

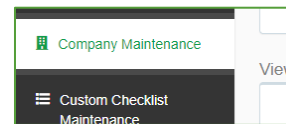
SAFETY REPORTS

Corrective Action Tracking

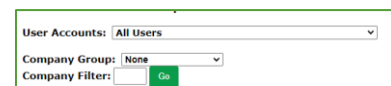
This guide is to help web administrators manage electronic corrective actions using the Safety Reports System, and Safety Inspection App. Corrective Actions are generated when an inspector in the field, notes a negative observation, and submits their inspection. This system is built to track the follow up generated by this submission. Management methods shown are Electronic, Manual and Both. Each may apply to the way follow ups are handled to any particular company according to their internal setup.

Setting Corrective Action Tracking Method

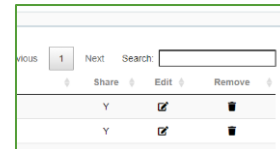
To set corrective action tracking use the 'Company Maintenance' function on the far-left hand side of the admin site.



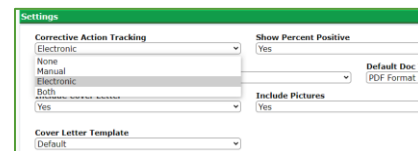
Use the 'User Accounts' drop-down to display the company list, 'All Users' will show all companies in the account.



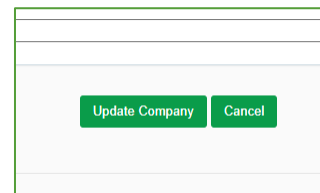
On the row of the inspection company that you want to update settings for, use the 'Edit' button to open the company settings.



Scroll down the page slightly to the 'Settings' section. Use the 'Corrective Action Tracking' drop-down menu to select your management method, 'Electronic' is chosen in the example.



When complete, scroll to the bottom of the screen, and choose the green 'Update Company' button to save your changes.



Notes: this same set of steps applies to all tracking methods, 'Electronic,' 'Manual,' or 'Both.'

Manual Corrective Action Tracking

Tracking follow ups manually, if chosen, does not require any action by the administrator in the Safety Reports system. This setting creates a notes field, so that recipients of the report, and/or designees who are to conduct follow ups can record actions they've taken for resolution. Shown in a pair of screenshots here. If at a different worksite, the report is most often printed, updates are written, and either scanned/mailed or faxed back to those doing recordkeeping.


Behaviors
Issue Identified Workers were observed subjecting coworkers to injury
Recommendation Take immediately action as needed whenever a worker is observed placing others in danger. Provide retraining and/or disciplinary action as needed to prevent reoccurrence.

Photo(s)

Unsafe

Corrective Action Taken/Planned: _____
Completed by: _____ Date: _____

Behaviors
Issue Identified Workers were observed subjecting coworkers to injury
Recommendation Take immediately action as needed whenever a worker is observed placing others in danger. Provide retraining and/or disciplinary action as needed to prevent reoccurrence.

Photo(s)

Unsafe

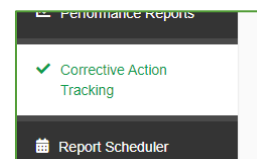
Corrective Action Taken/Planned: Retrained Employees on clear unsafe action shown
Completed by: Justin [Signature] Date: 08-08-2020

There is no action for the administrator to take in the Safety Reports system, as a 'Manual' corrective action is managed outside of the site entirely on paper, as shown above.

Electronic Corrective Action Tracking

Managing corrective actions electronically in the Safety Reports system is the most common method. The system creates a follow up item for each negative observation in submitted reports as with Manual tracking, the difference is that items are given a unique ID, tracked by the system, and managed by item status "Open/Pending" or "Closed."

Repeat the steps listed for setting Corrective Action Tracking Method in Company Maintenance. After making a negative observation in the mobile app, and submitting a report, electronic follow ups are managed in the 'Corrective Action Tracking' function, among those at the far-left on the admin screen.



Note: Electronic Corrective Action tracking has the ability to send emails from the Safety Reports system to 'responsible parties,] who can then update action items assigned to them. Ensure only folks who will be involved in this process are named as Responsible Parties to prevent the recipients from mistakenly thinking the messages are Spam. All email messages from Safety Reports are legitimate emails.

Electronic Corrective Action Tracking (cont.)

Use the drop-down menus to filter the list for a certain user, or a certain company. Use the radio buttons to choose a Corrective Action Status.

The screenshot shows the 'Corrective Action Tracking' filter interface. It includes a 'Selected Account' dropdown set to 'Less Corporation'. Below it are 'User Type' radio buttons for 'Full Users' and 'Sub Users', and a 'User Accounts' dropdown set to 'All Users'. There are also 'Corrective Action Status' radio buttons for 'Open/Pending', 'Closed', and 'Both'. A 'Company Filter' dropdown is set to 'All Company's'. At the bottom, there is a 'Show' dropdown set to '20' entries and a table with columns for 'Inspection Name' and 'Customer/Company'.

Inspections with follow up items are shown row by row below these options. The 'Status' column shows whether all items have been closed by "Closed", some items remain open by "In Progress," or all items remain open by "Open." To take action on an item use the 'View' button. To remove the electronic, follow up from Corrective Action Tracking, choose the 'Delete' icon.

The screenshot shows a table with columns: Inspection Name, Customer/Company, Location, User, Inspection Date, Last Updated, Status, View, and Delete. The table contains two rows: 'FLA/Airport Project' with status 'Open' and 'TEST New Checklist' with status 'In Progress'. Each row has a 'View' button and a 'Delete' icon.

Note: Deleting the follow up will cause any potential messages sent to responsible parties who may be receiving them automatically to cease. It will remove the item from this part of the system but will not remove the item from the inspection itself and will not delete the inspection.

