

FIJI PORTS CORPORATION PTE LIMITED



Unleashing Improvement, One Circle at a Time!

Smart First Aid: A Digital Readiness Initiative

Team Name: Comply Tech

Team Profile:

No.	Name	Designation
1	Laisani Tagilala (Team Leader)	Occupational Health & Safety Officer
2	Anare Lewaniqila (Team Member)	Acting Manager Human Capital Services
3	Tupoulewa Saulekaleka (Team Member)	Assistant Occupational Health & Safety Officer
4	Livai Lum On (Team Member)	ICT- Coordinator
5	Edward Nakalevu (Team Member)	ICT- Assistant
6	Semi Waqa (Team Member)	Occupational Health & Safety Assistant- Lautoka
7	Monika Singh (Team Facilitator)	Quality Assurance Support Staff
8	Upasna Prasad (Team Coordinator)	Quality Assurance Officer

20 SEPTEMBER 2026

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We would also like to acknowledge the **FPCL team members and staff who supported and contributed to this project**. Your cooperation, ideas, and assistance played an important role in making the project possible.

A special thanks to the **FPCL OHS Team** and other relevant departments for their assistance in supporting the implementation and ensuring the First Aid Kit are maintained and accessible for staff.

Finally, the team acknowledges the support and guidance received from **Fiji National University (FNU)** throughout the Quality Circle programme. The training and guidance provided have contributed to the successful development and implementation of this project.

Thank you to everyone who contributed to the successful implementation of the QR Code system for First Aid Kits at FPCL.

Cheers to Digital Innovation!

Executive Summary

Fiji Ports Corporation Pte Limited (FPCL) is committed to continual improvement and Strategic Innovation, particularly in strengthening its Occupational Health and Safety Management System, certified to ISO 45001:2018. As part of this commitment, the Quality Circle team "Comply Tech" undertook the First Aid Kit Compliance Improvement Project, addressing long-standing gaps in how First Aid Kit usage was monitored, recorded, and replenished across FPCL facilities.

Prior to this project, First Aid Kit usage relied on manual physical inspections and paper-based recording. A baseline review confirmed that this approach made it difficult to consistently identify which items had been used, track stock levels, and ensure timely replenishment - creating both a workplace safety risk and a compliance gap under the Health and Safety at Work Act 1996.

Following a structured brainstorming session, the team evaluated eight possible solutions against a weighted decision matrix covering ease of use, cost-effectiveness, accuracy, reporting speed, digitalisation alignment, and sustainability. The QR Code System was selected as the top-scoring solution (4.50 out of 5.00), offering staff a simple way to report First Aid Kit usage by scanning a code with a mobile phone, with usage data captured digitally for monitoring and follow-up.

Implementation proceeded through a structured, iterative process spanning problem identification, solution proposal, testing, and two rounds of development - the second made necessary when initial testing revealed that scan responses were visible only to the original developer. This issue was resolved through collaboration between the ICT team and the OHS Unit, resulting in a system confirmed ready for team-wide use.

The project has delivered clear tangible results, including simplified, near-instant reporting, structured digital records, reduced reliance on manual processes, and a foundation for ongoing usage analysis. Equally important are the intangible outcomes: strengthened cross-functional collaboration between all departments/units, improved staff awareness and accountability for workplace safety, and a reinforced culture of continuous improvement and digital innovation within FPCL.

A sustainability plan is in place to maintain the system through regular monitoring, periodic review, and staff awareness activities, with a clear intention to extend the QR Code approach to other FPCL locations and, potentially, to related applications such as hazard reporting and safety inspections.

Overall, the project demonstrates how a simple, cost-effective digital solution - developed using internal resources and cross-team collaboration - can meaningfully strengthen compliance, operational efficiency, and workplace safety outcomes at FPCL.

1. Introduction

1.1 Organizational Profile

Fiji Ports Corporation Pte Limited, also fondly referred to as FPCL or Fiji Ports, is the Port Management company in Fiji that also plays a regulatory role in maintaining standards relating to Ports of Entry and other local ports throughout Fiji, in accordance to the Sea Port Management Act and the International Ship and Port Facility Security (ISPS) requirements.

FPCL provides primary regulatory oversight for Ports of Suva, Lautoka, Levuka, Vuda, Malau, Rotuma and Wairiki. Under the Sea Port Management Act, FPCL' key role is:

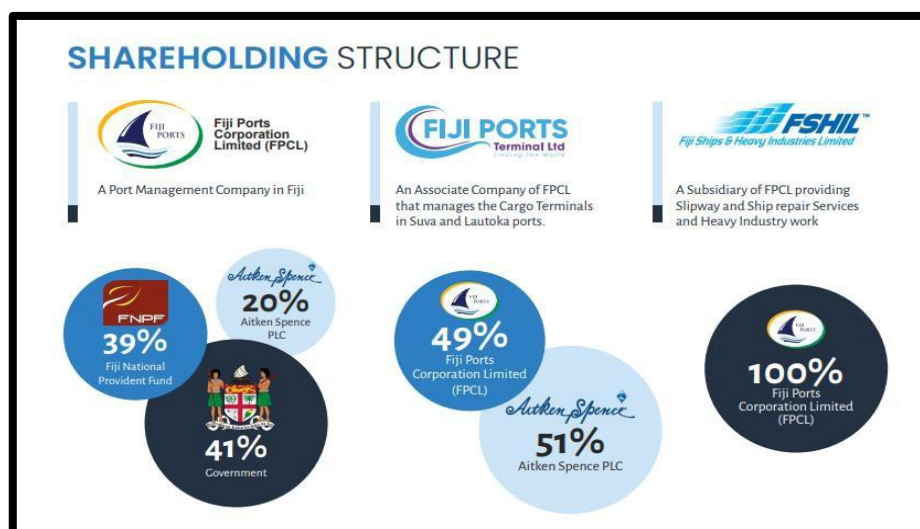
- To effectively manage sea ports.
- To engage in activities related to the provision of services within a port and its surrounding areas, encompassing services that are subject to regulated rates as defined by the applicable legislation.
- To issue licenses to port users in accordance with the prescribed procedures and requirements.
- To provide support and assistance to the Port Masters, Port State Control Officers, and shipping inspectors in the execution of their duties.
- To establish and enforce regulations governing the utilization and functioning of ports and their approaches.

