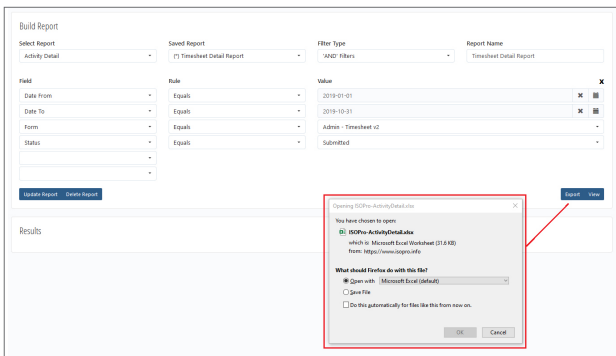
Reports & Dashboards



ISopro makes relevant information easily accessible to users. Reports can contain and correlate information across multiple data sets and show trends over extended periods (12 months or longer).

ON DEMAND

Raw data extracts 'on demand' for data analysis in operations.



REPORTING SERVER

- > Connect your BI/Analytics software
- > Supports Power BO/Qlikview etc
- > Statistics/ trends/ analytics & data visualisation

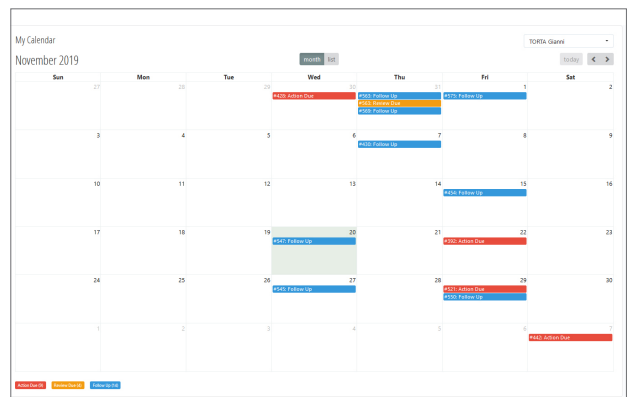
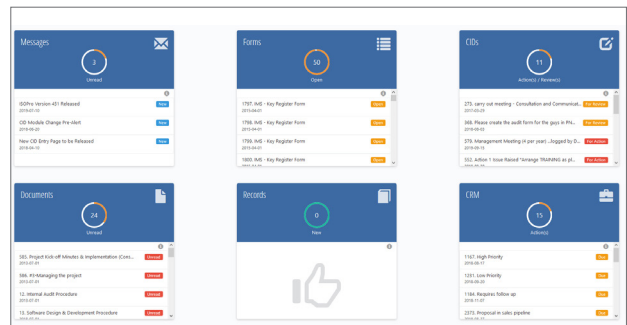
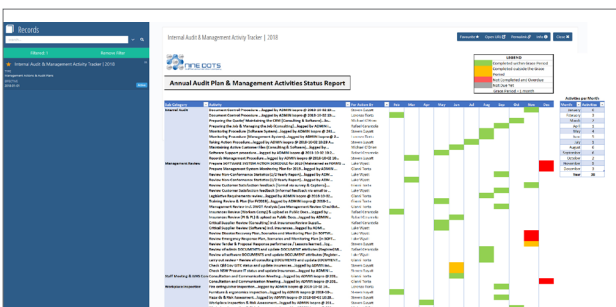
DASHBOARDS

Users immediately access the dashboard page on login and this page allows users to see OPEN or NEW items that are relevant to them and can click through directly from there.

