

EHS360 IT SYSTEM AIMS USER GUIDE FOR INVESTIGATORS

CONTENTS



Office of Safety, Health and Environment
University Campus Infrastructure

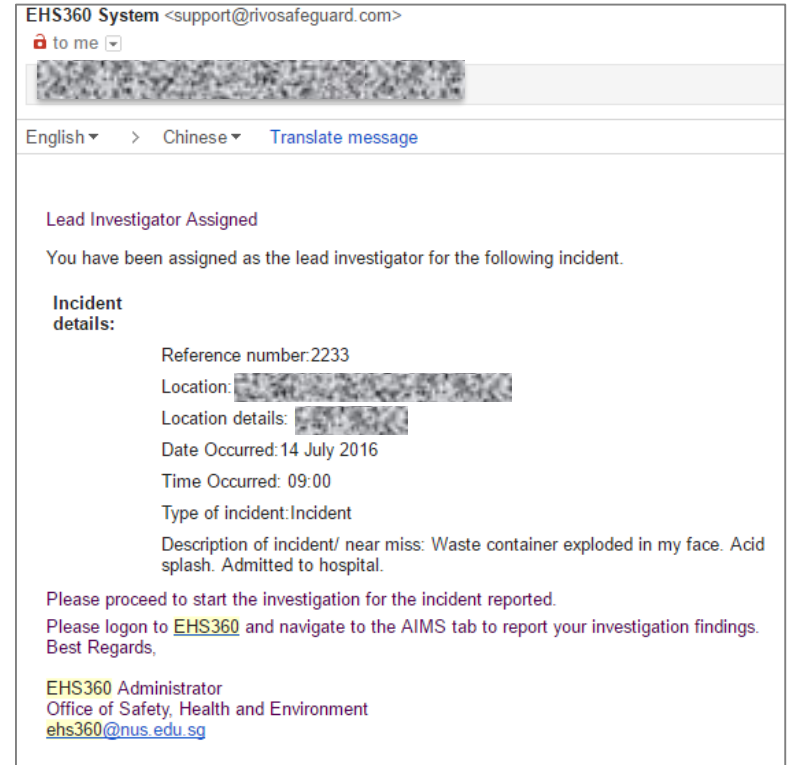
1. Objective
2. Before logging in
3. Logging in to EHS360
4. User interface
5. Format of report
6. Filling in the investigation report

1 OBJECTIVE

You have received an email notification from EHS360 System that you have been assigned as an investigator for an incident.

As an assigned investigator, you are required to do the following:

1. Login and review the incident details
2. Reassign the investigation to another investigator (if necessary)
3. Complete the investigation report



Before you proceed, you should have the following ready:

1. NUSNET login and password
2. VIP Access (2FA application) registered and installed on your smartphone/computer
3. Reference number of the incident (as indicated in the email)

Note: You do not have to complete the form immediately. You can save the form, and return to it later to complete it.

Important note before you proceed:

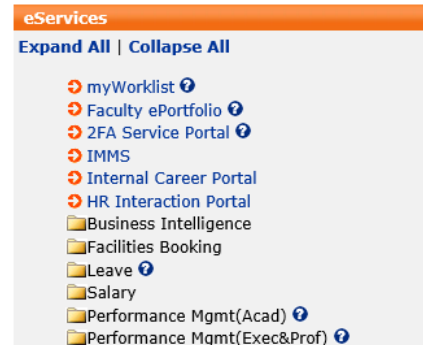
- Due to the logic designed into the system, the role of the informant and investigator cannot be performed by the same person.
- Please do not reassign the investigation to the informant.

3 LOGGING IN

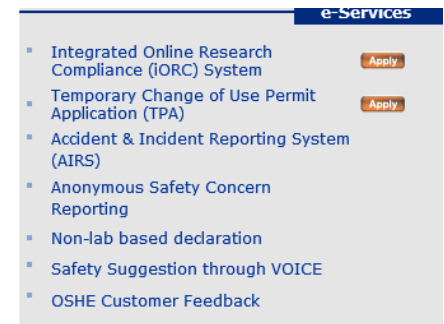
If you are a staff:

- Go to Staff Portal > eServices menu > Select AIMS
- Alternatively, go to the e-Services section on OSHE's staff portal

Staff Portal



OSHE Portal

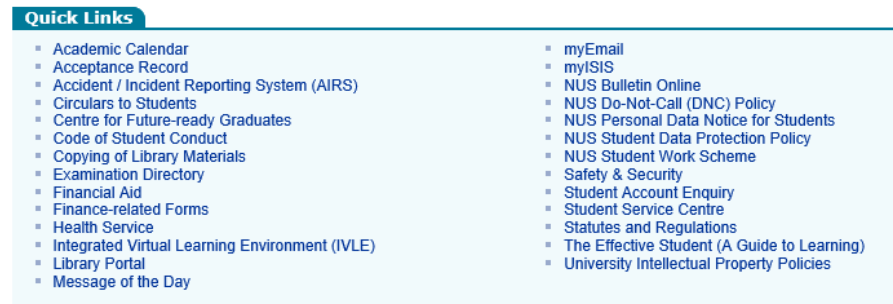


If you are a student:

- Go to Student Portal > Quick Links > Select AIMS

Note: If you are a staff, you will need to login to WebVPN first in order to access the Staff Portal from outside NUS network (e.g. from your personal internet connection).

Student Portal



3 LOGGING IN

1. From the AIMS webpage, select the login link.



myEMAIL IVLE LIBRARY MAPS CALENDAR SITEMAP CONTACT

Search in **GO**

HOME SAFETY, SECURITY & SUSTAINABILITY

Office of Safety, Health & Environment

AIMS

Introduction

The Accident and Incident Management System (AIMS, previously known as AIRS), is an online platform used by the University to manage safety and health related incidents on campus. Staff and students are encouraged to report all occupational-related safety and health related incidents, near-misses and unsafe acts/conditions centrally to the Office of Safety, Health and Environment (OSHE), within 24 hours of occurrence.