In addition to the above-mentioned responsibilities, FPCL also offers the following services:

- Harbor Master's functions.
- Pilotage services.
- Operation of tug boats.
- Dredging operations.
- Provision of mooring services.
- Vessel Traffic Services (VTS) and management of anchorage areas.
- Upgrading, repair, and maintenance of port infrastructure.
- Implementation of port security and safety management measures.

In this submission the names FPCL and Fiji Ports are used interchangeably and refer to Fiji Ports Corporation Pte Limited.

Figure 1: showing FPCL Shareholding Structure



(Source: FPCL Annual Report, 2022)

1.1.1 Our Vision

To be the Smart, Green Gateway for trade in the Pacific region.

1.1.2 Our Mission

To invest significantly in new and upgraded seaport and ship repair facilities to support and enhance the economic growth and prosperity of Fiji, as well as providing key economic and lifestyle linkages throughout Fiji and our Pacific region. We will provide expertise to drive regional safety and capacity in respect of maritime infrastructure.

1.1.3 Our Values



1.2 Background of the Project

FPCL is committed to continuous improvement and operational excellence through its core corporate values, including **Strategic Innovation**. As part of its digital transformation journey, the organization continually seeks innovative solutions that improve efficiency, accessibility, and effectiveness across its operations.

Health and Safety Management remains an important component of FPCL's Human Capital Strategy, requiring accurate and accessible records to support regulatory compliance, informed decision-making, and continuous improvement. However, the traditional paper-based First Aid recording process presented challenges in data collection, record retrieval, reporting efficiency, and compliance monitoring.

Recognizing these challenges as an opportunity for innovation, FPCL explored the use of digital technology to modernize the First Aid recording process. The implementation of a QR Code-Based First Aid Reporting System represents a strategic innovation that transforms a manual, paper-driven process into a streamlined digital solution.

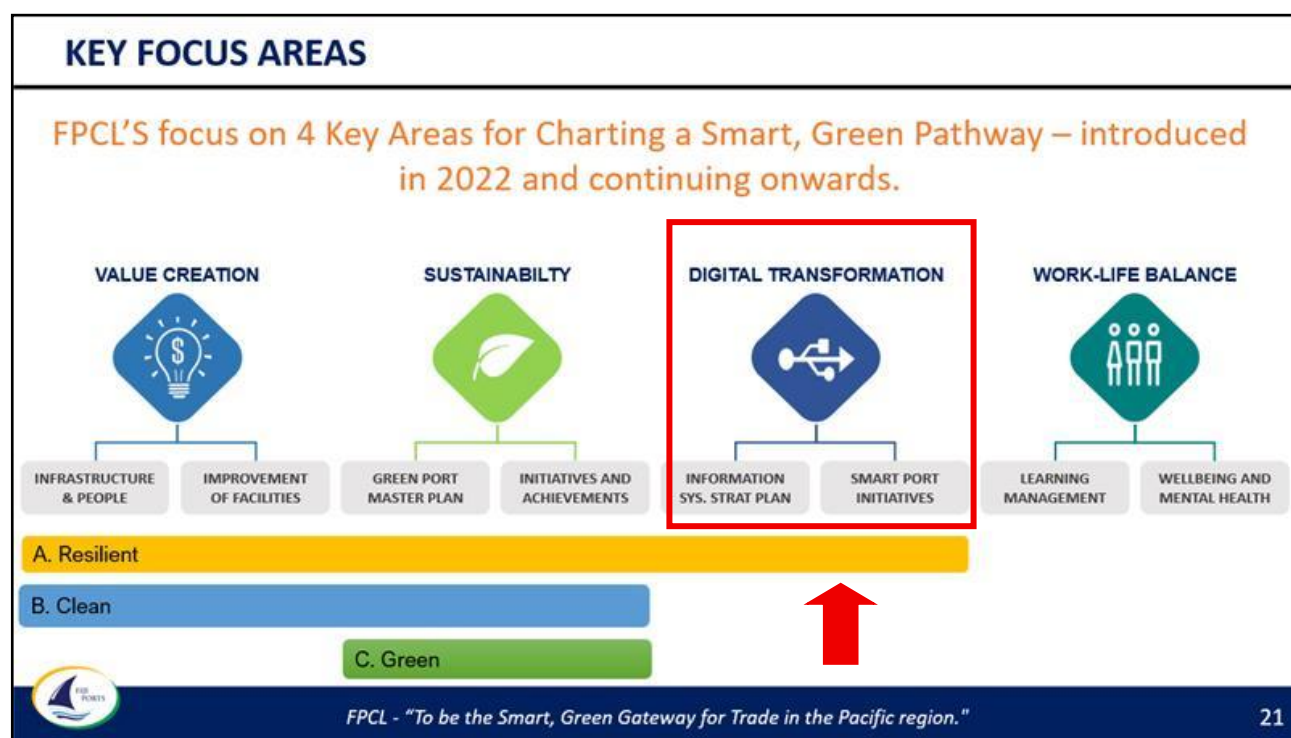
The system enables employees and First Aiders to record treatment data instantly through a mobile device, providing real-time access to information, improved record management, enhanced reporting capability, and greater visibility of workplace health and safety trends.

This project demonstrates FPCL's commitment to Strategic Innovation by leveraging simple, cost-effective technology to improve operational efficiency, strengthen compliance management, and support data-driven decision-making. In addition, the initiative contributes to employee wellbeing by ensuring timely and accurate recording of First Aid treatments and enabling better monitoring of

workplace health and safety outcomes.

Digitalization is an important part of FPCL's ongoing efforts to improve efficiency and accessibility. The implementation of a **QR Code system for First Aid Kits** supports this direction by providing a simple and efficient way to record, monitor, and manage First Aid Kit usage, helping ensure that supplies are properly tracked and maintained.

Figure 2: showing FPCL Key Focus Areas



(Source: FPCL Corporate Presentation)

To demonstrate its commitment to maintaining a safe and healthy workplace, FPCL has established and maintained an Occupational Health and Safety Management System that complies with the requirements of **ISO 45001:2018**. Through this certification, FPCL ensures that risks to employee health and safety are effectively managed, monitored, and continually improved.

