



FUNCTIONALITY GUIDE

# Rapid B2B - Incident Reporting

For contractor administrators



Leading global companies choose Rapid B2B to help workers and subcontractors to stay compliant within their own organisation. From a central dashboard, manage incidents and compliance for your larger customers, as well as your subcontractors and employees.

Rapid B2B leverages the existing MyRapid system to unlock additional tools like Incident Reporting specifically designed for busy, small businesses.

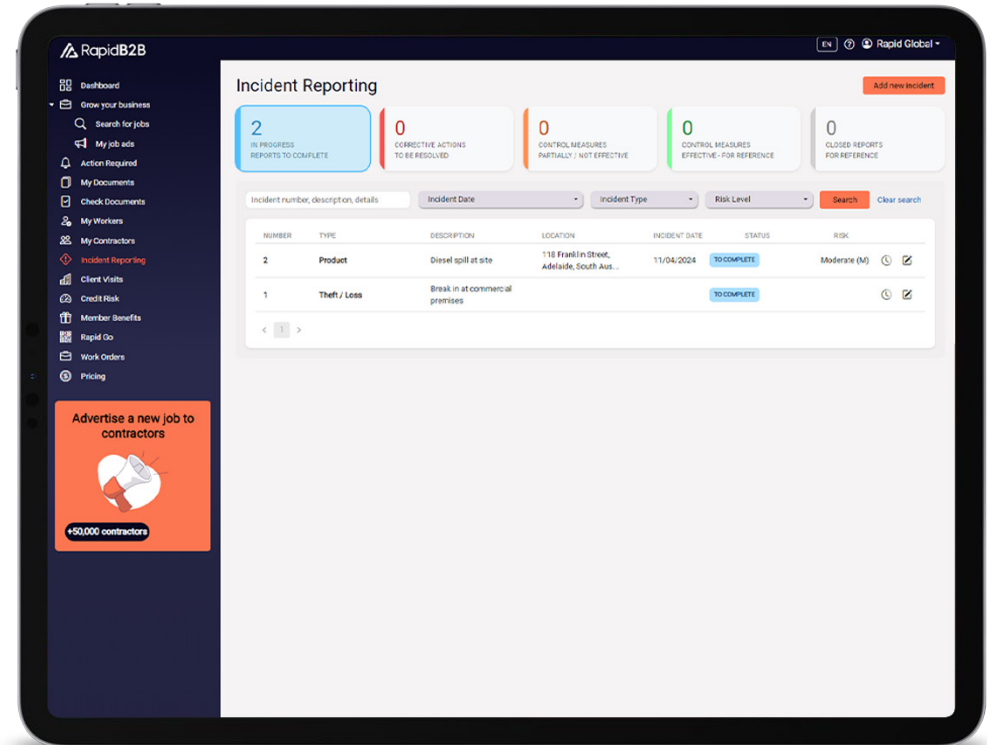


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## Dashboard

The dashboard is designed to provide a comprehensive view of incidents. It includes data on the number of reports in each stage, and a table to filter and view the incidents at a glance.



## Statuses

### In Progress

An incident report which is in the process of being raised and completed by the person reporting the incident.

### Corrective Actions

An incident report which has been raised and had corrective actions attached to it – note it is optional to attach a corrective action to an incident report.

### Control Measures (Partially / Non effective)

Linked to a root cause and corrective action, a control measure can be allocated as being “Partially” or “Non effective” – this is determined by the user.

### Control Measures (Effective)

Linked to a root cause and corrective action, similarly, the user can allocate this to be an “Effective” control measure.

### Closed

Upon the incident being completed and any corrective actions addressed, the user can close the incident report while still maintaining historical evidence of it.

