

FREQUENTLY ASKED QUESTIONS



ACCESS AND VISIBILITY

- Q: As a contractor, who can enter an incident for our company into SEAMS?**
A: Only a registered user of SEAMS, can enter an incident. All active users of SCRIM have been registered and offered training.
- Q: What if someone requires access to SEAMS?**
A: Please contact your direct supervisor or manager. All active users of SCRIM have been registered and offered training. Alternatively, contact Leesa Haimona on **0274 664 158**
- Q: Who can see the information I enter for my company?**
A: Timberlands and your company
- Q: Can multiple staff members use the same logon?**
A: No
- Q: Does the information I place in the system, get shared with other contractors?**
A: No, unless there is a shared investigation involving other contractors
- Q: Will I get visibility over the entire incident process?**
A: For incident notifications – yes. For *Incident Reporting and Investigations*, it will depend on your user permission level

GENERAL

- Q: How long does the app take to download?**
A: SEAMS behaves like any other app that you download. It depends on network connectivity, your device and device storage
- Q: Can I still use the 0800 TL incident number to make a notification?**
A: Yes
- Q: Can I add my company report/investigation instead of filling out the SEAM's one?**
A: You cannot close an incident in SEAMS unless all fields have been completed. However, you can upload any related documentation in the reporting stage
- Q: Is the expected 3-day reporting timeframe still the same?**
A: Yes
- Q: What if the incident occurs outside normal business hours?**
A: SEAMS is available 24 hours, 7 days a week
- Q: If an incident has been reported several times, who administrates and manages this?**
A: The Manager of SEAMS for Timberlands, Leesa Haimona
- Q: What does SSO mean?**
A: Timberlands employees have a Single Sign On (SSO)
This means you can use the same login password, as your Timberlands logon

Q: Who are ecoPortal?

A: ecoPortal are the software provider of SEAMS. They specialise in risk management, health, safety, and environment digital platforms. They are New Zealand owned and operated

Q: Which Operational business unit do I choose?

A: It depends on which Timberlands department you are doing work for. (e.g.) if you are a harvesting crew, then your Operational businesses until would be Harvesting. If you are a planting crew then your operational business unit would be Tree Crop. If in doubt talk to your contract manager to find out.

The **Operational Business Unit** is a Location Tag. Location Tags are used for security permissions.

HELP AREA

Q: If the SEAMS app on my phone will not sync, who do I talk to?

A: Your phone can only sync when you are in cellphone coverage area

Contractors: Call your TL contract manager or supervisor for assistance

Timberlands: Contact OHS who will assist/or redirect you to specialist IT assistance

Q: What if I enter incorrect incident details?

A: Entries can be edited if required. Contact the Timberlands OHS team if you need assistance