As part of FPCL's ongoing journey towards operational excellence and Strategic Innovation, the organization continually seeks opportunities to strengthen its health and safety processes through the adoption of innovative solutions and digital technologies.

The implementation of the **QR Code-Based First Aid Reporting System** supports this commitment by enhancing the management of documented First Aid information, improving accessibility of records, and enabling real-time reporting and monitoring of First Aid treatments across the organization.

This initiative aligns with the requirements of **ISO 45001:2018** by improving the control and retention of documented information, strengthening communication and reporting processes, supporting the monitoring and analysis of health and safety performance, and promoting continual improvement of the Occupational Health and Safety Management System.

By leveraging a simple and cost-effective digital solution, FPCL has transformed a manual First Aid recording process into an efficient and reliable reporting platform that improves compliance, enhances operational efficiency, and provides valuable data to support informed decision-making and continual improvement in workplace health and safety

Please refer Annexure 1: ISO 45001: 2018 Occupational Health & Safety Management System certification

Further to this, FPCL has a defined Occupational Health & Safety (OHS) Policy statement that reflects the organisation's commitment to health and safety, not only for its employees but for all its internal and external stakeholders. The Policy statement is a statement of commitment endorsed by the Chief Executive Officer of Fiji Ports that prioritises the responsibilities of Fiji Ports senior management and the expectations from employees.

Please refer Annexure 2: Fiji Ports OHS Policy Statement

FPCL has a dedicated Health & Safety Policy Manual that entails all the compliance requirements that are required as per the health & safety at work Laws of Fiji HAWASA Act 1996.

As part of its commitment to Strategic Innovation and continual improvement, FPCL continually seeks opportunities to enhance operational efficiency and strengthen its Occupational Health and Safety Management System through the adoption of digital technologies.

In maintaining compliance with the requirements of the Health and Safety at Work Act 1996 (HAWASA) and the ISO 45001:2018 Occupational Health and Safety Management System, FPCL recognizes the importance of maintaining accurate, accessible, and reliable First Aid treatment records. Effective management of First Aid information is essential for monitoring workplace health and safety performance, identifying injury trends, supporting informed decision-making, and demonstrating compliance with regulatory requirements.

Historically, First Aid treatment records were maintained using a manual paper-based process. While effective in meeting basic reporting requirements, the process presented challenges in relation to record accessibility, reporting efficiency, data retrieval, and trend analysis. The reliance on physical documentation also increased the administrative effort required to maintain records and produce information for audits, investigations, and management reporting.

Recognizing these challenges as an opportunity for innovation, FPCL developed and implemented a QR Code-Based First Aid Reporting System. The system enables First Aiders and authorized personnel to instantly access a digital First Aid Treatment Register through a QR code using a mobile device or computer.

The implementation of the QR Code system has introduced several improvements to the First Aid reporting process, including:

- Real-time recording and submission of First Aid treatment information.
- Improved accessibility and retrieval of First Aid records.
- Centralized storage of data for reporting and analysis.
- Enhanced monitoring of workplace injury and illness trends.
- Improved accuracy, consistency, and completeness of records.
- Reduced administrative burden associated with manual record keeping.
- Strengthened compliance with the organization's Occupational Health and Safety Management System requirements.

The QR Code initiative directly supports the requirements of **ISO 45001:2018**, particularly in the areas of documented information management, communication, performance evaluation, and continual improvement. The digital system provides management with timely access to health and safety information, facilitating proactive interventions and data-driven decision-making.

Furthermore, the project demonstrates FPCL's commitment to **Strategic Innovation** by utilizing simple,

cost-effective technology to transform a traditional manual process into an efficient digital solution. The initiative has strengthened the organization's ability to effectively manage First Aid information while contributing to improved health and safety outcomes for employees and contractors.

The success of this project has highlighted the potential for future digital innovations across FPCL's operations, with opportunities to expand similar QR-based solutions into areas such as hazard reporting, safety inspections, permit management, and incident reporting.

In 2023, FPCL was awarded the GOLD Award for its Wellness and Wellbeing initiatives by the Fiji Human Resource Institute. The award was for ***Excellence in Occupational Health and Safety***.

Figure 3: showing FPCL award in Excellence in Occupational Health and Safety- 2023



(Source: FPCL Awards)

Despite the various Health, Safety and Wellbeing initiatives implemented by FPCL Management, challenges remained in the efficient recording, monitoring, and management of First Aid treatment records across the organisation.

Previously, First Aid treatments were recorded using a manual paper-based reporting process. While this system fulfilled basic record-keeping requirements, it presented several challenges in relation to accessibility, consistency, and timely reporting of First Aid information. The manual process relied heavily on physical forms, which required completion, submission, filing, and retrieval through administrative processes.

As a result, it was often difficult to monitor First Aid treatment trends, track recurring injuries, retrieve records during audits or inspections, and maintain real-time visibility of First Aid activities across different FPCL locations. The manual nature of the process also increased the risk of incomplete records, delayed reporting, duplication of information, and time-consuming administrative tasks.

The lack of a centralized and easily accessible reporting platform limited the organization's ability to effectively analyze First Aid data and proactively identify opportunities for workplace health and safety improvements. Furthermore, maintaining accurate and readily available records is an important requirement under FPCL's Occupational Health and Safety Management System and supports compliance with the Health and Safety at Work Act 1996 and ISO 45001:2018 requirements.

As part of FPCL's commitment to Strategic Innovation, continual improvement, and digital transformation, there was a need to develop a more efficient, reliable, and user-friendly method for recording and managing First Aid information.

The implementation of a QR Code-Based First Aid Reporting System provides a simple and innovative digital solution that enables First Aiders to instantly record First Aid treatments using a mobile device. Information is captured electronically and stored in a centralized database, improving accessibility, reporting efficiency, record accuracy, and data analysis capabilities.

The system supports timely reporting, enhanced monitoring of workplace health and safety trends, improved compliance management, and informed decision-making. Through this initiative, FPCL has transformed a traditional manual process into a modern digital platform that strengthens reporting effectiveness and supports continual improvement within the Occupational Health and Safety Management System.