The AIMS module in EHS 360 is an integrated system that allows for:

1. Incidents, near-misses and unsafe acts/conditions to be reported to a centralised
2. Management of investigations and follow-up by respective departments-in-charge
3. Tracking of corrective and preventive actions
4. Monitoring of statistics and trends for identification of possible intervention and prevention programmes

Tools

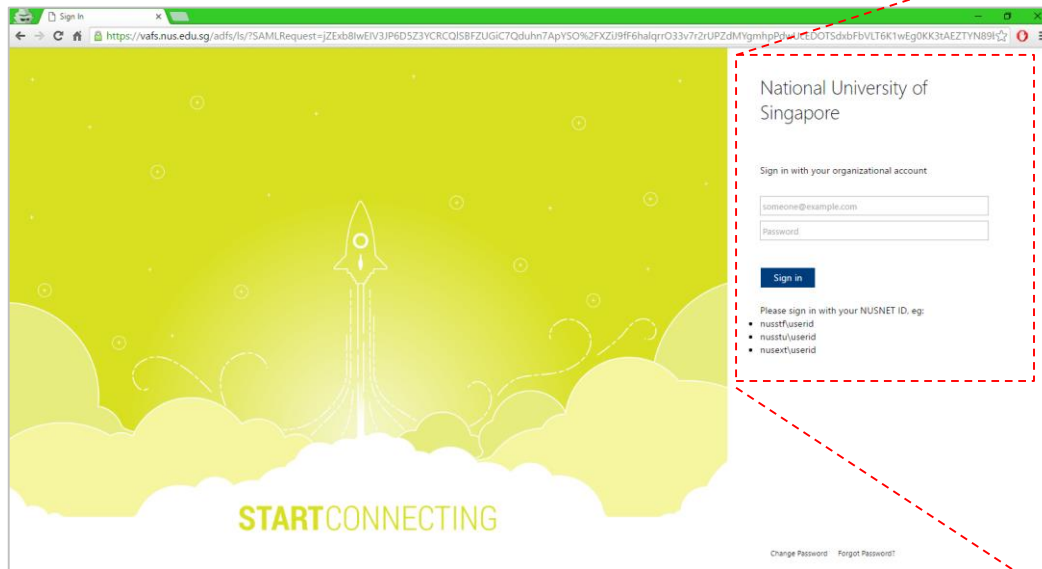
| | |
|--|-------------------------------|
| To report an incident, near-miss or safety concern using your NUSNET account | Login here |
| Root Cause Analysis Templates | Link |
| NUS Accident / Incident Reporting and Investigation Standard | View standard |
| User Guide for AIMS | Link |
| Training Slides | Link |

FAQs

This section contains some Frequently Asked Questions (FAQs) about AIMS. Please check here before contacting support for more information.

3 LOGGING IN

- Depending on your location or browser, you may be prompted to log in with your NUSNET ID and password.



National University of
Singapore

Sign in with your organizational account

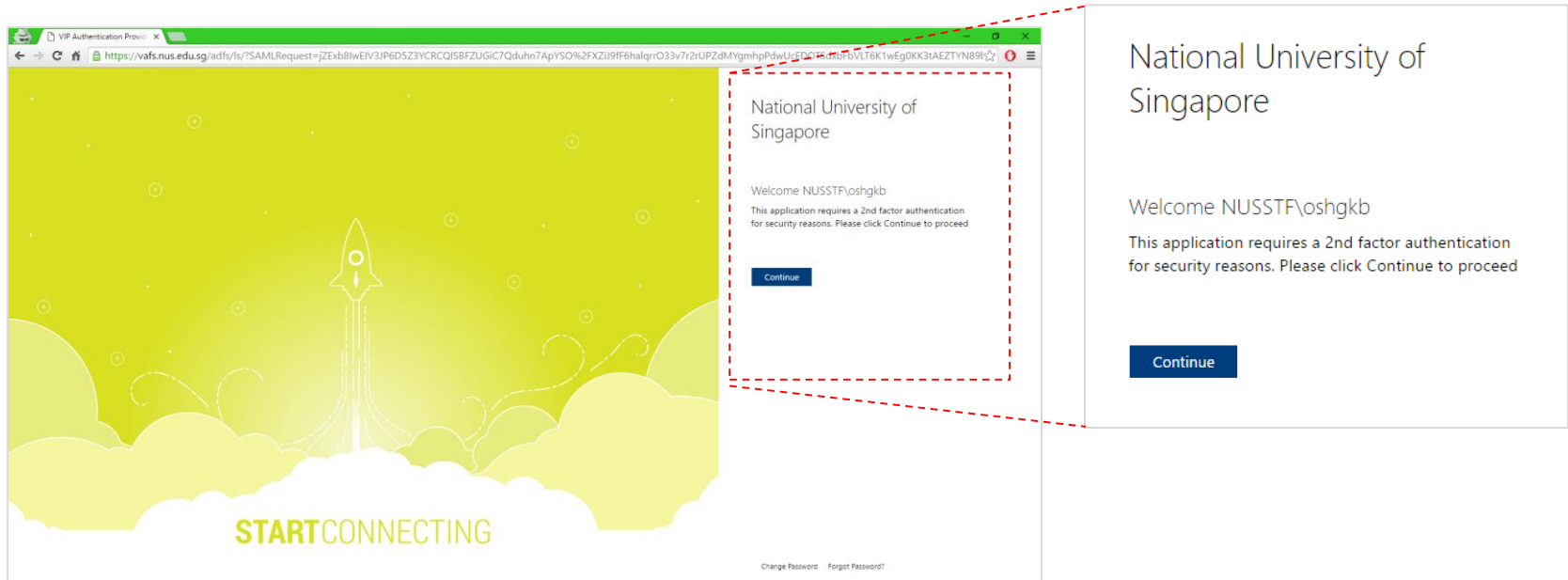
Sign in

Please sign in with your NUSNET ID, eg:

- nusstf\userid
- nusstu\userid
- nusext\userid

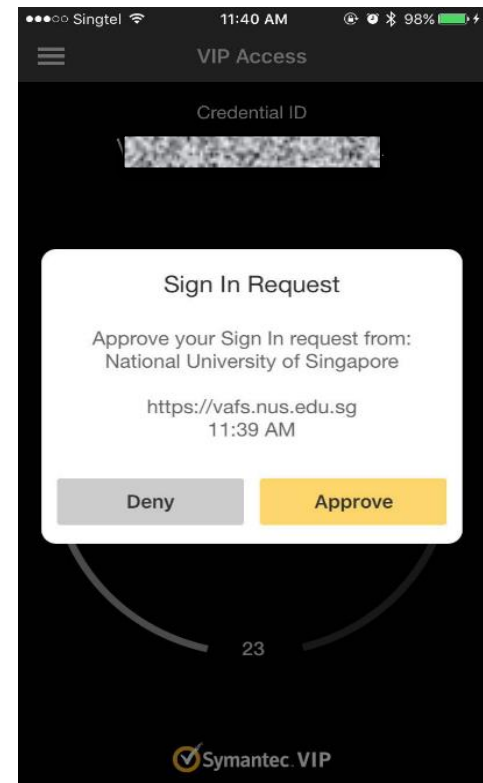
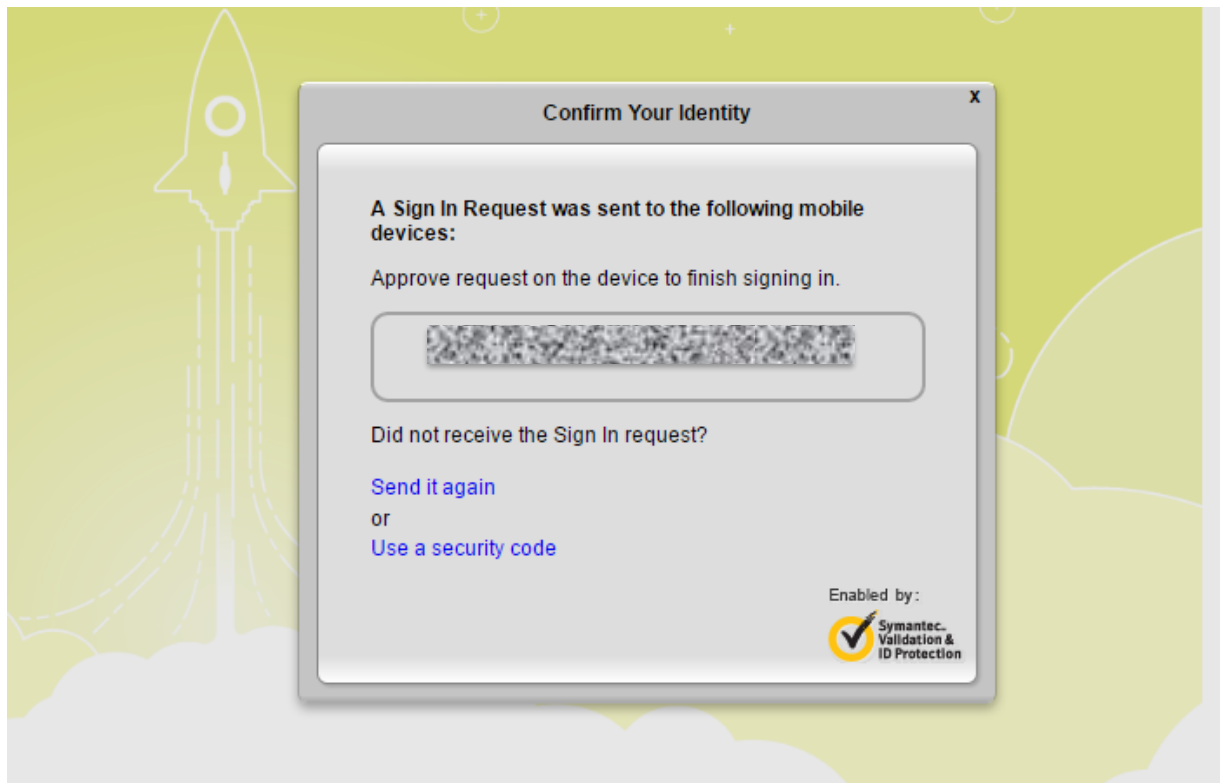
3 LOGGING IN

3. You will be prompted that 2FA is required. Click on the Continue button to proceed.



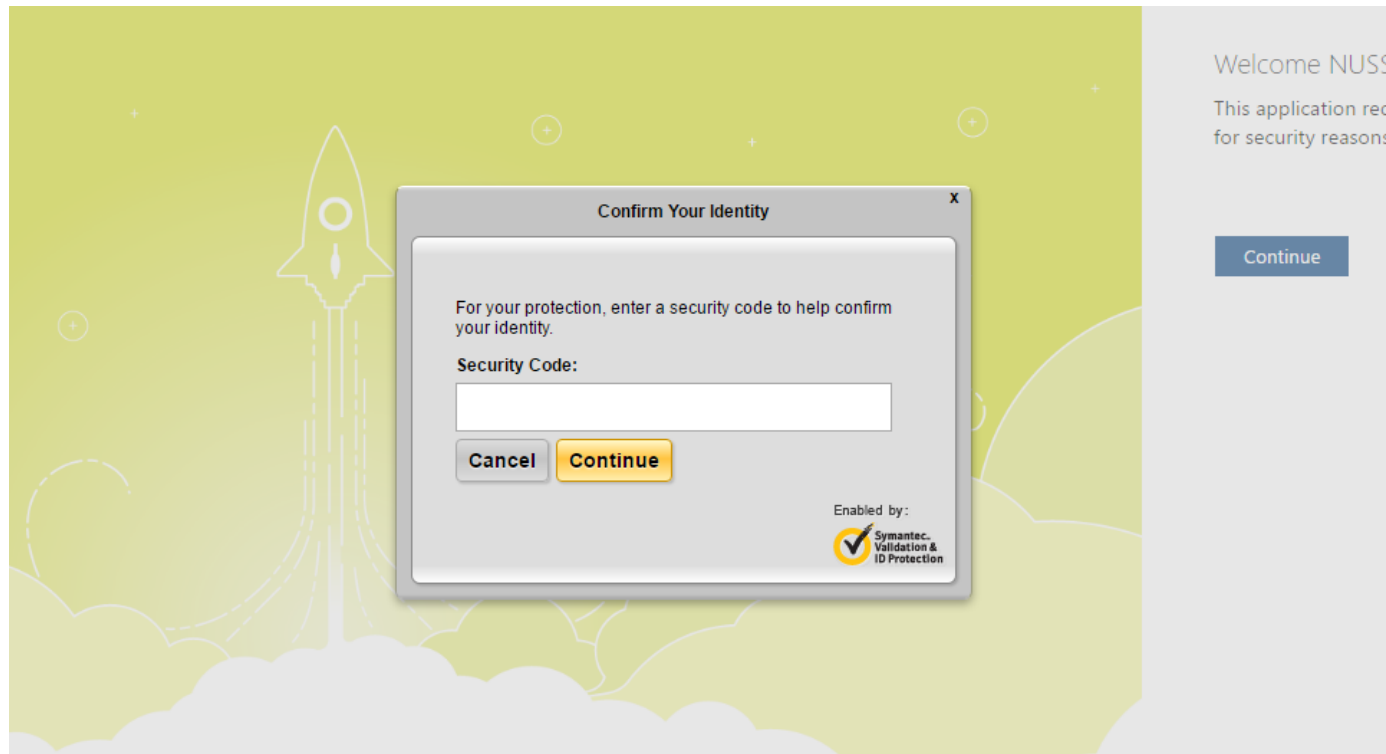
3 LOGGING IN

4. A sign in request will be sent to your mobile device (if you are using a 2FA mobile token). Approve the sign in request on your mobile device to continue.