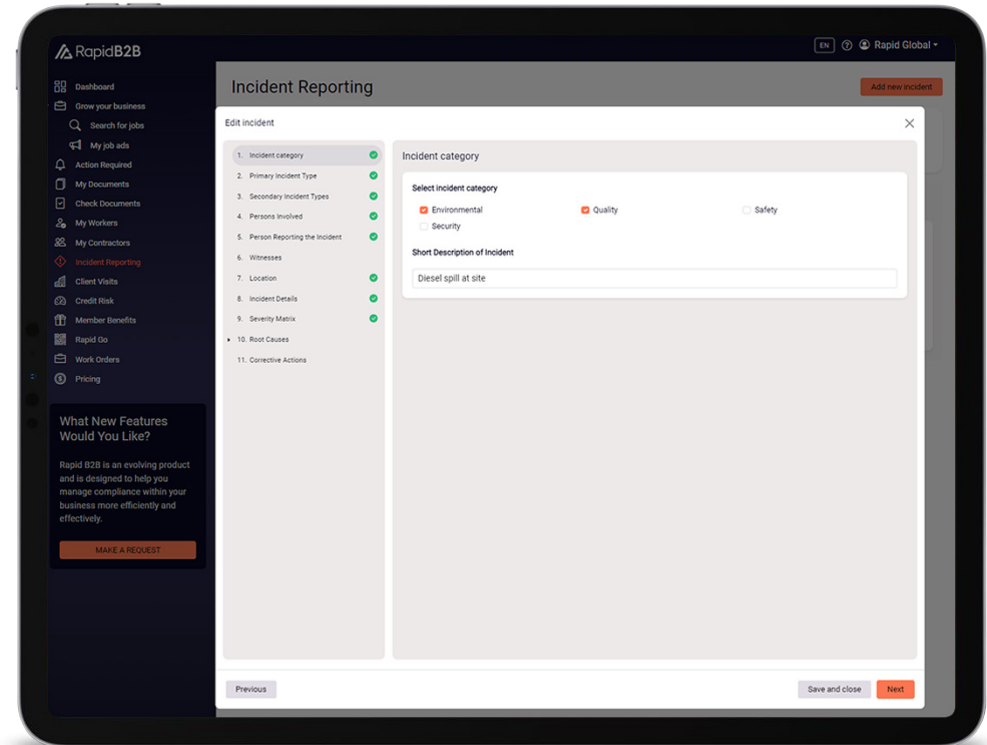


# Reporting an Incident

## Incident Category

There are 3 hard-coded categories available for selection: **Environmental**, **Safety** and **Security**.

Upon selecting a category, the user must then provide a short description or title of the incident.

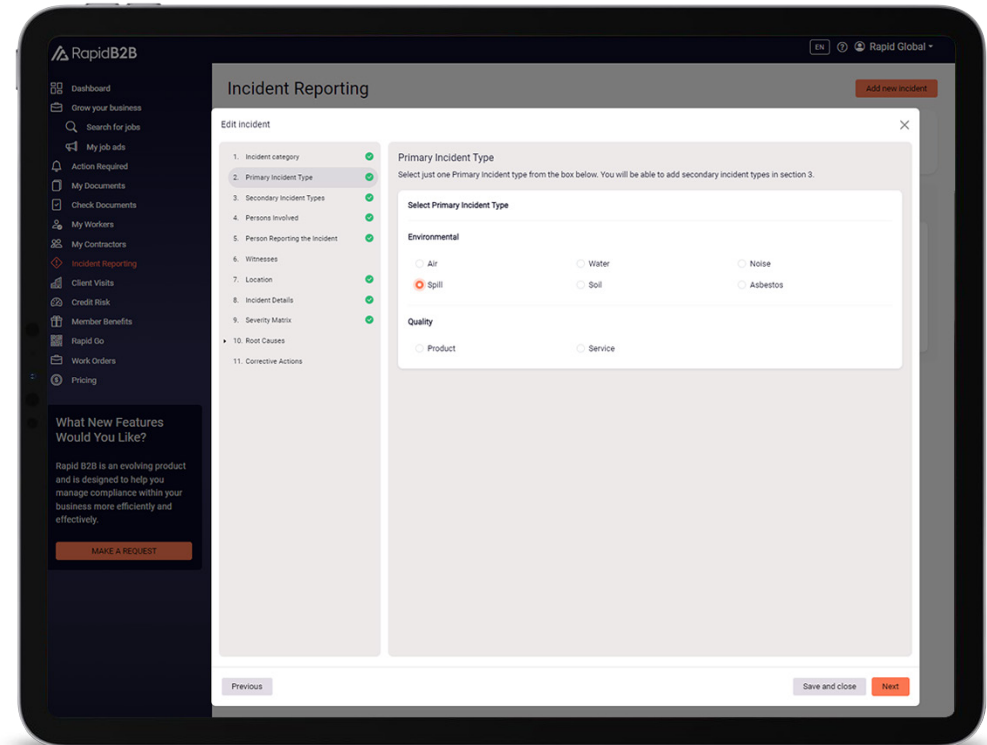


# Reporting an Incident

## Primary Incident Types

A set format of incident types is determined based on the **Incident Category** selected.