(Source: FPCL First Aid Ki

1.3 Objectives of the Project

This Quality Circle project aims to improve the monitoring and management of First Aid Kit usage through the implementation of a **QR Code digital system** that:

- Provides a simple and convenient method for staff to report the use of First Aid Kit items;
- Improves monitoring and tracking of First Aid Kit usage across FPCL;
- Helps identify items that have been used and require timely replenishment;
- Reduces the risk of First Aid Kits being left without essential supplies;
- Improves the accuracy and availability of First Aid Kit usage records; and
- Supports FPCL's continuous improvement and digitalization initiatives.

1.4 Scope of the Project

- The First Aid Kit QR Code system has been implemented to support the monitoring and recording of First Aid Kit usage across FPCL facilities.
- The system will allow staff to **scan a QR Code placed on the First Aid Kit** and record the items that have been used. The information collected will assist the personnel responsible in monitoring usage and identifying items that require replenishment.
- The project is focusing on all First Aid Kits within FPCL and is expanded to other locations (company transports) because of the effectiveness and success of the system.
- The project will involve relevant FPCL staff, including personnel responsible for First Aid Kit inspections, monitoring, and replenishment.

1.5 Project Milestones

The First Aid Kit project was implemented and monitored according to the planned schedule to ensure timely completion of key activities. Major milestones included **identifying First Aid Kit requirements, procuring the necessary first aid supplies, assembling and distributing the kits to designated areas, verifying the contents for completeness and suitability, and establishing a routine inspection and replenishment process**. These activities were undertaken to ensure that adequate first aid resources are readily available to support an effective response to workplace injuries and emergencies.

Main improvements: The wording has been adapted from a Wellness Centre project to focus specifically on **First Aid Kit procurement, placement, compliance, accessibility, inspection, and replenishment** while maintaining a professional project-report style.

2. Project Analysis

2.1 Problem Identification

This Quality Circle project was initiated after identifying challenges in the **monitoring and management of First Aid Kit usage** across FPCL.

Prior to the implementation of the QR Code system, First Aid Kit usage was mainly monitored through **manual physical inspections and record keeping**. This process made it difficult to consistently identify which items had been used, when they were used, and when replacement items were required.

Evidence of the Identified Problem

A review of the existing First Aid Kit monitoring process identified the following issues:

Area Identified	Evidence/Observation
Monitoring of usage	First Aid Kit usage was monitored mainly through manual physical checks.
Recording of usage	There was no standardised digital method for staff to immediately report items used from the First Aid Kit.
Stock monitoring	Used or low-stock items could only be identified during physical inspections.
Replenishment	Delays could occur between the use of an item and its replacement.
Record keeping	Manual records made it difficult to maintain a centralised and up-to-date usage history.
Accessibility of information	Information on First Aid Kit usage was not readily available for monitoring and follow-up.

As part of the Quality Circle analysis, a baseline review of First Aid Kits was undertaken to establish the extent of the problem. The review recorded the number of First Aid Kits checked, items found to be used or low in stock, and the availability of usage records.

Table 1: Baseline First Aid Kit Monitoring Results:

Indicator	Baseline Result (pcs)
Total First Aid Kits inspected	72
First Aid Kits with missing/used items	50
First Aid Kits with low-stock items	50
First Aid Kits with incomplete usage records	72
First Aid Kits with no usage record	20
Average time taken to identify/replenish used items	3 months
Percentage of First Aid Kits requiring follow-up	50

Source: FPCL First Aid Kit Baseline Inspection/Quality Circle Survey, [Month/Year].

The baseline findings provided evidence that the existing manual process had limitations in **tracking First Aid Kit usage, maintaining accurate records, and ensuring timely replenishment.**

Based on these findings, the Quality Circle team identified the need for a **simple, accessible, and efficient digital solution.** The team therefore proposed the introduction of a **QR Code system**, allowing employees to scan the QR Code and report the use of First Aid Kit items.

The implementation of the QR Code system is expected to improve the visibility of First Aid Kit usage, support timely replenishment, reduce reliance on manual monitoring, and provide a more organised and accessible record of First Aid Kit usage across FPCL.

Brainstormed Ideas for Improving First Aid Kit Monitoring

Following the identification of challenges in monitoring First Aid Kit usage, the Quality Circle team conducted a brainstorming session to identify possible solutions. The team considered different methods that could improve the recording, monitoring, and replenishment of First Aid Kit items.

The following options were considered:

1. Manual Register – A physical register placed with each First Aid Kit for staff to record items used. This would provide a basic record but would still require manual checking and updating.
2. Electronic Excel Register – A central Excel-based record to monitor First Aid Kit items and stock levels. This could improve record keeping but would require regular manual updates.
3. Online Form – An electronic form that staff could complete after using an item from the First Aid Kit. This would provide digital records but would require staff to access and complete the form separately.
4. Email Reporting – Staff could report the use of First Aid Kit items through email to the responsible personnel. This would provide communication but may make it difficult to maintain a consistent and centralised record.

5. QR Code System – A QR Code placed on or near each First Aid Kit that staff can scan using a mobile phone to report items used. The information can then be recorded digitally for monitoring and follow-up.
6. First Aid Kit Checklist – A standard checklist for responsible personnel to use during routine inspections to identify missing, expired, or low-stock items.
7. QR Code with Digital Inventory Monitoring – A QR Code linked to a digital form or database that records the item used, date of use, location of the First Aid Kit, and replenishment requirements.
8. Other Suggestions – The team also considered other digital solutions that could improve the accessibility, monitoring, and reporting of First Aid Kit usage.

Selection of the Proposed Solution

First Aid Kit Monitoring - Decision Matrix

Quality Circle Evaluation of Brainstormed Solutions and Selection of the QR Code System

Following the brainstorming session, the Quality Circle team evaluated each proposed solution against six weighted criteria reflecting FPCL's operational priorities: ease of use for staff, cost-effectiveness, accuracy and completeness of records, speed of reporting, alignment with FPCL's digitalisation strategy, and long-term sustainability. Each option was scored from 1 (Poor) to 5 (Excellent) against each criterion, and the scores were weighted to produce a total out of 5.00. The option with the highest weighted score was adopted as the team's proposed solution.