3 LOGGING IN

4. If you are using desktop 2FA or if the push notification on your mobile device is not successful, click “Use a Security Code” and enter the security code indicated on your 2FA token.

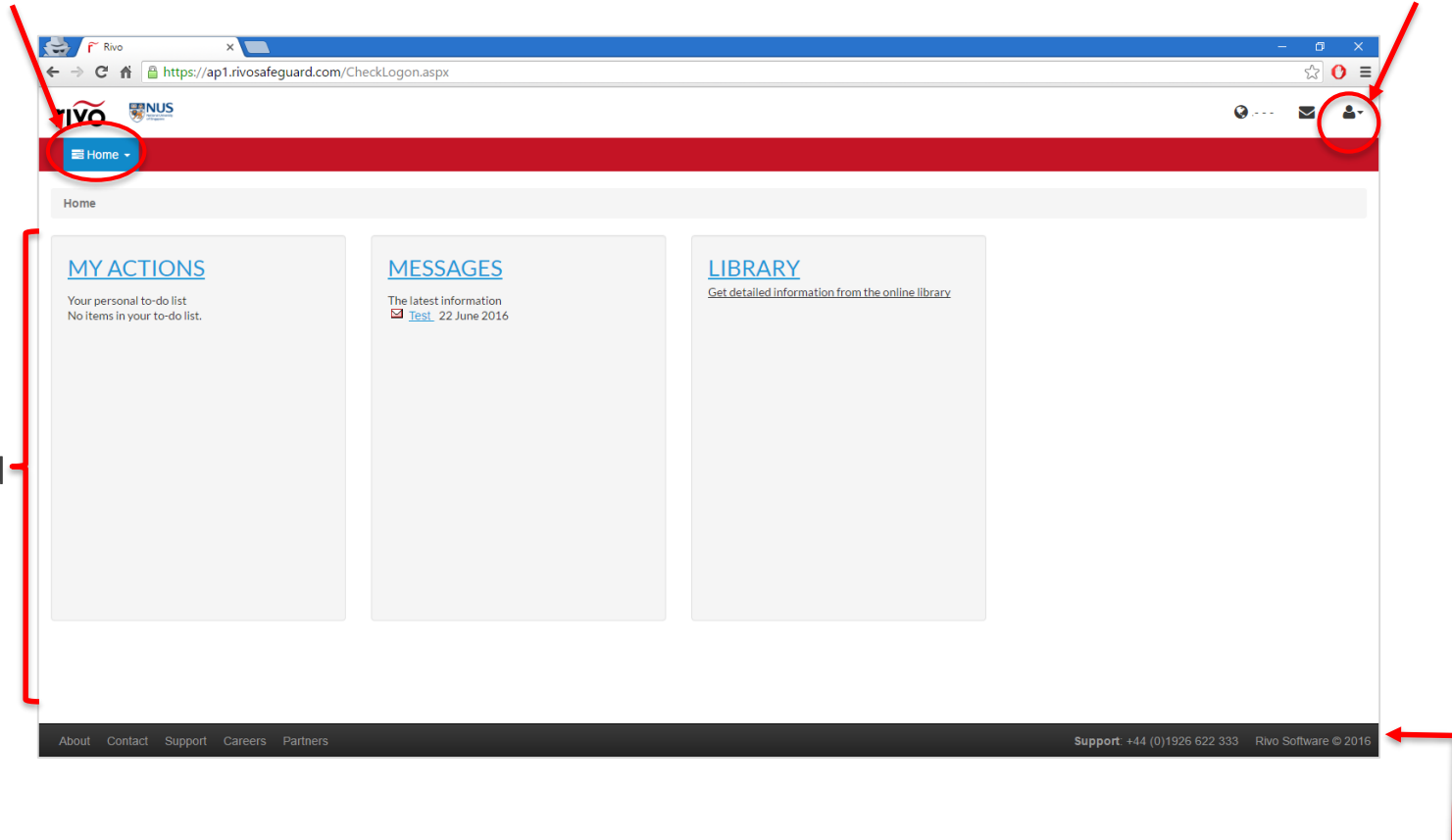


4 USER INTERFACE

1. Selection Menu

2. User Preferences

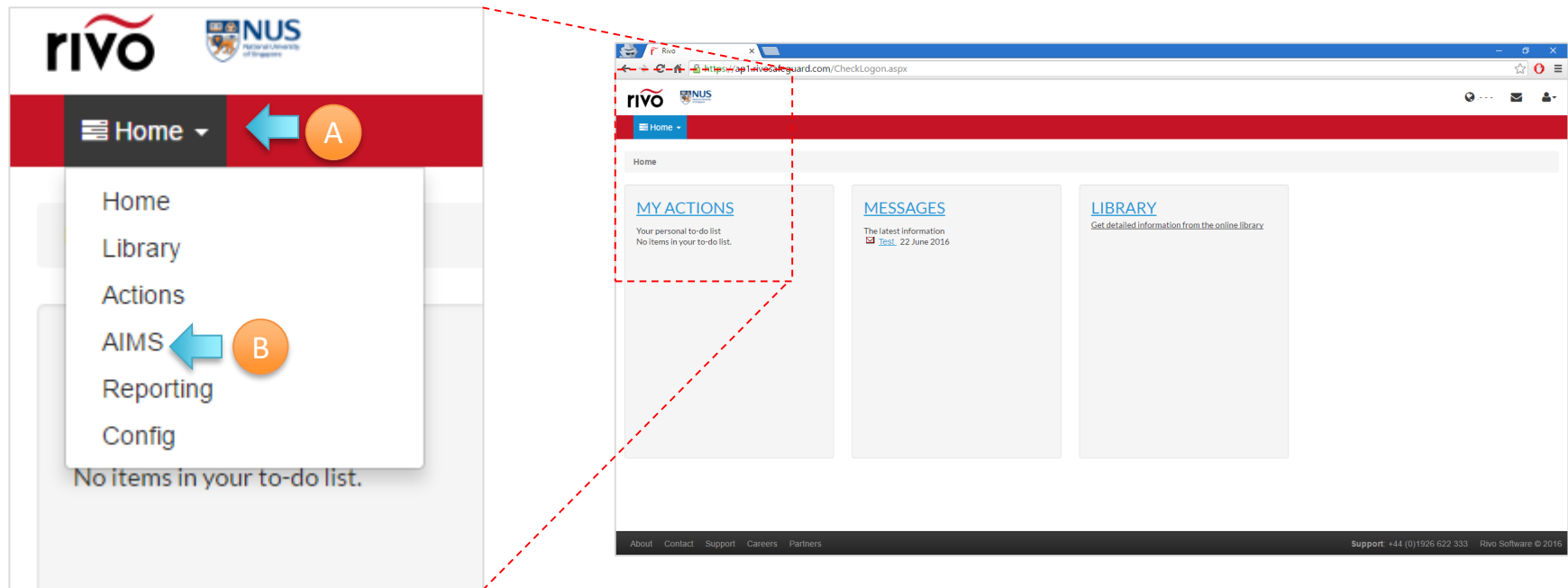
3. Dashboard



Ignore footer information

4 USER INTERFACE

To access the AIMS module, select AIMS from the menu dropdown.



4 USER INTERFACE

This is the tabular view in the AIMS module which shows all the incidents which you have access to view.

The screenshot displays the AIMS (Accident Investigation and Management System) interface. At the top, there's a navigation bar with 'AIMS' and links for 'View AIMS', 'Add incident', and 'New incident notifications'. Below this is a breadcrumb trail 'Home / AIMS'. The main area features a search and filter section with dropdowns for 'All locations', 'Date of incident', 'Status', 'Location', 'Faculty/Department/RIRC conducting investigation', 'Impact level assessment', and 'Incident category'. There are 'Go', 'Search', and 'Export' buttons. Below the filters is a table listing incidents.

| Options | Reference number | Date of incident | Location | Faculty/Department/RIRC conducting investigation | Initial incident classification | Impact level assessment | Incident category | Incident cluster | Incident type (specific) | Lead investigator | Status |