The user must select only one **Primary Incident Type**.

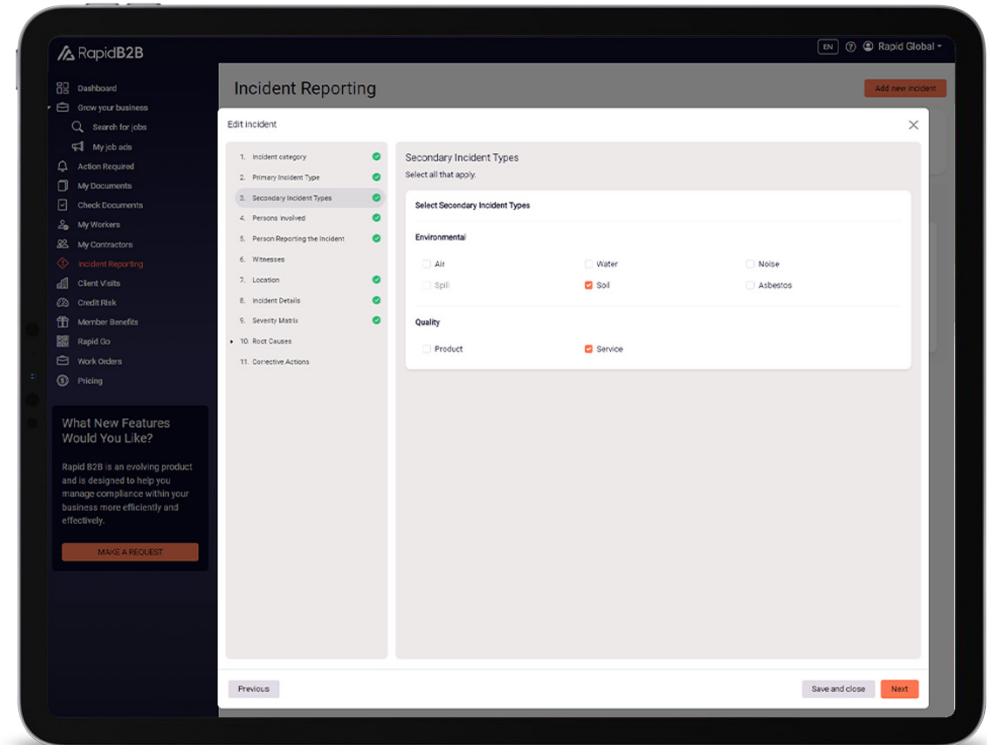


# Reporting an Incident

## Secondary Incident Types

The user can select any other incident types that relate to the incident they are reporting.

Multiple options can be selected by the user.