Option	Ease of Use for Staff (20%)	Cost-Effectiveness (15%)	Accuracy & Completeness of Records (20%)	Speed of Reporting (15%)	Alignment with Digitalisation Strategy (15%)	Sustainability / Ease of Maintenance (15%)	Weighted Score /5	Rank
1. Manual Register	3	5	2	2	1	2	2.50	8
2. Electronic Excel Register	3	4	3	2	3	3	3.00	5
3. Online Form	3	3	4	3	4	3	3.35	3
4. Email Reporting	3	4	2	2	2	2	2.50	6
5. QR Code System	5	4	4	5	5	4	4.50	1
6. First Aid Kit Checklist	4	5	3	2	1	3	3.05	4
7. QR Code with Digital Inventory Monitoring	3	2	5	4	5	5	4.00	2
8. Other Suggestions (general digital options)	2	2	3	3	3	2	2.50	7

Outcome of the Evaluation

The QR Code System (Option 5) achieved the highest weighted score of 4.50 out of 5.00, ranking first among the eight options considered. It scored strongly on ease of use for staff and speed of reporting, since a single scan with a mobile phone requires far less effort than completing a register, spreadsheet, form, or email, while also aligning closely with FPCL's continued focus on digitalisation and efficiency.

Option 7, QR Code with Digital Inventory Monitoring, scored second highest at 4.00. It offered the strongest accuracy and sustainability of all options, capturing item, date, location, and replenishment data in one system, but scored lower on cost-effectiveness and ease of use at this stage, given the

additional development effort of a linked database. The team noted this option as a valuable direction for a future phase, once the core QR Code System has been implemented and adopted by staff.

The remaining options - the Manual Register, Electronic Excel Register, Online Form, Email Reporting, the Checklist, and other general digital suggestions - each addressed part of the problem but fell short on either ease of use, accuracy, reporting speed, or alignment with digitalisation, resulting in lower overall scores.

On this basis, the Quality Circle team proceeded with the development and implementation of the First Aid Kit QR Code Digitalisation Project, consistent with the recommendation of the decision matrix.

The QR Code provides a simple method for staff to report the use of First Aid Kit items by scanning the code with their mobile phone. The information can be captured digitally, allowing the responsible personnel to monitor usage and identify items requiring replenishment.

The proposed QR Code system also supports FPCL's ongoing focus on digitalisation, efficiency, and continual improvement by reducing reliance on manual recording and improving the availability of First Aid Kit usage information.

The team therefore proceeded with the development and implementation of the First Aid Kit QR Code Digitalisation Project.

2.2 Cause Identification

The lack of a standardized and efficient system for recording and monitoring **First Aid Kit usage** was identified as a key contributing factor to gaps in first aid kit management across FPCL. The existing manual process made it difficult to consistently track items used, identify frequently utilized supplies, monitor stock levels, and ensure timely replenishment of first aid items.

It was also observed that staff may use items from the First Aid Kits without a standardized method of reporting their usage. This can result in delays in identifying depleted or expired items and may affect the readiness of the First Aid Kits when required.

The need for a more convenient and accessible method of recording First Aid Kit usage was therefore identified. **Digitalization through a QR Code system** was proposed to allow employees to quickly report items used by scanning a QR Code placed on the First Aid Kit. The information captured can assist the responsible team in monitoring usage, identifying replenishment requirements, and maintaining accurate records.

The proposed digital system aims to improve **accessibility, accountability, monitoring, record-keeping, and timely replenishment** of First Aid Kit supplies across FPCL.

3. Solution Development

3.1 Possible Solutions

FPCL has established various health, safety and wellbeing initiatives to support employees and maintain a safe working environment. As part of these efforts, First Aid Kits are provided at designated locations to ensure that basic first aid supplies are readily available to staff when required.

To improve the management and monitoring of First Aid Kit usage, several possible solutions were considered. These included maintaining the existing manual recording system, introducing a dedicated

First Aid Kit usage register, conducting regular manual stock checks, and developing a digital system for recording items used and identifying replenishment requirements.

Among the possible solutions, the **digitalization of First Aid Kit usage through a QR Code system** was identified as a practical and convenient approach. The QR Code would allow staff to quickly report the use of first aid items by scanning the code and submitting the required information through a digital form.

This solution would provide a more systematic method of **recording usage, monitoring stock levels, identifying replenishment requirements, maintaining records, and improving the overall availability of First Aid Kit supplies**. It would also reduce reliance on manual reporting and provide the responsible team with easier access to usage information for follow-up and monitoring.

3.2 Solution(s) Selection

The **digitalization of First Aid Kit usage through a QR Code system** was selected as the most viable solution for improving the monitoring, reporting, and management of First Aid Kit supplies across FPCL.

The proposed system provides staff with a simple and convenient method of reporting the use of first aid items by scanning a QR Code placed on the First Aid Kit. This eliminates the need to rely solely on manual reporting and provides a standardized process for capturing information on items used.

The digital system will also assist the responsible team in **monitoring First Aid Kit usage, identifying items requiring replenishment, maintaining usage records, and ensuring that First Aid Kits remain adequately stocked and ready for use** when required.

The solution further supports FPCL's commitment to **staff health, safety and wellbeing** and **digital transformation** by ensuring that first aid resources are effectively monitored and readily available across the workplace. The digital approach also provides an opportunity to review usage trends and identify frequently used items, which can support better planning and management of First Aid Kit supplies.