|---------|----------------------|------------------|--|---|---------------------------------|-------------------------|-------------------|------------------|--------------------------|-----------------------------|----------------------------------|
| | 2116 | 05 July 2016 | ENGINEERING-BIOMEDICAL ENGINEERING-- | Faculty of Engineering - Department of Biomedical Engineering | Incident | Level 2 - Medium | Academic-related | Research | Chemical spill | Test Account - Informant | Under Investigation |
| | 2119 | 05 July 2016 | ENGINEERING-CIVIL & ENVIRONMENTAL ENGINEERING-- | | Incident | | | | Fire | | Review |
| | 2122 | 05 July 2016 | ENGINEERING-CHEMICAL & BIOMOLECULAR ENGINEERING-E5-03-35 | Other | Incident | Level 3 - High | Academic-related | Contractor | Over-exertion | Test Account - Investigator | Investigation - Pending Approval |
| | 2126 | 05 July 2016 | MEDICINE-BIOCHEMISTRY-CELS-02-03 | | Incident | | | | Fire | | Review |
| | 2127 | 05 July 2016 | ENGINEERING-BIOMEDICAL | Faculty of Engineering - Department of | Incident | Level 3 - High | Others | Field Work | Animal bite | Test | Incident - |

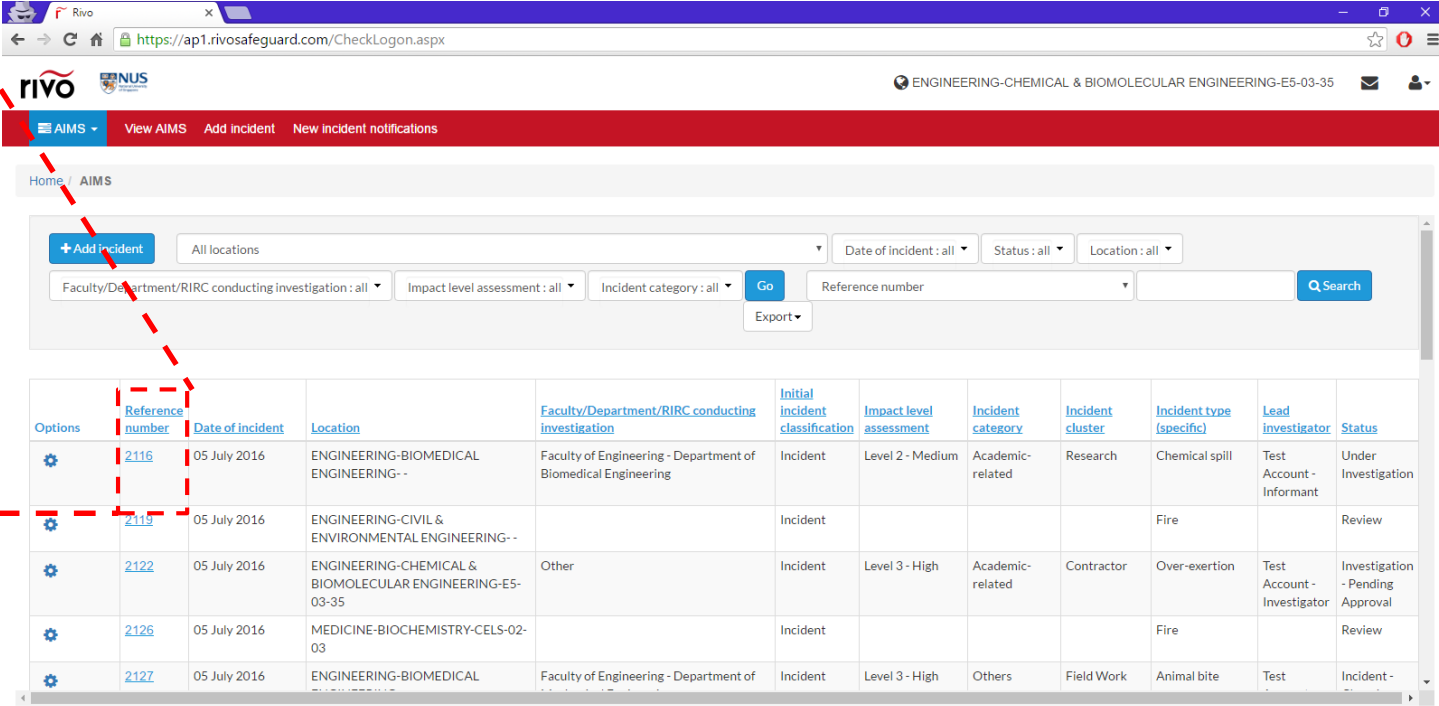
At the bottom, there's a footer with links: 'About', 'Contact', 'Support', 'Careers', 'Partners'. On the right, it says 'Support: +44 (0)1926 622 333' and 'Rivo Software © 2016'.

