



# INCIDENT MANAGEMENT

## Why Gensuite for Incident Management

Gensuite Incident Management Software supports learning teams and causal analysis of incidents and near misses, and documents implementation of immediate corrective actions as well as preventive actions. Report and track incidents through resolution with integrated investigation, corrective and preventive action tracking tools. Trend incidents to identify key causal factors and proactively communicate actions to prevent recurrence either locally or across the organization.

### Key Capabilities

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- ④ Flexible tools for incident reporting: root cause analysis, corrective and preventive action tracking, documentation of restricted and return-to-work details
- ④ Share Near Misses, incidents, learnings from causal analysis and best practices enterprise-wide and recommend and track follow-up actions
- ④ Track injury/illness rates and analyze based on country/regional standards; integrate with HR system
- ④ Integrate with occupational health, medical and workers' compensation systems for case tracking and program visibility
- ④ Robust reporting, charting and insights; integrated regulatory reports at all levels

### Business Case Study

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#### Business Profile

Large, energy infrastructure manufacturer and services provider for the natural gas industry with global facility footprint

#### Business Need

Integrated, user-friendly approach for tracking significant incidents at large facilities

#### Gensuite Solution

Gensuite Initial Injury Reports, Incidents & Measurements and Action Tracking System to:

- ④ Manage events; track associated sub-events and contributing factors (e.g., vehicle accident that caused a spill and property damage)
- ④ Pinpoint mapping of incidents and events for field operations via integrated GPS coordinate tracking

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## INTEGRATED SUITE OF APPS



### INCIDENTS & MEASUREMENTS

Record all incidents of relevance by type and with customizable details, enable follow-up and root cause analysis and report & analyze metrics (KPIs) and performance trends



### INITIAL INJURY REPORTS

Enable personnel (such as shift leads and clinic staff) to record injury reports for site leadership notification and follow up with supervisors and safety leads



### ACTION TRACKING SYSTEM

Manage corrective action plans, responsibility assignment, notifications and escalations with real-time status/closure tracking, trending and data mining



### CONCERN REPORTING

Allow employees to report safety/environmental concerns and near misses; authorized leads to assign responsibility with automatic escalation and email notifications

## Key Features

- ⦿ User-friendly, intuitive options for logging concerns & incidents including Mobile functionality
- ⦿ Interface options for reporting by incident type
- ⦿ Real-time dashboards of site metrics and records pending action

