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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 LOGGING IN

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.
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

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).
1. From the AIMS webpage, select the login link.
2. Depending on your location or browser, you may be prompted to log in with your NUSNET ID and password.
3. You will be prompted that 2FA is required. Click on the Continue button to proceed.
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.
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
To access the AIMS module, select AIMS from the menu dropdown.
This is the tabular view in the AIMS module which shows all the incidents which you have access to view.

<table>
<thead>
<tr>
<th>Options</th>
<th>Reference number</th>
<th>Date of incident</th>
<th>Location</th>
<th>Faculty/Department/RIRC conducting investigation</th>
<th>Initial incident classification</th>
<th>Impact level assessment</th>
<th>Incident category</th>
<th>Incident cluster</th>
<th>Incident true specific</th>
<th>Lead Investigator</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2116</td>
<td>05 July 2016</td>
<td>ENGINEERING-BIOMEDICAL ENGINEERING -</td>
<td>Faculty of Engineering - Department of Biomedical Engineering</td>
<td>Incident</td>
<td>Level 2 - Medium</td>
<td>Academic-related</td>
<td>Research</td>
<td>Chemical spill</td>
<td>Test Account - Informant</td>
<td>Under Investigation</td>
</tr>
<tr>
<td></td>
<td>2119</td>
<td>05 July 2016</td>
<td>ENGINEERING-CIVIL &amp; ENVIRONMENTAL ENGINEERING -</td>
<td>Faculty of Engineering - Department of Civil and Environmental Engineering</td>
<td>Incident</td>
<td>Level 3 - High</td>
<td>Academic-related</td>
<td>Contractor</td>
<td>Over-exertion</td>
<td>Test Account - Investigator</td>
<td>Investigation - Pending Approval</td>
</tr>
<tr>
<td></td>
<td>2122</td>
<td>05 July 2016</td>
<td>ENGINEERING-CHEMICAL &amp; BIOMOLECULAR ENGINEERING-ES-03-35</td>
<td></td>
<td>Incident</td>
<td>Level 3 - High</td>
<td>Academic-related</td>
<td>Contractor</td>
<td>Over-exertion</td>
<td>Test Account - Investigator</td>
<td>Investigative - Pending Approval</td>
</tr>
<tr>
<td></td>
<td>2126</td>
<td>05 July 2016</td>
<td>MEDICINE-BIOCHEMISTRY-CEL-02-02</td>
<td>Other</td>
<td>Incident</td>
<td>Level 3 - High</td>
<td>Academic-related</td>
<td>Contractor</td>
<td>Over-exertion</td>
<td>Test Account - Investigator</td>
<td>Investigation - Pending Approval</td>
</tr>
<tr>
<td></td>
<td>2127</td>
<td>05 July 2016</td>
<td>ENGINEERING-BIOMEDICAL</td>
<td>Faculty of Engineering - Department of Biomedical Engineering</td>
<td>Incident</td>
<td>Level 3 - High</td>
<td>Others</td>
<td>Field Work</td>
<td>Animal bite</td>
<td>Test Account - Incident</td>
<td>Incident - Investigation</td>
</tr>
</tbody>
</table>
Refer to the reference number provided in the email notification sent to you and click on the corresponding one in the list.

<table>
<thead>
<tr>
<th>Options</th>
<th>Reference Number</th>
<th>Date of Incident</th>
<th>Location</th>
<th>Faculty/Department/BIRC conducting investigation</th>
<th>Initial Incident classification</th>
<th>Impact level assessment</th>
<th>Incident category</th>
<th>Incident cluster</th>
<th>Incident type (specific)</th>
<th>Lead Investigator</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2116</td>
<td>05 July 2016</td>
<td>ENGINEERING-BIOMEDICAL ENGINEERING-EE-03-35</td>
<td>Faculty of Engineering - Department of Biomedical Engineering</td>
<td>Incident</td>
<td>Level 2 - Medium</td>
<td>Academic-related</td>
<td>Research</td>
<td>Chemical spill</td>
<td>Test</td>
<td>Under Investigation</td>
</tr>
<tr>
<td></td>
<td>2118</td>
<td>05 July 2016</td>
<td>ENGINEERING-CIVIL &amp; ENVIRONMENTAL ENGINEERING-EE-03-35</td>
<td></td>
<td>Incident</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2122</td>
<td>05 July 2016</td>
<td>ENGINEERING-CHEMICAL &amp; BIOMOLECULAR ENGINEERING-EE-03-35</td>
<td>Other</td>
<td>Incident</td>
<td>Level 3 - High</td>
<td>Academic-related</td>
<td>Contractor</td>
<td>Over-exertion</td>
<td>Test</td>
<td>Fire</td>
</tr>
<tr>
<td></td>
<td>2128</td>
<td>05 July 2016</td>
<td>MEDICINE-BIOCHEMISTRY-CELS-02-03</td>
<td></td>
<td>Incident</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2127</td>
<td>05 July 2016</td>
<td>ENGINEERING-BIOMEDICAL ENGINEERING-EE-03-35</td>
<td>Faculty of Engineering - Department of Biomedical Engineering</td>
<td>Incident</td>
<td>Level 3 - High</td>
<td>Others</td>
<td>Field Work</td>
<td>Animal bites</td>
<td>Test</td>
<td>Incident - Under Investigation</td>
</tr>
</tbody>
</table>
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.
FORMAT OF REPORT

• 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
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”.

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.
FILLING IN THE INVESTIGATION REPORT

**Investigation Team**

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**

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.
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.

Indicate the nature of injury in this section.
FILLING IN THE INVESTIGATION REPORT

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

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

Fill in the investigation findings into this field.
FILLING IN THE INVESTIGATION REPORT

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

<table>
<thead>
<tr>
<th>Action ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>This action has the ID: 6702</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Action owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please choose the action owner from the list below:</td>
</tr>
<tr>
<td>Kong Beng Goh</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Action is related to</th>
</tr>
</thead>
<tbody>
<tr>
<td>This action is related to incident number 2232 that occurred at location</td>
</tr>
</tbody>
</table>

**Unique Action ID**

**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.
FILLING IN THE INVESTIGATION REPORT

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.
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.

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.

Click Save to save the action.
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’.

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.

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