

# Safety Concierge system

A governed AI platform in Microsoft Teams that delivers verified safety guidance.

Delivered as a Teams-based AI assistant for employees and safety teams.

## The Challenge

Safety knowledge sits across disconnected systems and Active Directory (AD) setups, making accurate guidance hard to find and leading to delays, inconsistent answers, and low frontline confidence.

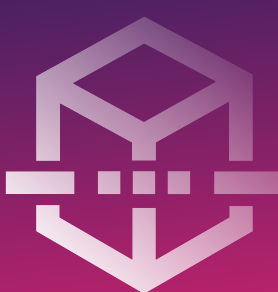
**Content Fragmentation**  
Safety policies spread across multiple sources



**Low Discoverability**  
Hard to identify correct documents quickly



**Access Gaps**  
Different AD setups block unified entry




**Workflow Fragmentation**  
Reporting, learning and incident tools sit across separate systems




## The Solution

A governed safety intelligence layer that unifies fragmented knowledge, verifies guidance through document grounding, and coordinated safety action across regions.


**Unified Knowledge Base**  
Consolidated EN/CN safety documents indexed for reliable retrieval via Teams chatbot



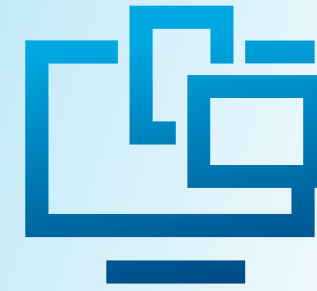
**AI-Verified Answers**  
Document-grounded responses with citations and guardrails



**Smart Safety Routing**  
Direct users to Accident Analysis Application (AAA), Safety Performance Observation Tool (iSPOTit), or Incident Management and Tracking System (IMTS) using role- and location-aware logic

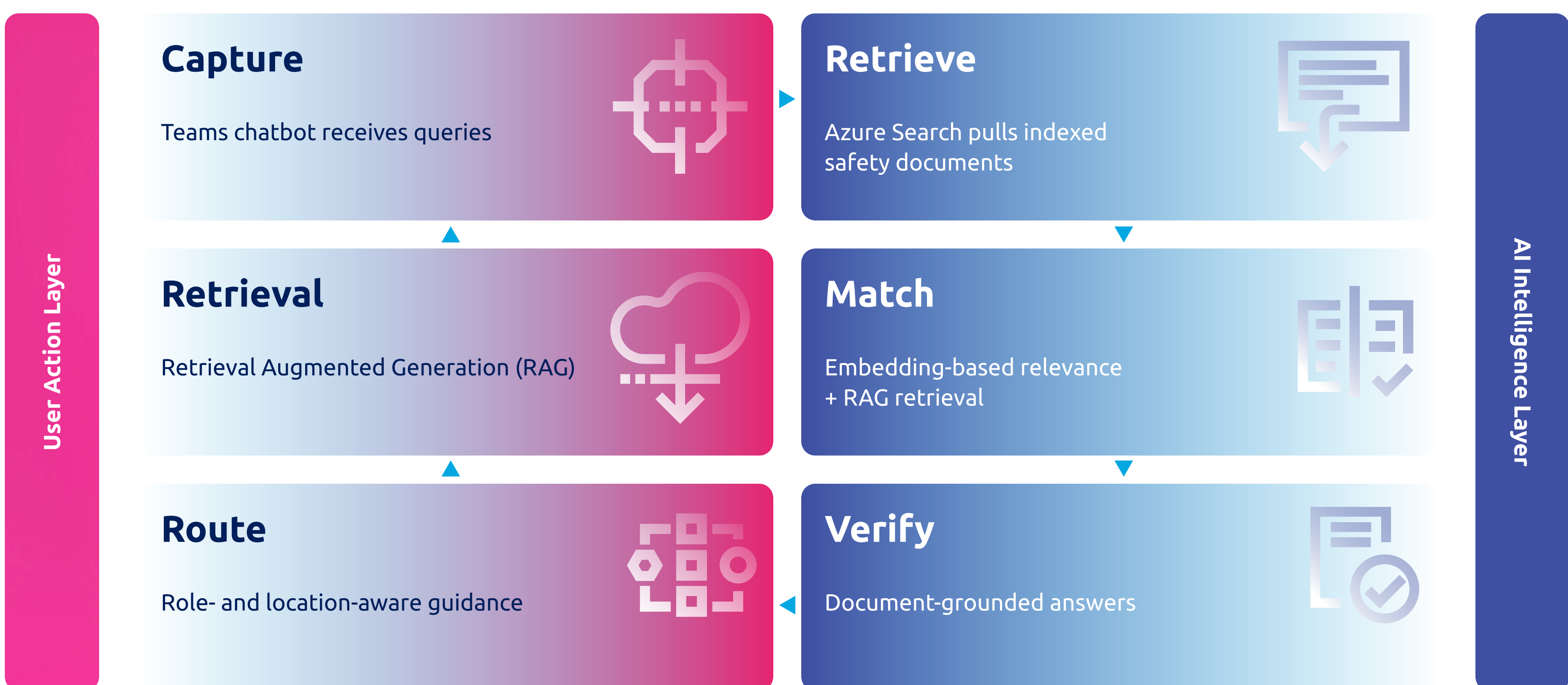


**Governed Platform**  
Admin portal for safety communications, content updates, and audit trails



## How It Works

A self-improving loop that retrieves, verifies, and routes safety guidance with increasing accuracy



## Impact

- 90%** Drop in reporting time
- 80%** Drop in administrative effort
- >95%** Message delivery rate
- 40%** Higher quiz and event participation compared to email

**Unified Experience**  
One entrypoint to consolidated safety information



**Verified Answers**  
Guardrails ensure reliable safety guidance



**Operational Clarity**  
Clear reporting steps for incidents and near-misses



**Governed Knowledge**  
Admin-controlled updates across regions



**From fragmented tools to one safety experience**  
Explore how AI can unify systems and transform how organisations access and manage knowledge on a larger scale.  
[Read the full article here](#)

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