4. Project Implementation

No.	Task	Start Date	Complete Date	Duration	Status
1	Problem Identification As use of items was not recorded, it delayed replenishment and affected compliance with legal requirements.	30/09/2025	31/10/2025	92 days (approx. 3 months)	Completed
2	Solution Proposal Use of a brown manila folder for filing was identified as needing to change.	01/11/2025	31/11/2025	85 days (approx. 2.8 months)	Completed
3	1st Solution Implementation Changed the colour of the folder used for record keeping from brown to green.	01/12/2025	31/12/2025	152 days (approx. 5 months)	Completed
4	Re-Evaluation Re-evaluated the first solution implemented.	01/01/2026	31/01/2026	121 days (approx. 4 months)	Completed
5	Re-Assessment Conducted to identify the gaps in the first proposed solution.	01/02/2026	28/02/2026	85 days (approx. 2.8 months)	Completed

6	Improvement Considered using a digital tool to improve record keeping.	01/03/2026	30/03/2026 6	90 days (approx. 3 months)	Completed
7	Seek Assistance With the QR Code system in mind, the team reached out to ICT with this proposal and sought their assistance.	01/04/2026	30/05/2026 6	Same day	Completed
8	Required Documentation The ICT team required the contents list of the kit and other relevant information. The First Aid Kit master list was amended and forwarded to ICT.	01/06/2026	22/06/2026 6	1 day	Completed
9	Development The ICT team used the information from the master list to develop the QR Code.	23/07/2026	30/07/2026 6	7 days	Completed
10	Solution Evaluation Immediately after development, the ICT team identified an issue: only the developer could see the responses.	31/07/2026	31/07/2026 6	Same day	Completed
11	Solution Proposal (2nd) The OHS Unit was recommended to develop a new code, following on from the first code developed.	01/08/2026	09/08/2026 6	8 days	Completed
12	Development (2nd) The OHS Unit developed the second code, which was discussed and tested with the ICT Assistant and confirmed ready for use.	10/08/2026	10/08/2026 6	Same day	Completed

Before Transformation:

DOCUMENT TITLE: THE PORTS CORPORATION - OHS POLICIES AND PROCEDURES - FIRST AID KIT CONTENTS

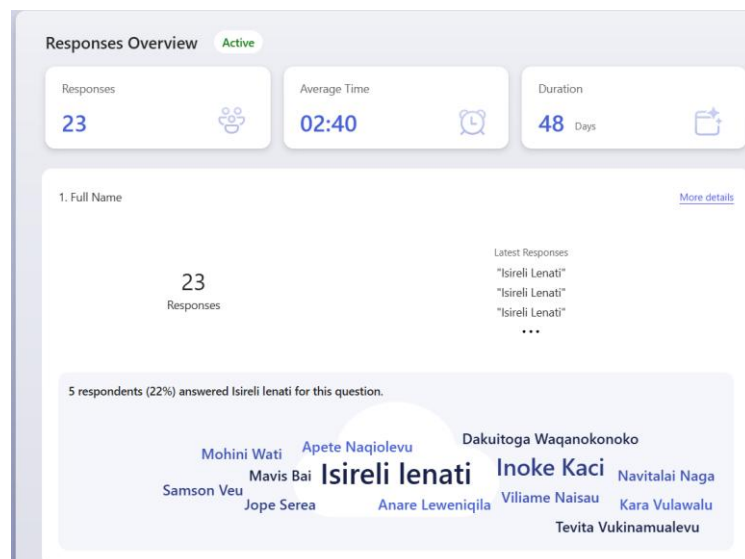
Department/ Vehicle: _____

This log is to be completed for all incidents/ illnesses in the workplace that utilizes this first aid kit.

Date	Time	Injured/ill Person	Nature of injury/ illness	Treatment given	Outcome/notes
09/04/25	02:30pm	Villane	Burnt on knee from burner	First Aid Kit	See Villane
02/03/25	10:11am	Tavita	Injured & swollen hand	First Aid Kit	See Villane
24/03/25	04:38pm	Villane	Pain in knee from the car	First Aid Kit	See Villane
19/08	10:00am	✓	Pain in knee from the car	First Aid Kit	See Villane
06/01/25	08:00	✓	Swollen hand	First Aid Kit	See Villane
09/02/25	09:00	✓	Swollen hand	First Aid Kit	See Villane
14/02/25	09:00	✓	Swollen hand	First Aid Kit	See Villane
20/02/25	09:00	Romi	Swollen hand	First Aid Kit	See Villane
20/02/25	09:00	Tavita	Swollen hand	First Aid Kit	See Villane



After Transformation



First Aid Kit Usage Recording Form - Saved

Laisani Tagilala

Style Settings Preview Collect responses View responses 23 Present

First Aid Kit Usage Recording Form

Sep 28, 2026

This form is used to record items removed from First Aid Kits.
Please complete this form immediately after using any First Aid item.

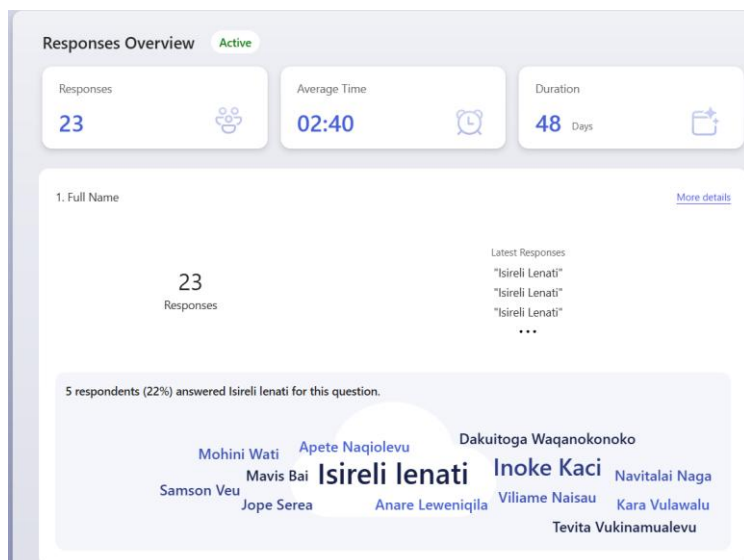
- Staff adoption and feedback - informal check-ins with staff using the kits to identify confusion, resistance, or friction with the scanning process before it shows up as a compliance gap.



