



# Incident Management

Reduce the Likelihood of Major Events and Operational Losses

The last decade has proven that unforeseen catastrophic events continue to occur at a disturbing rate while increasing in severity. Companies must continually improve their efforts to ensure safe and reliable operations. This is a major challenge today in the midst of lower operating margins, aging equipment, increasing regulatory pressure, and an ever-changing workforce.

To overcome these roadblocks, companies need integrated software tools and proven recommended practices that enable them to capture, track, investigate, report and analyze their incidents and near-miss events, control operational risks, improve safety performance and sustain learning.

## **BENEFITS**

Sphera leverages a unique set of software, content and community of experts to enable customers to:

- Prevent repeat incidents
- Protect your people, operations and community
- Benchmark work practice behaviors across the enterprise to extract proven leading indicators that drive performance outcomes
- Gain insights from your process execution to influence behaviors

## **What system is powering your Incident Management program?**

An effective incident management program will improve worker and process safety performance, asset uptime, regulatory compliance, environmental performance and preserve company reputation.

The Sphera Incident Management Solution helps you consolidate your operational performance information and track incidents across all types and locations. It allows you to address potential risks at any organizational level, integrate root cause analysis with preventative measures and assign and track actions to closure.

Sphera provides insight into the repeatable organizational behaviors and leading key performance indicators (KPIs) that drive superior results. The risk analytics capability enables you to improve overall safety performance by:

- Validating which risk reduction efforts have the most impact on performance
- Reducing losses by providing forward-looking measurements
- Prioritizing budget allocation on the most effective initiatives
- Generate metrics that help steward change in key areas of need

“We believe that our injury rates and our costs are lower because we’ve reduced our accidents and incidents by following through and responding to potential issues identified utilizing the Sphera solution.”

- TOTAL Petrochemicals

The Sphera Incident Management solution enables you to reduce unplanned downtime and increase the performance and reliability of your operations. We help you identify and manage emerging trends to reduce risks and costs. We help you collect, aggregate and analyze your data to effectively address potential risks at any level of the organization — one or more facilities, across business units or enterprise-wide.

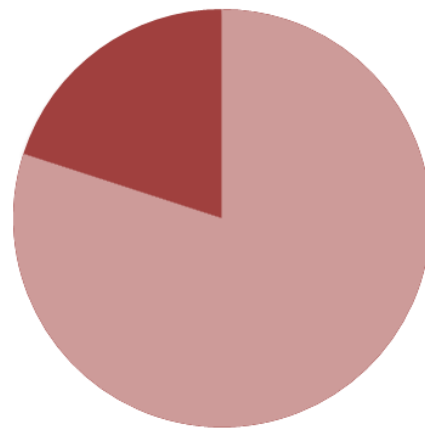
### The Sphera Incident Management Solution enables you to:

- Standardize incident and near-miss reporting to capture all actual and potential consequences
- Provide a single system to manage safety information across all locations driven by corporate policy
- Apply common risk matrix to drive risk-based prioritization
- Allow stakeholders to document organizational knowledge in a central location
- Increase Efficiency and Execution
- Monitor and measure business process execution to ensure visibility and continuous improvement in order to minimize risk of non-compliance
- Assign, notify, track and report on corrective and preventative actions and avoid repeat incidents
- Institute quality checks at random or based on consequence thresholds
- Manage investigations end to end and deliver real-time investigation status
- Ensure a complete audit trail
- Automate risk-based business process management to ensure that the right people at the right levels in the organization are engaged and the business value is understood
- Enhance & Sustain Learning
- Uses organizational knowledge to drive accountability and gain more control over risks throughout the enterprise by creating a culture of awareness and employee engagement
- Enable centralized action management and knowledge share of best practices and lessons learned to reduce repeat issues
- Implement end-to-end high-learning-value-event process that holds people accountable
- Benchmark performance across business units or regions with dashboards of trends and comparisons

For more information visit us at [www.spherasolutions.com](http://www.spherasolutions.com) or email [operationalexcellence@spherasolutions.com](mailto:operationalexcellence@spherasolutions.com)

#### ABOUT Sphera Solutions

Sphera is the largest, global provider of software and information services in the operational risk, environmental performance and product stewardship markets. For more than 30 years, we have served over 2,500 customers and +1 Million users in 70 countries optimize workflows and navigate the complex and dynamic global regulatory structure.



**80% of incidents  
are repeat issues**

\*Source: Peter Merrill – “Do It Right The Second Time”