4 USER INTERFACE

Refer to the reference number provided in the email notification sent to you and click on the corresponding one in the list.

Reference number

2116



| Options | Reference number | Date of incident | Location | Faculty/Department/RIRC conducting investigation | Initial incident classification | Impact level assessment | Incident category | Incident cluster | Incident type (specific) | Lead investigator | Status |
|---------|------------------|------------------|--|---|---------------------------------|-------------------------|-------------------|------------------|--------------------------|-----------------------------|----------------------------------|
| | <u>2116</u> | 05 July 2016 | ENGINEERING-BIOMEDICAL ENGINEERING- - | Faculty of Engineering - Department of Biomedical Engineering | Incident | Level 2 - Medium | Academic-related | Research | Chemical spill | Test Account - Informant | Under Investigation |
| | <u>2119</u> | 05 July 2016 | ENGINEERING-CIVIL & ENVIRONMENTAL ENGINEERING- - | | Incident | | | | Fire | | Review |
| | <u>2122</u> | 05 July 2016 | ENGINEERING-CHEMICAL & BIOMOLECULAR ENGINEERING-E5-03-35 | Other | Incident | Level 3 - High | Academic-related | Contractor | Over-exertion | Test Account - Investigator | Investigation - Pending Approval |
| | <u>2126</u> | 05 July 2016 | MEDICINE-BIOCHEMISTRY-CELS-02-03 | | Incident | | | | Fire | | Review |
| | <u>2127</u> | 05 July 2016 | ENGINEERING-BIOMEDICAL | Faculty of Engineering - Department of | Incident | Level 3 - High | Others | Field Work | Animal bite | Test | Incident - |

About Contact Support Careers Partners

Support: +44 (0)1926 622 333 Rivo Software © 2016

5 FORMAT OF REPORT

The incident case is divided into 5 parts:

1. Incident notification

Details of the incident as reported by the informant

2. Impact level assessment

Incident impact level which is assessed by the AIMS administrator. This determines the form which will appear in Part 3

3. Incident investigation

Depending on assessment in Part 2, the investigator will be required to fill in either an incident assessment or investigation report

4. Approval

After the investigator completes and submits the report, the approval will be required to review and approve/reject the report.

5. Final review

Final review by AIMS administrator before incident case is closed.

5 FORMAT OF REPORT



Office of Safety, Health and Environment
University Campus Infrastructure

- The assigned lead investigator will be able to view the details in Part 1 and 2.
- The incident investigation section is located in Part 3 of the form. This section is editable by the assigned lead investigator
- The assigned lead investigator will be able to reassign the investigation to another person, if required.
 - Please note the limitation that the informant cannot perform the role of a lead investigator
- The type of form displayed depends on the incident impact level selected in Part 2:
 - Incident Impact Level 1 – incident assessment form
 - The lead investigator has the option to switch to a more detailed incident investigation form
 - Incident Impact Level 2 and 3 – incident investigation form


6 FILLING IN THE INVESTIGATION REPORT

Part 3: Investigation

Use this field to reassign an investigator. Click here to search for his/her name. After selecting his/her name, scroll to the bottom of the page and click "Save and submit"

Lead investigator

If you need to allocate another person to do the investigation for this incident, please update the name of the investigator in the "Lead Investigator" field

Test Account - Investigat 


General information

Faculty/Department/RIRC conducting investigation:

Please select...

If others, please specify:

Name of PI / Supervisor in-charge of that location under investigation:



Select the department which is leading the investigation in this dropdown list.

Select the name of PI/Supervisor in charge of the location under investigation

6 FILLING IN THE INVESTIGATION REPORT

Investigation Team

Please add investigation team members:
[Add...](#)

Use this field to indicate the list of investigation team members.

Note: This field is for record purpose only. The system does not send out notifications or enable access permissions for investigation team members.

People to notify

Please select **internal users** to receive an email upon submission of this investigation:
[Add...](#)

Please enter email address of **external users** to receive an email upon submission of this investigation, separated by a semicolon

Use this field to indicate people which you wish to notify.

E.g. HOD, PI, Safety Chairperson, or other interested parties.

For internal NUS staff, you can search and pick the name of the staff from the Active Directory. For external receivers, please enter the full email address into the field, using semicolon as the separator.

6 FILLING IN THE INVESTIGATION REPORT

Details of injured person

Type

Full name

Gender

If an injury was indicated in Part 1 of the form, this section will be displayed to fill in the details of the injured person.

Nature of injury

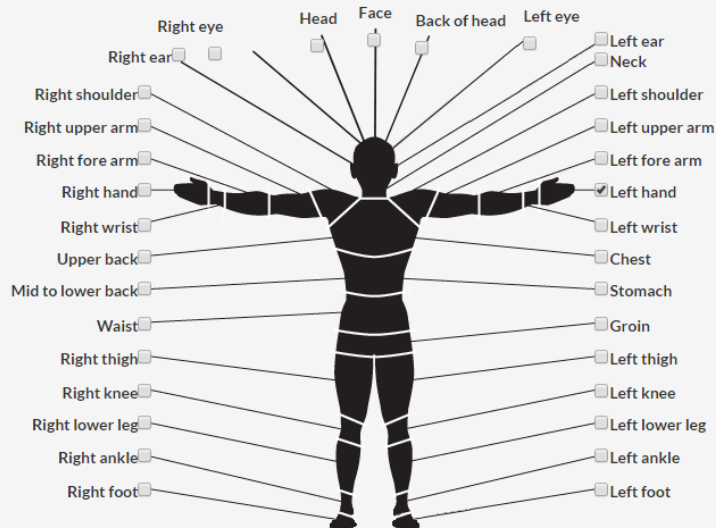
- | | |
|---|---|
| <input type="checkbox"/> Amputations | <input type="checkbox"/> Cuts and Bruises |
| <input type="checkbox"/> Asphyxia/Drowning | <input type="checkbox"/> Deafness |
| <input type="checkbox"/> Bites and Stings | <input type="checkbox"/> Exposure to Electric Current |
| <input type="checkbox"/> Blindness | <input type="checkbox"/> Others |
| <input type="checkbox"/> Burns | <input type="checkbox"/> Paralysis |
| <input type="checkbox"/> Concussion | <input type="checkbox"/> Puncture Wound |
| <input type="checkbox"/> Crushing, Fractures and Dislocations | <input type="checkbox"/> Sprains & Strains |

If others, please state:

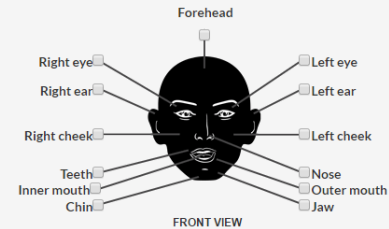
Indicate the nature of injury in this section.