- > Quick links to open actions
- > Highly user-centric views

CUSTOM REPORTS

- > Customised Excel reports based on client-specific templates that contain real-time data when downloaded
- > Management Ops reporting
- > Day-to-day statuses



Notifications

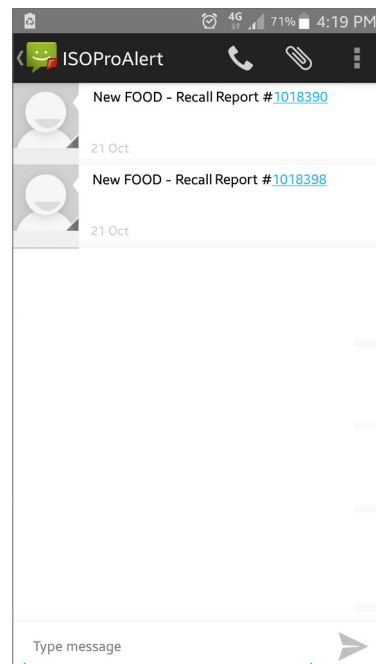


NOTIFICATIONS drive and automate the workflow, assists teams to view and act on information and keep everyone on the same page and in sync.

NOTIFICATIONS

These are fully configurable and delivered via email or SMS:

- > **ALERTS** – notify recipients of an event recorded in the system that meets an alert criterion, e.g.:
 - o Injury or incident rated as HIGH severity
 - o Complaint or enquiry
 - o Action overdue past its grace period
- > **SUMMARIES** – these are summaries, designed for managers, that provide concise, actionable summaries of events or exceptions that have occurred within the summary period (daily, weekly etc.).
- > **ESCALATIONS** – these emails go to managers when actions become overdue.



Daily CID Summary
Gianni Torta

Your Overdue + Due (7 days) CID Tasks

[Click Here to view your Calendar](#)

Status	Raised	Action	Due	Description	View
Overdue	01/01/19	Gianni Torta	15/09/19	Management Meeting (4 per year) ...logged by DRYDEN Ra	#579
Overdue	12/09/19	Gianni Torta	20/09/19	Action 1 Issue Raised 'Arrange TRAINING as planned -	#552
Overdue	01/01/19	Gianni Torta	30/10/19	Document Control Procedure. ...logged by ADMIN isopro	#428
Open	31/12/18	Gianni Torta	22/11/19	Review Tender &; Proposal Response performance / Lessons	#392

Vendor Management System (VMS)



The **VMS Module** allows organisations to rigorously manage all service provider, contractor and suppliers' critical information such as:

FEATURES

- > Name, ABN, address and contact information
- > Insurances and Workers' Comp
- > Certifications
- > SWMS and licenses/permits
- > Product / Service supply approvals
- > Performance reviews, complaints and issues and tracking
- > Requests for Information
- > Send reminders of any information due to expire (Insurance, Certifications, permits/licenses etc.)
- > Advise stakeholders when vendors are put on hold or de-activated
- > Customisable work flow
- > Supplier onboarding
- > Sub-contractor management
- > Approved suppliers register

VENDOR PORTAL

- > Apply to provide or extend services
- > Maintain address, contact, banking details
- > Simplify Sub-contractor inductions
- > Provide updated insurance/license/permits when due
- > Reply to complaints / queries online.

The VMS ensures that all vendor-related compliance information is centrally managed, organised, reportable and visible.

From:
Sent: Thursday, 20 July 2017 9:15 AM
Subject: Reminder to provide updated Certificate(s)

Reminder to provide updated Certificate(s)

Valued Supplier,

Our records indicate that the following certificate(s) have expired or will expire before the end of next month.

Type	Expiring
Criteria-SQF (2000 / 7.2)	20 Jun 2017
Criteria-NSW Food authority Licence/ Extract/ Vehicle	31 Aug 2017

Kindly provide us with a copy of the updated certificate(s) (or within 15 days of the expiry date) by replying to the **EMAIL BELOW** and kindly attach each certificate as a separate PDF file.

Training Management / Learning Management System (TMS/LMS)



The **TMS/LMS module** allows organisations to rigorously manage of all levels of staff and contractor training and inductions as well as easily track any training re-currency.

