



Incidents Management

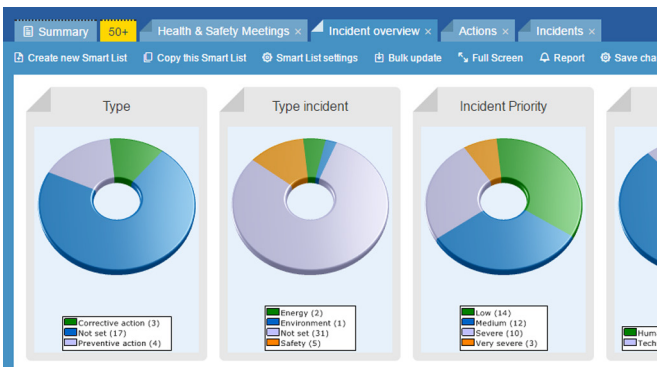
Capture, track, investigate and report incidents using one enterprise-wide system.

Unmitigated exposure to risks can lead to workplace injuries, loss of business, damage to corporate image, lawsuits, claims and other unwanted outcomes. To avoid those pitfalls, organizations resort to technology.

TENFORCE is an easy-to-use, state of the art solution for end-to-end incident management. From reporting to root cause analysis, intelligent dashboards, transparent & centralized CAPA follow-up and improved EHS performance, you only need one solution.

If you are struggling with:

- data scattered in emails, paper documents, aging systems and spreadsheets;
- dealing with hazardous environments where incidents are just waiting to happen;
- loss of business due to unexpected downtimes caused by incidents and/or damaged corporate image;
- uncertainty over satisfactory EHS compliance during audits.



Ensure Compliance and Foster a Proactive Safety Program

Improve data traceability and keep a clean audit trail. Comply with regulatory requirements from ISO, OSHA and others. Create a transparent overview of the company's incidents and risk management KPIs, and keep your team up to date with 24/7 data access.

Create new 'Incidents' item

All incidents and accidents need to be logged in this list.

Title * | _____

Assigned to * Bruno Pauwels

Status * Not started

Incident Date * _____ Incident Priority * _____

Type incident _____ Priority Medium

low = almost in
medium = no in
severe = injure
very severe = c

Encourage Employees to Report Incidents and Near-misses

Engage your people to report events through easy-to-use forms and a user-friendly digital system able to capture data through mobile devices. All data is synced 24/7.

Status	Incident Priority	Cause	Created On	Injured body parts	Priority
Approved by Prod Mgr	Severe	Technical	20/03/2013		Medium
Not started	Medium		12/07/2013		Medium
Closed by Prod Mgr	Low		08/06/2011		Medium
Not started	Severe	Human	05/04/2013		Medium
Not started	Severe	Human	05/04/2013		Medium
Not started	Severe	Technical	07/08/2012		Medium
Not started	Severe	Technical	08/06/2011		Medium
Closed			09/06/2011		Medium
Closed by Prod Mgr	Medium	Technical	08/06/2011		Medium
Actions defined	Very severe	Technical	29/05/2011	Arms, Trunk	Medium
Ongoing			29/05/2011		Medium
Actions defined	Severe	Human	30/06/2011	Hands	Medium
Ongoing			30/06/2011		High
Not started			30/06/2011		Medium
Not started			30/06/2011		Medium

Eliminate Overlooked Steps

Centralize incident data and ensure consistency using established workflows and standard company- or site-specific forms that match existing processes and allow you to evolve over time. Perform in-depth investigations on time. Retrieve data from multiple sources and identify the underlying root causes of incidents.

Indicators Recent Activity

Before Last Month

- Incidents Incident - Updated by Bruno Pauwels on 22/10/2013 22:00
- Health & Safety Meetings CPBW meeting - Updated by Bruno Pauwels on 16/10/2013 14:27
- Incidents Ok lets have a look - Created by Bruno Pauwels on 12/07/2013 11:15
- Incidents Issue with pump - Updated by Bruno Pauwels on 12/06/2013 14:15
- Incidents First German incident - Updated by Bruno Pauwels on 05/04/2013 14:38
- Actions action 1 - Updated by Bruno Pauwels on 05/04/2013 14:38
- Actions action 1 - Created by Bruno Pauwels on 05/04/2013 14:38

Instantly Update the Right People When an Incident Occurs

Through automated real-time alerts and email integration the right people are always kept in the loop, no matter if they are at their desk or on a mobile device.

The TENFORCE Incident Management Process



Incident Capturing and Tracking

Capture all incidents;
Identify and record safety issues, near misses or data breaches;
Track incidents by type, site or injury outcome;
Rule based e-mail notifications.



Incident Investigation

Manage investigation lifecycle;
Perform root cause analysis;
Notify relevant users and departments on findings;
Monitor incident frequency rates and map them to risks.



Corrective and Preventive Actions

Create CAPA management plan;
Assign ownership by Role, Group or Individual;
Monitor incident frequency rates and map them to risks;
Rule based e-mail notifications;
Daily task reports.



Reporting & Analysis

Enable flexible reporting;
Track and measure incident data against safety KPI performance;
Record and report incidents for regulators to ensure compliance;
Gain insight into incident trends and devise corrective plans to avoid them.

Features

- Real Time Reports & Dashboard
- Incident types and forms custom configuration;
- Root cause specific action plan creation;
- Pre-defined or event-type specific approval and workflows;
- Automated action tracking;
- E-mail notifications based on business rules;
- Automatically triggered escalations, based on risk score;
- Standard occupational, health, safety and environment indicators and reports;
- Support for (mandatory) safety and prevention meetings;
- Mandatory reporting to government or other agencies;
- Integration with other activity areas (shift logs, audits, maintenance tasks, etc.)

50%

increase in near miss incidents reported and solved

61%

increase in tracked and completed preventive and corrective actions

Clients that trust TENFORCE for Incidents Management



For more information or to book a personalized demo, please contact Guido Engelen: guido.engelen@tenforce.com