6 FILLING IN THE INVESTIGATION REPORT

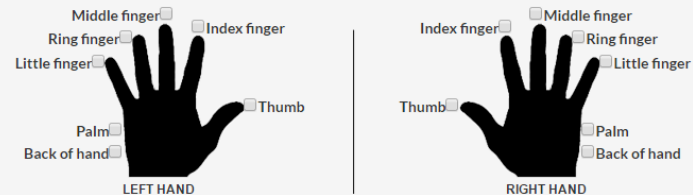
Injured body parts



Face injuries



Hand injuries



This chart is for the investigator to indicate the location of injury suffered by the injured person.

6 FILLING IN THE INVESTIGATION REPORT

Incident details



Sequential Description of incident:

Describe the events that happened during the course of the incident in as much detail as possible.

Incident Assessment Report Form

Summary assessment:

Provide a summary assessment of the incident to indicate evaluate the incident and indicate what corrective actions have been done so far.

6 FILLING IN THE INVESTIGATION REPORT

Detailed incident investigation

A level 1 impact incident only requires an Incident Assessment Report Form to be submitted.
You may choose to use a more detailed Incident Investigation Report Form by checking this box:

☐ Detailed incident investigation report form:

If you wish to use a more detailed incident investigation form, you may check this option to reveal the form.

6 FILLING IN THE INVESTIGATION REPORT

Incident investigation report form

Investigation Findings:

CAUSE ANALYSIS:

| | |
|--|------------------------------|
| Causal factor category Please select... ▼ | Causal Factor <div></div> |
| Causal factor category Please select... ▼ | Causal Factor <div></div> |
| Causal factor category Please select... ▼ | Causal Factor <div></div> |
| Causal factor category Please select... ▼ | Causal Factor <div></div> |
| Causal factor category Please select... ▼ | Causal Factor <div></div> |
| Causal factor category Please select... ▼ | Causal Factor <div></div> |

Fill in the investigation findings into this field.

For the causal factor analysis, you may indicate the identified causal factors in these fields

6 FILLING IN THE INVESTIGATION REPORT

Root Cause Analysis

Select the relevant root causes

Root Causes factors

☐ Job factors

☐ Personal factors

You may indicate the identified root cause in this section. The investigator can select from the identified standard root cause sub-categories. The list will expand when the relevant checkboxes are selected.

Root Cause Category

| | | | |
|---|---|--|--|
| <input type="checkbox"/> Communication | <input type="checkbox"/> Management / Supervision / Employee Leadership | <input type="checkbox"/> Tools & Equipment | <input checked="" type="checkbox"/> Work Rules / Policies / Standards / Procedures |
| <input type="checkbox"/> Contractor Selection & Oversight | <input type="checkbox"/> Other | <input type="checkbox"/> Training / Knowledge Transfer | |
| <input type="checkbox"/> Engineering / Design | <input type="checkbox"/> Purchasing, Material Handling & Material Control | <input type="checkbox"/> Work Planning | |

Root cause sub category

| | | | | | | |
|--|--|---|---|---|---|--|
| <input type="checkbox"/> Inadequate accountability for the "Permit to Work" system | <input type="checkbox"/> Inadequate communication and procedures | <input type="checkbox"/> Inadequate development of policies, standards and procedures | <input type="checkbox"/> Inadequate enforcement of policies, standards and procedures | <input type="checkbox"/> Inadequate implementation of policies, standards and procedures, due to deficiencies | <input type="checkbox"/> Lack of "Permit policies, standards and system procedures for the task | <input type="checkbox"/> Lack of standards and procedures for the task |
|--|--|---|---|---|---|--|

Root Cause Category

| | | | | | |
|-----------------------------------|---------------------------------------|--|---|---|--------------------------------|
| <input type="checkbox"/> Behavior | <input type="checkbox"/> Mental State | <input type="checkbox"/> Mental Stress | <input checked="" type="checkbox"/> Physical Capability | <input type="checkbox"/> Physical Condition Level | <input type="checkbox"/> Skill |
|-----------------------------------|---------------------------------------|--|---|---|--------------------------------|

Root cause sub category

| | | | | | | | |
|--|--|--|--|--|---|---|--|
| <input type="checkbox"/> Diminished capacity due to medication | <input type="checkbox"/> Inability to sustain body positions | <input type="checkbox"/> Inadequate size or strength | <input type="checkbox"/> Permanent physical disabilities | <input type="checkbox"/> Restricted range of body movement | <input type="checkbox"/> Substance sensitivities or allergies | <input type="checkbox"/> Temporary disabilities | <input type="checkbox"/> Vision, hearing or other sensory deficiency |
|--|--|--|--|--|---|---|--|

6 FILLING IN THE INVESTIGATION REPORT

Corrective actions

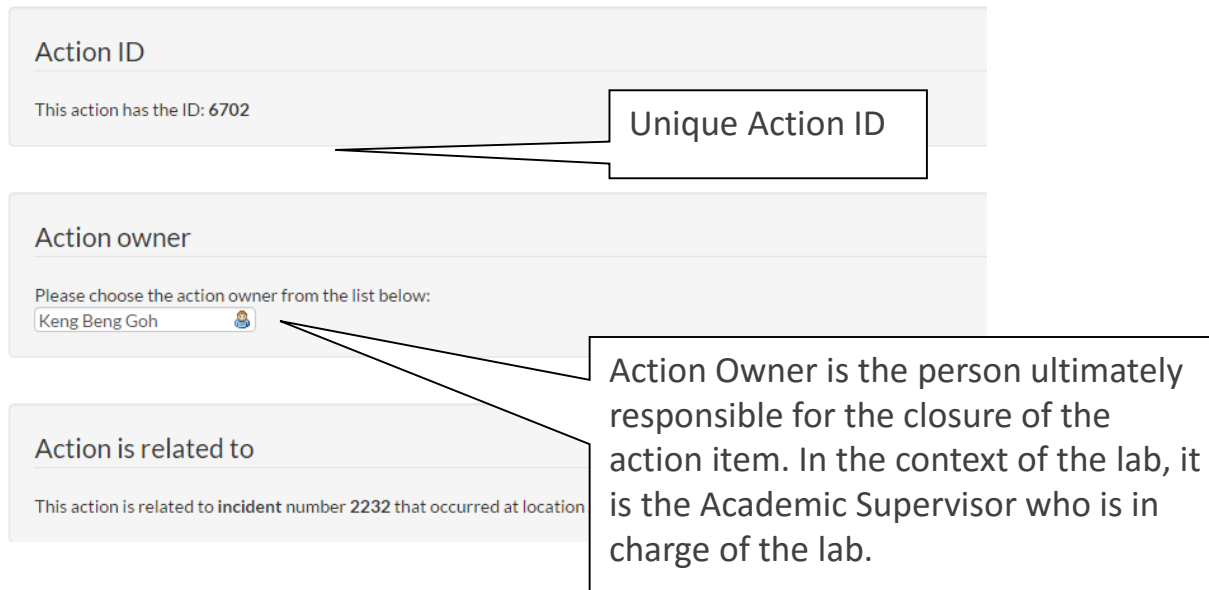
There are currently no related actions.