After choosing 'View' all open items from an inspection will be shown as individual links. Choose 'Update' on the action item you want to address, #1135982 in the example.

The screenshot shows the details page for 'FLA/Airport Project'. It includes fields for 'Company: Less Corporation', 'Location: Clearwater', 'Inspector: Pete Lass', 'Email: Pete.lass@safety-reports.com', 'Inspect Date: 09/20/20', 'Site Super*: Edgar Freemanville', and 'Project Number*: 12'. Below this is an 'Inspection Items' table with columns: Category/Inspection Item, Status, Assignment, Cat#, and Action.

Category/Inspection Item	Status	Assignment	Cat#	Action
Other/Misc. Pre-shift stretching not completed per company policy (Best Practice)	Open	(unassigned)	1135981	Update
Pre-shift stretching not completed per company policy (Best Practice)	Open	(unassigned)	1135982	Update

Information about the corrective action is shown, along with assignment to a responsible party, if applicable. To assign the action item to a responsible party, choose the blue link "Select New Responsible Party"

The screenshot shows the 'Corrective Action Entry' form. It includes a 'Recommendation' section with a text area containing: 'Hold job crew leader accountable for making sure pre-shift stretching exercises are completed per company policy. Severity Rating: N/A'. Below this is a 'Responsible Party' section with an 'Assigned Name' field and a 'Select New Responsible Party' link. There is also an 'Assigned Email' field and a 'Resend Email Notice' link.

Electronic Corrective Action Tracking (cont.)

A new column appears showing those available who you can assign to this action item, choose the line with their name, and their name and email will fill-in above, as shown in the pair of examples here before and after selecting the party's name.

Notes: Notes test w/ photo w/ cap
Responsible Party
Assigned Name: _____
Assigned Email: _____ [Select New Responsible Party](#)
[Resend Email Notice](#)
Responsible Parties:
Edge: [Redacted]@safety-reports.com

Notes: Notes test w/ photo w/ cap
Responsible Party
Assigned Name: Edge: [Redacted]
Assigned Email: [Redacted]@safety-reports.com [Resend Email Notice](#)
Action:
 Taken/Complete Requested/Planned

Choose the blue “Resend Email Notice” to be sure a message is sent to this new responsible party so they can take action, unless you want to make this action on their behalf. If that is the case, continue down to ‘Action’

If an action partially remedies an issue but does not entirely resolve it (scheduling a class in the example) this can be made into an update using the ‘Requested/Planned’ Action type above the dialogue box. Choose this radio button, add text, your name, or the name of the person you may be entering the update for, the date of the change (the default is current date, current local time but back-dating is allowed). Choose the grey ‘Select’ button to choose an image which is part of the corrective action, and ‘Add More’ if adding more than one attachment.

Action:
 Taken/Complete Requested/Planned
Employee classes scheduled
Updated By:
Admin (Please enter your name here)
Action Date:
9/17/2020 2:23 PM
Upload Image or PDF

 Remove

*To add more than one image, simply add multiple actions.

If sending an update to the inspector and company contact that you’ve taken an action or closed a follow up, ‘check’ the box to send the email after you Submit changes. Additional email CCs can be added using the field provided. Choose ‘Submit’ to save your update to this corrective action item.

[Send Email Request Update] *The email Request Update values are inserted in the Corrective Action request to be sent to the email below. The email will include just the latest action item.
Inspector: [Redacted]@safety-reports.com
Company Contact: [Redacted]@safety-reports.com
Email Cc: _____
(one per line)

Electronic Corrective Action Tracking (cont.)

After submission, the status of the action item will show 'Pending' since you took an action but did not close the item.

Category/Inspection Item	Status	Assignment	Cat#	Action
Other/Misc. Pre-shift stretching not completed per company policy (Best Practice)	Pending	<input type="text"/>	1135982	Update

If an update resolves a corrective action entirely, and no further follow up is needed, follow the same process to get back to the edit screen, where you will administratively 'Close' the action item.

Choose the radio button for the 'Taken/Complete' action, add whatever text is applicable, same with updating party and date of the action. When finished, choose the green 'Submit' button. The past action(s) taken on a corrective action are shown on this screen, at the bottom.

Note: As with electronic follow ups themselves, actions taken can also be deleted, but this will not delete the electronic action item itself.

Action:
@Taken/Complete OR Requested/Planned

Class completed, item closed

Updated By:
 (Please enter your name here)

Action Date:
9/17/2020 2:33 PM

Upload Image or PDF

Click and Email Request/Update The Email Request/Update about an overview of the Corrective Action request to be sent to the email below. The email is:

Inspector:

Company Contact:

Email Cc:
(one per line)

Previous Actions

Action Date: Sep 17 2020 2:28PM CDT last update: Sep 17 2020 02:32 PM
Action Type: Requested/Planned/Mark Complete
Action: Employee classes scheduled
Updated By: Admin

The item will now show 'Closed' on the Corrective Action Tracking Screen.

Category/Inspection Item	Status	Assignment	Cat#	Action
Other/Misc. Pre-shift stretching not completed per company policy (Best Practice)	Closed	<input type="text" value="Edgar"/>	1135982	Update

Corrective Action Tracking ('Both' Manual and Electronic)

This method combines elements of both of the previously-noted settings for managing corrective actions but involves no additional settings or steps. Reports are created with a 'Notes' section, like with 'Manual' management, the electronic action item is also generated, can be assigned, and set to "Pending" and/or "Closed" status as demonstrated. The most common application of this method is for safety departments which sometimes have responsible parties who make updates by hand, for later entry by an administrator, often with their notes as the attached file.

For more information, contact:

Safety Reports at support@safety-reports.com or (402) 403-6575 option '2'