Being in control with Safesight

Safesight is a hassle-free safety management platform, based in the Netherlands. It ensures that all stakeholders know and can implement the safety plans, protocols and agreements. From employees to suppliers and from partners to volunteers. And if an incident or crisis does occur? Safesight enables organizations to act fast, efficiently and safe.

From festival app to safety management platform

Safesight' software is used by stadiums, convention centres and governments, including De Kuip in Rotterdam, Borussia Mönchengladbach's Borussia-Park and the City of Amsterdam. It's also being used at festivals such as Mysteryland, Pukkelpop and Zwarte Cross. And it's at these very festivals company owner Edo Haan got the idea for Safesight.

Edo explains: "For years I've worked as a safety officer for music festivals. I was responsible for all safety aspects prior to, during and after an event. That meant writing safety plans, preparing all kinds of scenarios like evacuations or bad weather, and consulting with relevant partners and authorities. In short: I did everything I could to prepare as well as possible."

Working in the dark

But during the event itself, Edo often felt like he was operating in the dark: "Our team did everything the way we planned, but we had no idea whether other employees and stakeholders were doing the same. Did our security partner regularly check all the emergency exits and escape routes like we agreed upon? Did anybody make sure there are enough fire extinguishers on the stages? Did we do the extensive social media scan?

We assumed all these boxes were ticked before the event started. But in the run-up to the festival doors opening, safety checks are rarely top priority for departments other than Safety. Sure, these may sound like little details, but a sequence of small mistakes can amount to a big disaster. Attention to these details can be of vital importance."

"I was not quite sure if everyone who had a role in the safety organization was aware of the responsibility they had", he continues. "And even if they were, did they have the correct, up-to-date information to be able to do their job? So in 2015 I got the idea to develop a software application to brief and instruct all safety-stakeholders involved. Including a tool to monitor your alignment with regulations and mandatory actions. About a year later we rolled out the first draft of Safesight."

Nowadays Safesight pours this experience into the daily practice of organizations like construction companies, stadiums, convention centres, municipalities or Dutch Safety Regions.

Collaboration is key

Organizations put a lot of effort into their safety plans. But they struggle to bring them to life with their stakeholders. For Edo it's not hard to see why: "Because of my background as a safety officer, I know how many parties are involved, which makes it hard to get a grip on all safety matters. Safety is a shared responsibility, so that means teamwork. Hard teamwork, I might add. Collaboration is key! And not just in the event industry; the same goes for organizations like governments, construction companies and amusement parks, to name a few."

> *'Safesight helps us to bring security plans and agreements to life within our organization. Everyone knows exactly what's expected of them: in preparation, but also during the event. Safesight also supports our team in scenarios like bad weather or an evacuation. Making sure we're in control at all times.'*
> **Douk Vos, Project Manager Dekmantel Festival**

"Software platforms can support teams in securing a safe environment. But when a system is too complex, it's not being used. That's why we're committed to creating the most practical and hassle-free safety management platform there is. One that works in the real world."

