



## How it works

### Report Accident or Incident

All accidents & incidents are reported in Mango. Once reported, the workflow sends the accidents & incidents to the Administrator.

### Administration

The Administrator will then assign the accidents or incident to nominated investigators. Investigators will receive an email notifying them that they have investigation to complete.

### Investigation

After receiving the email the investigators conduct a full investigation to determine actions to resolve the accident/incident.

### Corrective Action

Once corrective actions have been determined, the results are logged into Mango. At the same time the investigators will determine preventive actions.

### Preventative Action

Preventive actions are put in place to prevent the accident/incident from happening again. These are logged in Mango by the investigators. Once complete, the accident/incident is then automatically sent for review/verification by the Administrator.

### Review & Verification

The Administrator reviews/verifies that the corrective and preventive actions are complete and acceptable. If acceptable, the accident or incident is finished.



## Accident & Incident Module

Healthy Employees = healthy bottom line.

All organisations need to control accidents and incidents, and all organisations struggle to maintain their systems.

Using hard copy forms or spreadsheets often means delays in reporting, investigation and action.

### The Mango Accident & Incident Solution

Using this module you record, control and report all accidents, incidents and near-hits (or near misses) online. You can do this online from anywhere at any time, in stages that you define.

No hard copies are required as this module allows your employees to report and record accidents and incidents directly into Mango in a paperless process. Managers are instantly and automatically alerted when an accident or incident is reported.

Following reporting and recording the accident or incident is then assigned to investigators to determine corrective actions and preventive actions.

Once the corrective actions and preventive actions have been implemented the workflow moves the accident or incident to a verification stage. If accepted the accident or incident is then closed off. Additionally at the verification stage root causes are determined.

To aid further analysis the module has a report writer.

### With Mango you can:

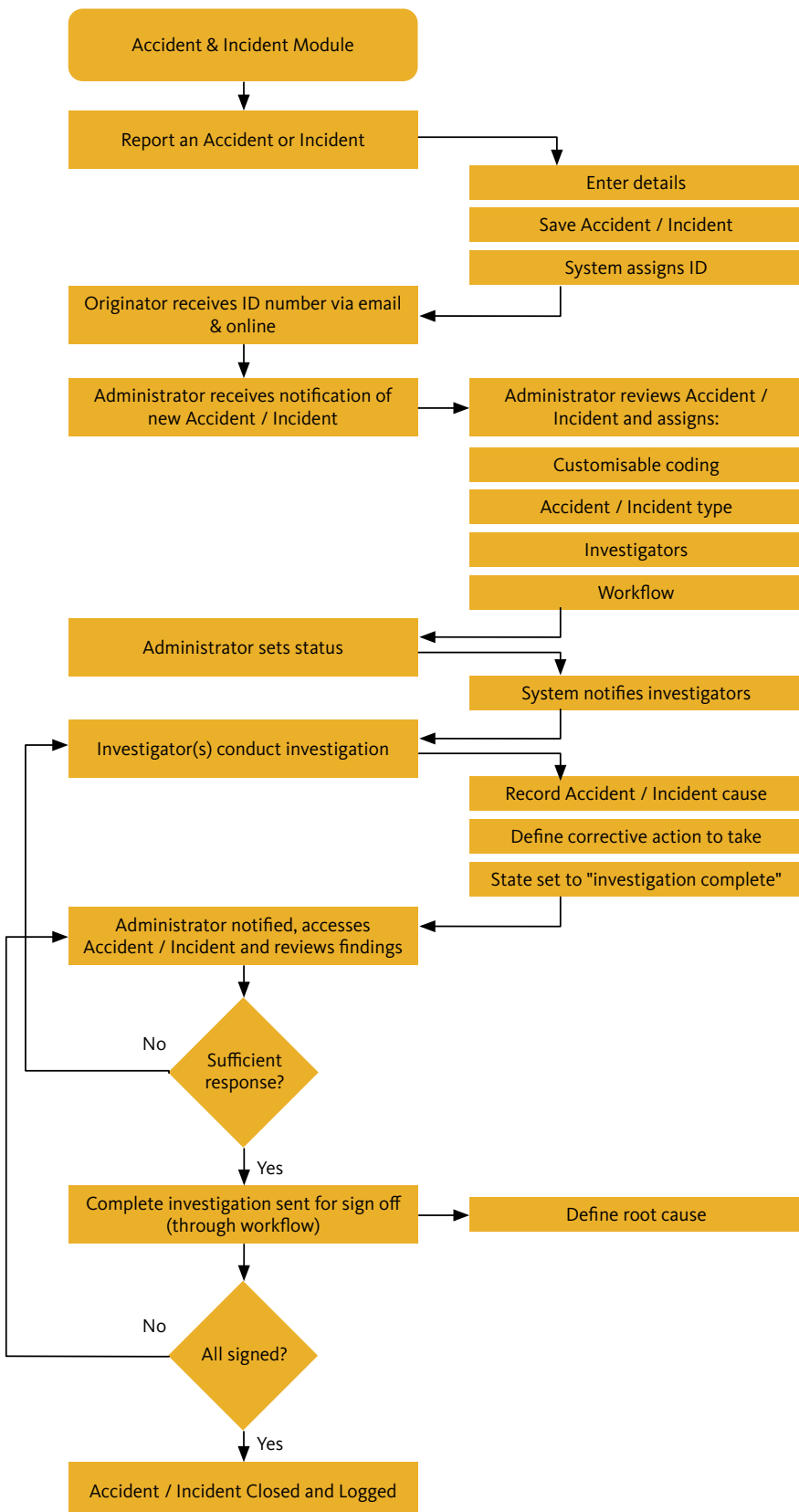
- ◆ Attach photos and files at any time during the investigation.
- ◆ Tailor the module to fit your organisation's system.
- ◆ Identify trends and root causes.
- ◆ Monitor the status of investigations, corrective actions and preventive actions.
- ◆ Save time and money getting information from other sites and/or employees.
- ◆ Assign multiple investigators to an accident/incident and notify those investigators via email.
- ◆ Act in real-time.
- ◆ Utilize a comprehensive report writer that allows reporting on any area of the database.
- ◆ Record all near hits.

### The Accident & Incident Module:

- ◆ Clauses 8.3, 8.4 and 8.5 of the ISO 9001 standard.
- ◆ Clause 4.5.3 of the ISO 14001 standard.
- ◆ Clause 4.5.2 of the AS/NZS 4801 standard.
- ◆ Clause 4.5.2 of the OHSAS 18001 standard.
- ◆ Clause 9 of the ISM Code.



## Accident & Incident Process Flow Chart



### Usage Examples

#### Accidents

Record all personal accidents within one centralized database. Ensure preventative measures are taken as soon as accidents occur.

#### Incidents

Record all incidents involving equipment within one centralized database.

#### Near hits (Near misses)

Record any near hits (or misses) when they occur and ensure root cause analysis is undertaken to prevent repetition.

#### Accident register

Mango automatically creates an accident or incident register as soon as an accident is logged.