



safetysuite
INTEGRATED SAP SOFTWARE

INCIDENT MANAGEMENT





Closed loop incident processes supporting your commitment to Zero Harm

Despite the best efforts to proactively mitigate risk, things happen to disrupt your operations. Events will occur that must be responded to efficiently to ensure business continuity and to care for affected employees and local environment.

SafetySuite Incident Management provides the closed loop business process needed to ensure your reaction to an incident aligns with your commitments to Zero Harm.

Workforce Engagement

Our solution allows your extended workforce of employees and contractors to capture the event quickly on their mobile device and notify the business for a rapid response. This is essential, as how your business reacts from that point impacts how you will be subsequently appraised by your workforce, industry peers, media and a range of other stakeholders.

Flexible Classification

Whether the Incident is a minor first aid issue, or a more serious event involving people, plant and the surrounding environment, SafetySuite Incident Management will ensure the event is correctly classified and that the notifications made will reflect the nature of the event. The solution supports all event types including injuries & near misses, as well as a range of impact types like property damage, process loss, motor vehicle, and environmental impact.

Process Consistency

Once clarity around the event is evident, the solution will ensure you follow a consistent approach within your business units to perform standard steps such as investigations, lessons learned and root cause determination. You then drive accountability by assigning the corrective actions and tasks necessary to remedy the immediate situation. These tasks are

monitored continually, issuing reminders or escalating the task to maintain compliance.

As an incident nears its closure, SafetySuite can ensure that all the requested corrective actions are closed out, lessons and knowledge is shared between your business units and any feedback into your risk and hazard processes has been adopted.

Solution Extensibility

As part of an integrated solution, SafetySuite Incident Management will ensure other key business processes such as Injury Management, Workers Compensation and Rehabilitation are linked into every incident as required.



A comprehensive solution to ensure compliance to Australian workplace safety legislation.



NOTIFICATIONS

Get the right team involved.

As an incident occurs, a range of people must be notified of the event. SafetySuite Incident Management is able to read the SAP Organisational Structures or distribution lists directly to determine the managers that need to be involved.

If external parties or Authorities such as WorkCover or ACC are also involved then the legally required formatted documents can be produced automatically from the system.



PROCESS EFFICIENCY

Constant Monitoring to ensure compliance.

When your team is tasked with a range of activities to respond to an event, it's vital that each task is completed both effectively and in a timely manner. SafetySuite will allow you to track these tasks for completion and escalate them when they are out of compliance.

SafetySuite Incident Management comes with a library of standard process based reports to assist with the monitoring of internal SLA's. Average and targeted times for all aspects of the incident are tracked.

Examples include the time from:

- Incident to initial report
- Initial report to investigation start
- Start to completion of investigation
- Completion of actions
- Initial report to incident closure
- Overall process compliance



MOBILITY

Engage your extended workforce.

Australian workplace safety legislation requires that you treat all workers the same, so our mobile solutions for incident notifications help to ensure everyone can participate in the process regardless of their access to your network and systems.



STANDARD ROLES

Consistency of engagement.

Your solution is delivered with a range of SAP user roles to ensure your team can access the appropriate transactions and data quickly. These defined roles include:

- Incident Reporter
- Incident Manager
- Investigation Leader
- Injury Manager
- Action Owner
- Investigation Team Member
- Notifiable Incident Approver



REPORTING & ANALYTICS

Make decisions based on fact.

The standard reports delivered as part of SafetySuite Incident Management are one of its key strengths. We provide a huge catalog of transactional reports that will ensure you can find the information you need to service the needs of your people managers and legislative requirements.

Additionally, our dashboarding tools provide you with the key statistical reports that are commonly required such as frequency rate reports, and a range of other data views. These dashboards can be enhanced and new ones created to fully suit the requirements of your business.

EXTEND INCIDENT MANAGEMENT WITH OTHER SAFETYSUITE PROCESSES

- Injury Management
- Early Intervention
- Workers Compensation
- Rehabilitation
- Hazard Management
- General Claims

STANDARD SAP INTEGRATION

- SAP Human Capital Mgt
- SAP Organisation Mgt
- SAP Plant Maintenance
- SAP Enterprise Asset Mgt
- SAP Security & Access
- SAP NWBC





SafetySuite Incident Management

Common Challenges

- Respond to events rapidly
- Eliminate manual systems
- Process transparency
- Data visible at site and head office
- Learn from your mistakes - continuous improvement
- Safety Performance metrics hard to generate
- Benchmark against Industry peers
- Compliance to Australian & New Zealand conditions



Key Features of our solution

- Mobile App for notifications
- Web based user interface
- Standard, proven business processes - not just a database
- Single, consistent approach to managing incidents
- Native integration into SAP
- Comprehensive library of dashboards and detailed reports



Business Value

- Ensure operational continuity
- Automation of manual processes
- Best in class reaction to workplace events
- Centralised, consistent Incident data
- Low cost IT solution
- Rapid implementation
- Compliance to workplace safety legislation



Standard Implementation

- Our skilled consultants can have this module up and running in your SAP system in just 5 weeks under normal circumstances.



INSPIRING SAFER WORKPLACES

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