Safesight at 1. FSV Mainz 05

About a year ago, Bundesliga club 1. FSV Mainz 05 adopted Safesight to take their safety game to the next level. Their OPEL ARENA is a multi-purposed stadium with a capacity well over 30.000. It's the stadium of football club Mainz 05, but the stadium hosts home matches of the German National team as well.
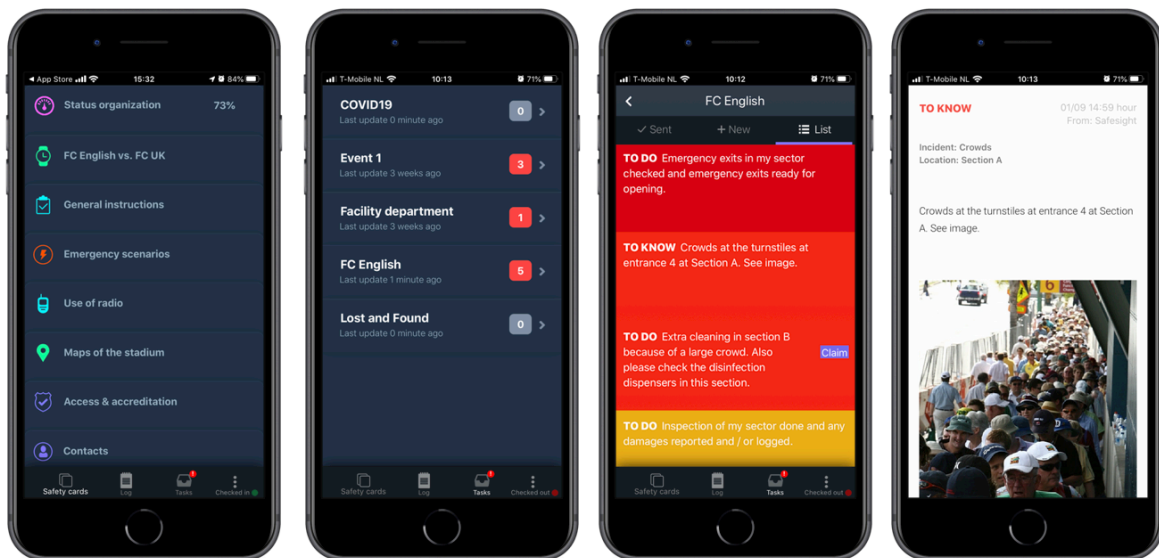
Stephan Bandholz has been working for 1. FSV Mainz for over ten years. As Deputy Director of Organization and Head of Security, he knows exactly how complex safety can be: "Stewards, Ticketing, Hospitality, our technical department, office staff. There are so many departments involved in organizing events in the OPEL ARENA. And every department contributes to safety. But how do you know if everything is going according to plan? That's we're Safesight comes in. We can keep track of all safety aspects on match days thanks to the platform."

Always up to date

He continues: "Safesight allows all disciplines to work together in a single application that's easy to use. We can make sure staff members on key positions always have up-to-date information available in the app. Not just match information, but also special attention points, maps of the stadium, contacts, crisis organization and so on. Staff need to accept their responsibilities and tasks in the app before they start their shifts, so everyone knows what's expected of them at any moment: Whether they're preparing for opening, working their shift or in case of an incident.

Check in: who's working where?

At the start of the collaboration in 2019, Mainz 05 asked Safesight to develop a check-in-functionality to register all stewarding staff in attendance. Stephan: "Thanks to this functionality, we're able to make sure all crucial positions in our stadium are taken by the right staff members before we open. A dashboard in the command room shows the different sectors of our stadium, making it easy to see whether we're compliant with the mandatory number of employees present at a location."