[QR Code]

How control will be exercised

- Monthly reconciliation - the OHS Unit reconciles QR code scan data against physical kit audits each month, consistent with FPCL's existing monthly KPI review rhythm.
- Escalation on discrepancy - where scan records and physical stock don't match, or where a kit shows repeated missing items, the OHS Unit investigates the cause (equipment fault, staff unfamiliarity, or theft/misuse) before deciding on retraining, re-signage, or a process adjustment.
- Periodic re-assessment - in keeping with the continual-improvement cycle already demonstrated earlier in this project (Re-Evaluate, Re-Assess, Improve), the system will undergo a formal review at defined intervals to confirm it remains fit for purpose as usage patterns or kit locations change.
- Change control - any modification to the QR code, the linked form, or the master list of kit contents is tested by the ICT Assistant and OHS Unit and signed off before deployment, so that fixes don't reintroduce the single-viewer problem identified during initial development.
- Reporting upward - a brief monthly summary of scan compliance, replenishment turnaround, and any incidents is provided to the Quality Circle and relevant management, so the project's performance stays visible beyond the implementation phase.



First Aid Kit Usage Recording Form - Saved

Style Settings Preview **Collect responses** **View responses** **Present**

First Aid Kit Usage Recording Form

Sep 28, 2026

This form is used to record items removed from First Aid Kits.
Please complete this form immediately after using any First Aid item.

4.2 Challenges Faced

During implementation of the First Aid Kit Digitalisation project, the team encountered several challenges, particularly around establishing a consistent process for capturing First Aid Kit usage information and ensuring staff awareness of the new reporting method.

Key challenges identified:

- ✓ Development time - introducing a new digital process required time to develop and test the digital form, generate the QR Code, and confirm that the resulting system was genuinely user-friendly and accessible to staff, rather than simply functional.
- ✓ Staff awareness and adoption - as with any change to an established routine, ensuring staff understood the new reporting method - and used it consistently rather than defaulting to old habits - was identified early as critical to the project's success.
- ✓ System accessibility - initial testing surfaced a limitation where only the developer could view scan responses, requiring a second round of development before the system was genuinely ready for team-wide use.

How these challenges were addressed:

The project team responded to each challenge directly rather than treating them as setbacks. Necessary testing was carried out and adjustments made to the digital reporting process before full implementation, ensuring the system was refined ahead of staff relying on it. Clear, practical instructions were provided to staff on how to scan the QR Code and report items used, supporting consistent adoption from the outset.

Overall, the project was implemented successfully. The challenges identified were effectively managed through structured testing, clear communication, staff awareness activities, and continuous monitoring of the digital reporting system - reinforcing FPCL's broader commitment to continual improvement. During the implementation of the First Aid Kit Digitalization project, several challenges were encountered, particularly in establishing a consistent process for capturing First Aid Kit usage information and ensuring staff awareness of the new reporting method.

As the project involved introducing a new digital process, time was required to develop and test the digital form, generate the QR Code, and ensure that the system was user-friendly and accessible to staff. Staff awareness and familiarization with the QR Code reporting process were also considered important to ensure consistent usage.

To address these challenges, the project team conducted necessary testing and made adjustments to the digital reporting process before implementation. Clear instructions were also provided to staff on how to scan the QR Code and report items used from the First Aid Kit.

Overall, the project was implemented successfully, with the identified challenges managed through **testing, communication, staff awareness, and continuous monitoring** of the digital reporting system.

5. Project Implementation Results

5.1 Tangible Results

The First Aid Kit usage process has been successfully digitalised through the introduction of a QR Code-based reporting system. A unique QR Code was developed and placed on the designated First Aid Kit, giving staff quick, convenient access to the digital reporting form at the point of use.

Key outcomes achieved:

- Simplified reporting - staff can now report the use of first aid items in seconds, simply by scanning the code and submitting the required information, removing the friction that previously discouraged consistent recording.
- Structured digital records - the digital form captures the relevant details of each item used, giving the responsible team clear visibility of usage patterns and replenishment requirements as they arise, rather than discovering gaps during periodic checks.
- Reduced reliance on manual recording - the system has moved First Aid Kit monitoring away from paper-based registers and ad hoc reporting toward a more systematic, accessible and traceable process.
- A foundation for ongoing analysis - the digital records now support follow-up action, stock monitoring, and future analysis of commonly used first aid supplies, information that was previously difficult to capture consistently.

Overall, the project has given FPCL a simple, practical digital solution that strengthens First Aid Kit

management and helps ensure essential supplies are replenished in a timely manner - directly addressing the compliance and monitoring gap that prompted this Quality Circle initiative in the first place.

5.2 Intangible Results

Beyond the tangible reporting system delivered, the project generated meaningful benefits in staff capability, teamwork, and workplace safety culture - outcomes that are harder to measure directly but no less valuable to FPCL.

Development of Staff Competency

The project gave FPCL staff the opportunity to apply and further develop existing skills in digitalisation, process improvement, data management, and workplace safety, using internal resources and cross-team collaboration rather than external consultants.

- The **Quality Assurance team** contributed to developing and standardising the First Aid Kit usage process, ensuring the new method met compliance and record-keeping requirements.
- The **ICT team** provided the technical expertise to design, build, and implement the digital reporting system, translating an operational need into a working solution.
- This collaboration strengthened **cross-functional teamwork** between departments that do not typically work together, and encouraged staff to think of digital tools as a practical option for improving everyday workplace processes, not just a specialist ICT function.

Improved Awareness and Accountability

The introduction of the QR Code system has raised staff awareness of the importance of promptly reporting First Aid Kit usage and maintaining adequate supplies. By giving staff a genuinely simple and accessible way to report item use, the project has encouraged greater personal accountability and active participation in workplace safety, rather than treating it as someone else's responsibility.

A Continuous Improvement (Kaizen) Mindset

The project has reinforced a culture of continuous improvement and digitalisation within FPCL, offering a clear, practical example of how existing manual processes can be enhanced through simple, low-cost technology-based solutions - a model that can reasonably be extended to other manual processes across the organisation.

Overall, the project has contributed to improved staff awareness, accountability, teamwork, digital competency, and safety culture, reinforcing FPCL's broader commitment to a safe and responsive working environment.

5.3 Sustainability Plan

The sustainability of the **First Aid Kit Digitalization QR system** will be maintained through regular monitoring and review of the digital reporting process. The responsible team will periodically review the submitted usage records to identify items that require replenishment and ensure that First Aid Kits remain adequately stocked and ready for use.

The QR Code and digital reporting form will be incorporated into the relevant **First Aid Kit monitoring and inspection process**, with periodic checks carried out to ensure that the QR Code remains accessible, functional, and up to date. Staff awareness will also be maintained through communication and reminders on the correct process for reporting First Aid Kit usage.