Add new action

Corrective actions can be assigned by using “Add new action” button. The changes in the form will be saved, and you will be brought to a new form for adding actions.

6 FILLING IN THE INVESTIGATION REPORT

Each action is assigned Action ID and individually tracked in the EHS360 system.



The screenshot displays three sections of the EHS360 system interface:

- Action ID:** A light gray box containing the text "Action ID" and "This action has the ID: 6702". A callout box labeled "Unique Action ID" points to the ID number.
- Action owner:** A light gray box containing the text "Action owner" and "Please choose the action owner from the list below:". Below this is a dropdown menu showing "Keng Beng Goh" with a user icon. A callout box points to this dropdown.
- Action is related to:** A light gray box containing the text "Action is related to" and "This action is related to incident number 2232 that occurred at location".


A large callout box on the right side of the form explains the role of the Action Owner: "Action Owner is the person ultimately responsible for the closure of the action item. In the context of the lab, it is the Academic Supervisor who is in charge of the lab."

6 FILLING IN THE INVESTIGATION REPORT

Action details

Action title *

Scheduled date *

22 July 2016 

Action description *

Allocate action to (**select only a user known to yourself)

Action type

Please select... ▼

Location

Please select the location to which this action relates.

ARTS AND SOCIAL SCIENCES-GEOGRAPHY- - ▼

Fill in the action details in this section:

- Action title: A one-line summary description of the incident
- Scheduled date for completion
- Action allocated to: This is the person assigned to perform the action. The Action Owner can also assign the action to him/herself
- Action type: Select corrective or preventive action
- Location: By default, the location of the incident will be selected.

6 FILLING IN THE INVESTIGATION REPORT

Information - related notes

Please add notes to indicate useful information related to the action before the action can be marked as completed.

Related notes *

Add Note

A note can be added to indicate what actions has been done. In order for the action to be marked as complete, a note needs to be entered.

Related documents/attachments

| Date uploaded | Document uploaded by | Filename | Delete |
|---------------|----------------------|----------|--------|
|---------------|----------------------|----------|--------|

To attach a document - select the button below and select the file.

Choose File No file chosen

Documents can be attached in this section as evidence of completion of action.

6 FILLING IN THE INVESTIGATION REPORT

Copies to

Please enter the email addresses of people that you would like to have copied into all emails related to this action:
(separate multiple addresses with a semicolon eg. user1@mail.com;user2@mail.com)

Action completed

Please enter a note before marking this action as complete

☐ Action completed

If the action has been completed, it can be marked as “Completed” in this checkbox. Note that a note has to be added (see previous slide) before the checkbox can be selected.

Save

Cancel

Click Save to save the action.

6 FILLING IN THE INVESTIGATION REPORT

This element determines whether the incident investigation report is ready to move on to the approval stage. **Please note that this is not reversible once an action moves to the next state.** Verify all entries before selecting 'Yes'.

Investigation - Ready for approval ? *

Before sending the investigation report for approval, please make sure all required fields have been filled in.
When you are ready, please select 'Yes' from the dropdown list.

No ▼

When 'Yes' is selected, a field for selecting the approver will be displayed. Search and select the relevant approver for the investigation report. Please determine the correct person for approving the report before making the selection.

Scroll down to the end of the page and click "Save and submit" to proceed.

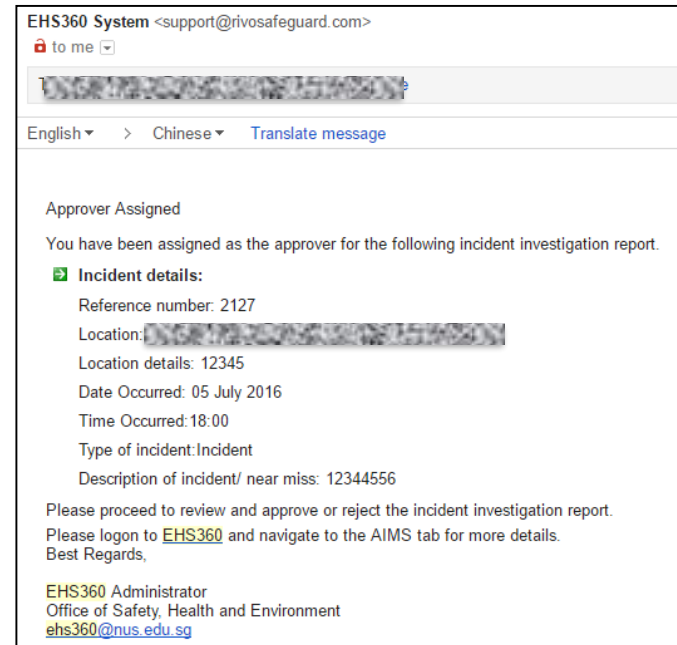
[Save & Submit](#) [Save and add another](#) [Save and create copy](#) [Cancel](#)

If 'Yes' is selected + "Save & Submit", the form will be submitted to the approver for approval.
If "No" is selected + "Save & submit", the form will be saved as draft.

6 FILLING IN THE INVESTIGATION REPORT

Once the incident form has been submitted, a notification will be sent to the approver to review the incident assessment/investigation report.

The incident status will be changed to “Pending Approval/Reject”



Thank you

For further enquiries about AIMS, please contact

ehs360@nus.edu.sg