Personal task lists: risk & task management

The platform allows management and the control room to send instructions or information directly to personal task lists of staff members. "Staff members get the instructions on their phone, in the Safesight app", Stephan says. "Ad hoc tasks, like an extra cleaning of the toilets, but also regular checks following safety plans and regulations, like checking the emergency exits. These regular tasks and checks are automatically sent to the right people in our organization at pre-set times."
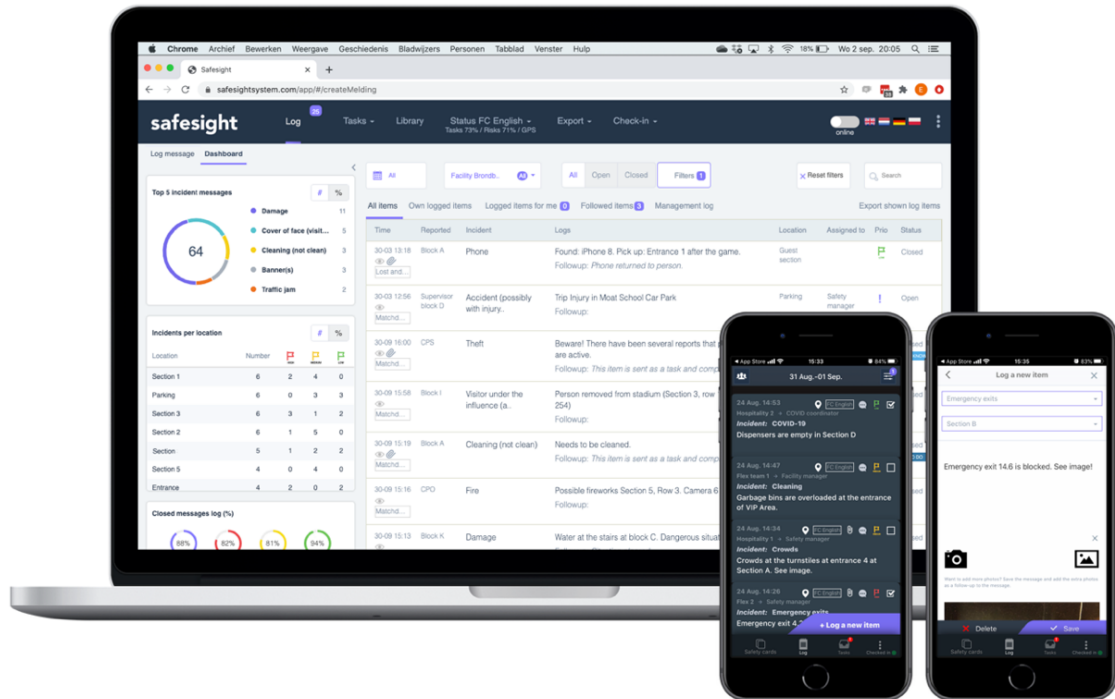
> "Thanks to Safesight, all our disciplines work together in a single, easy-to-use application. We know for certain employees have the right information, we have a real-time overview of the tasks that are still open and thanks to the logbook we know exactly what's happening in and around our stadium. And with the check-in functionality we know whether everybody is in the right position before we open."
> **Stephan Bandholz, Deputy Director of Organization / Head of Security**

Edo adds: "Centralized dashboards provide an accurate overview of the people who have completed their tasks – and the people who haven't. If somebody or a whole team lags behind, this is visible in real-time. Management can take immediate action: which sectors aren't ready for opening yet? Which areas need more attention? And have all escape routes and emergency exits been checked?".

Cloud-based log

All reports are collected in a cloud-based logbook. Stephan: "Everything is collected in the log. Things like damages and complaints, but also incidents or calamities. If necessary, the control room can share these reports with event stakeholders in the blink of an eye."

Edo Haan: "Employees with the right authorization can access the log through their app. This way, all authorized stakeholders know exactly what's going on in and around the stadium - at any time wherever they are. They're also able to create notifications themselves. If they want, they can even upload a photo." The command room has eyes and ears everywhere, so to speak. And because all non-urgent matters are recorded in the log, employees only use the radio network for things that needs immediate attention".

"Safesight provides us with a complete overview of everything that's happening in and around our stadium", Stephan continues. Since we're working with uniform incident codes and locations, the platform functions as an important tool for collecting management information too. That's valuable data, which we actively use to draw lessons from: how often were the emergency exits not free? How many complaints did we receive? Were there any calamities? And how many? It helps us to keep improving our organization. Time and time again."

Safesight and COVID-19
The imposed COVID-19 measures are scaled down step-by-step, and organizations have lots of questions to be answered. How do you prepare your organization for what's to come? How do you ensure meeting all regulations, protocols and requirements? How do you demonstrate this? And how do you inform your employees?

Answering these questions are at the very root of our company. Safesight is a task- and information-driven platform ensuring everybody involved knows how to implement new protocols, plans and agreements. Our platform is fast, steady and easy to use. We can set it up in only a few days, so you can come out of the crisis stronger.

Want to know more?
Please get in touch or request a free demo!

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