The digital records generated through the system will provide an ongoing source of information that can be used to monitor usage trends, identify frequently used items, and support future improvements to First Aid Kit management.

The project is also intended to be **extended to other FPCL locations and ports**, subject to the outcome of the initial implementation. This will support the standardization of First Aid Kit usage reporting across FPCL and provide a consistent digital approach to monitoring and replenishment.

Overall, the project is designed to be a **continuous improvement initiative**, with the digital system reviewed and enhanced where necessary to ensure its effectiveness and long-term sustainability.

6. Lessons Learned

6.1 Key Takeaways

The project highlighted the importance of cross-functional teamwork, proper planning, staff involvement, and digitalization in successfully improving workplace processes. It also demonstrated the value of developing staff competencies and consulting employees to ensure that solutions are practical and aligned with their needs. Overall, the project reinforced that effective planning, collaboration, and employee participation are key to successful and sustainable continuous improvement.

6.2 Recommendations

It is recommended that FPCL continues to provide refresher training, promote staff awareness, and undertake further health and wellbeing initiatives and digital transformation initiatives to support continual improvement. The First Aid Kit digitalization initiative should also be extended to other FPCL sites to standardize the process, improve monitoring, and strengthen workplace safety across the organization.

7. Conclusion

The **First Aid Kit Digitalization project** demonstrates FPCL's commitment to improving workplace safety through **digitalization, continual improvement, and effective resource management**. The QR Code system provides a simple and efficient method for recording First Aid Kit usage, monitoring supplies, and supporting timely replenishment.

Through collaboration, planning, and staff involvement, the project has strengthened the management of first aid resources and supports FPCL's commitment to **employee safety, wellbeing, digital transformation and continual improvement**.

8. Appendices

Annexure 1: FPCL ISO 45001:2018 OHS Management System Certification



MANAGEMENT SYSTEM CERTIFICATE

Certificate no.:
10000413723-MSC-JAS-ANZ

Initial certification date:
08 December 2020

Valid:
09 December 2023 – 08 December 2026

This is to certify that the management system of
Fiji Ports Corporation Pte Limited
Lot 1 Tofua Street, Walu Bay, Suva, Fiji
and the sites as mentioned in the appendix accompanying this certificate

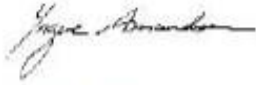
has been found to conform to the Occupational Health and Safety Management System standard:
ISO 45001:2018

This certificate is valid for the following scope:
Provision of Port Management Services.

Place and date:
North Sydney, 30 November 2023



For the issuing office:
DNV - Business Assurance
Level 7, 124 Walker Street, North Sydney,
NSW, 2060, Australia



Yngve Amundsen
Management Representative



Lack of fulfillment of conditions as set out in the Certification Agreement may render this Certificate invalid.
Accreditation by the joint accreditation system of Australia and New Zealand (www.jas-anz.org.au/roboar)
ACCREDITED UNIT: DNV Business Assurance Australia Pty Limited, Level 7, 124 Walker Street, North Sydney, NSW, 2060, Australia
TEL: +61 2 9900 9500. <https://www.dnv.com.au/assurance/>

Annexure 2: FPCL ISO 45001:2018 OHS Policy Statement



OCCUPATIONAL HEALTH AND SAFETY POLICY STATEMENT

Fiji Ports Corporation Pte Limited (FPCL) is committed to ensuring the health, safety, and wellbeing of all workers, contractors, visitors, and all persons within its facilities, workplaces, and jurisdiction.

FPCL is dedicated to fulfilling its Duty of Care by providing and maintaining a safe and healthy working environment in line with the principle and requirements pertaining to the Occupational Health and Safety at Work Act 1996 (HASAWA, 1996), and its relevant subsidiary legislations. Further, considerations shall be shaped in accordance with the industry codes of practices, guidelines and intent of ISO 45001: 2018 – Occupational Health and Safety Management Systems.

CONSULTATION

FPCL believes that consultation of workers and the broader stakeholders is an essential part of effective business operations. FPCL Management is committed to organizing and participating in regular effective discussions with the established Occupational Health, Safety and Environment (OHSE) Committee and the relevant stakeholders to ensure health and safety matters are addressed effectively and resolved promptly.

RESPONSIBILITIES

1. Management

FPCL management will ensure that they will:

- Comply with HASAWA 1996 and its subsidiary legislations requirements.
- Provide relevant information, supervision, and training for all employees.
- Act responsively upon preventative or corrective measures resulting from hazard or incidents.
- Encourage hazard elimination practices.
- Promote effective implementation and continual improvement of the OHSE management system.

2. Employees

FPCL employees must ensure that they will:

- Comply with OHSE procedures and policies of the organisation.
- Exercise their duty to take care of the health and safety of others and themselves.
- Report to Management any hazards, incidents, accidents, and other present immediate threats.
- Respect and treat with ownership items or facilities provided for the interest of OHSE.

3. Visitors and Contractors

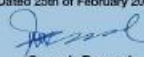
Visitors and Contractors shall ensure that they will:

- Adhere to the FPCL OHSE policies and procedures.
- Not enter restricted areas without proper approval or permission.
- Not place themselves or others safety and/or health at risk in the workplace.
- Report any identified OHS issues to the nearest FPCL employee.

REVIEW

This policy applies to all FPCL workplaces, facilities, and areas under its jurisdiction. It shall be reviewed every two (2) years or earlier if required due to legislative changes, significant incidents, audit findings, or organizational needs.

Dated 25th of February 2026


Suresh Prasad
Acting Chief Executive Officer
(Chief Financial Officer)
FIJI PORTS CORPORATION PTE LIMITED

Version: 4

Annexure 3: Corporate Social Responsibility activities conducted by FPCL 2025-2026



FPCL staff at Levuka



FPCL staff at Golden Age Home in Suva.



Mangrove planting



Clean Up campaign

9. References

1. FPCL Published Documents (Annual Reports and Quarterly Wavu Newsletters)
2. FPCL Social Committee Events Photos
3. FPCL Management Systems Certifications