The module consists of 3 sub-units:

1) EMPLOYEE DETAILS

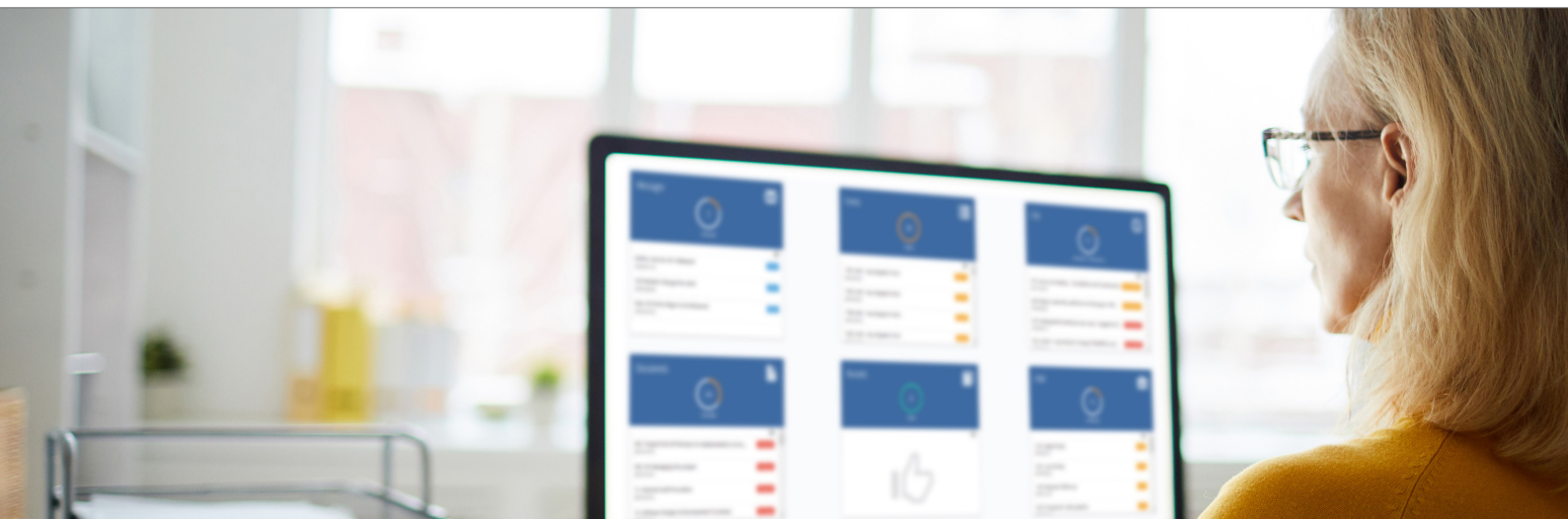
- › Who their manager is (to send notifications to)
- › Hourly \$ rate (to calculate training time & cost)
- › Training profile showing the training they require
- › Training history
- › Training due
- › Requests and self help
- › Training Reminders

2) COURSE / INDUCTION DETAILS INCL.

- › Renewal/re-training period (re-currency)
- › Course costs and delivery method
- › Course content (video, booklet, online etc.)
- › Course costs

3) ONLINE LEARNING & ASSESSMENT

- › Online course delivery
- › Online assessments
- › Video courses
- › Online presentation
- › Downloadable course content
- › Custom certificates



Customer/Contract Relationship Management System (CRM)



The **CRM Module** allows organisations to manage their clients and/or contracts in a structured manner by simplifying the maintenance of:

LEADS AND CLIENTS

- › All client details
- › Client contacts
- › Client meetings and follow up actions
- › Proposals and quote management

CLIENT REQUIREMENTS

- › Products
- › Pricing
- › Service Level Agreements
- › Contract Reporting
- › Service Delivery KPIs

CONTRACT MANAGEMENT

- › Contract milestones (start / end dates)
- › Reviews and variations tracking
- › Variations and changes notifications
- › Funding changes and statuses
- › Contract reporting and reporting reminders

SALES PIPELINE AND OPPORTUNITIES

- › Prospects tracking
- › Pipeline statuses and valuation
 - Follow up reminders
 - Trends and statistics
- › Multi variable reporting
- › Sales performance analysis
- › Success rate and customer turnover tracking