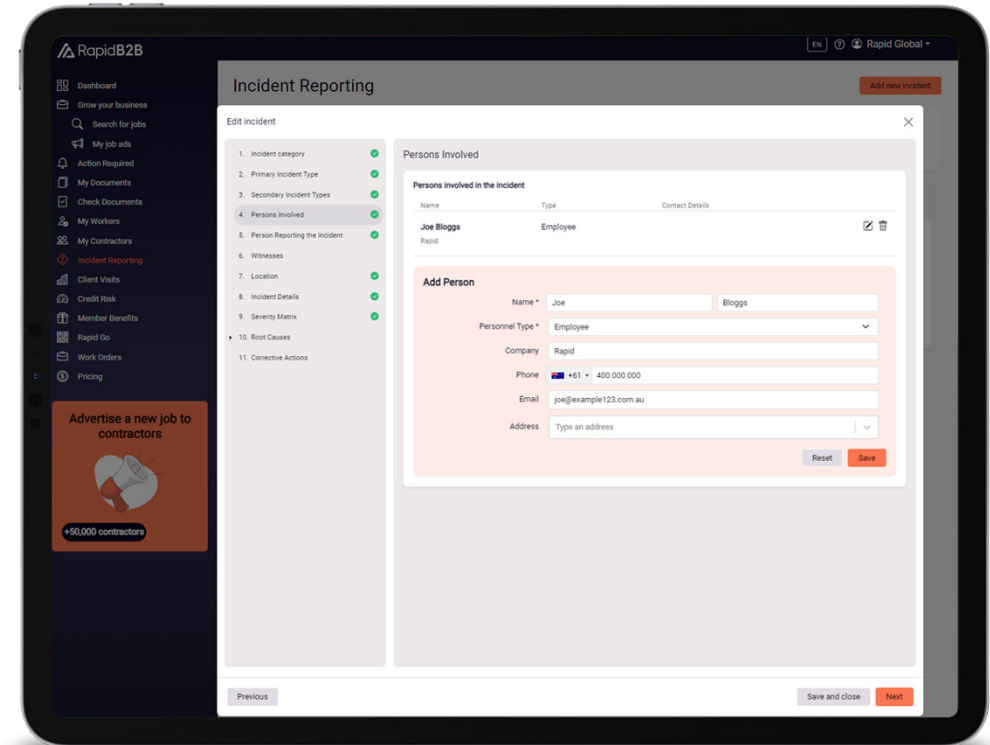


# Reporting an Incident

## Persons Involved

List the details of the person(s) involved in the incident.

Note, only the **First Name**, **Last Name** and **Personnel Type** are mandatory.

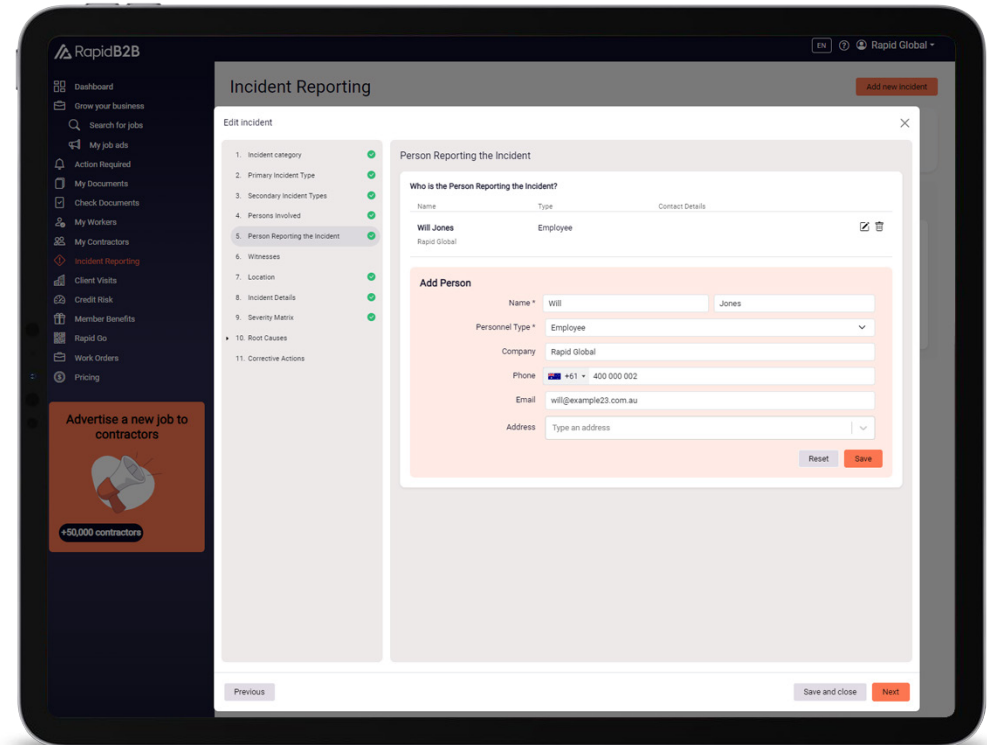




# Reporting an Incident

## Persons Reporting the Incident

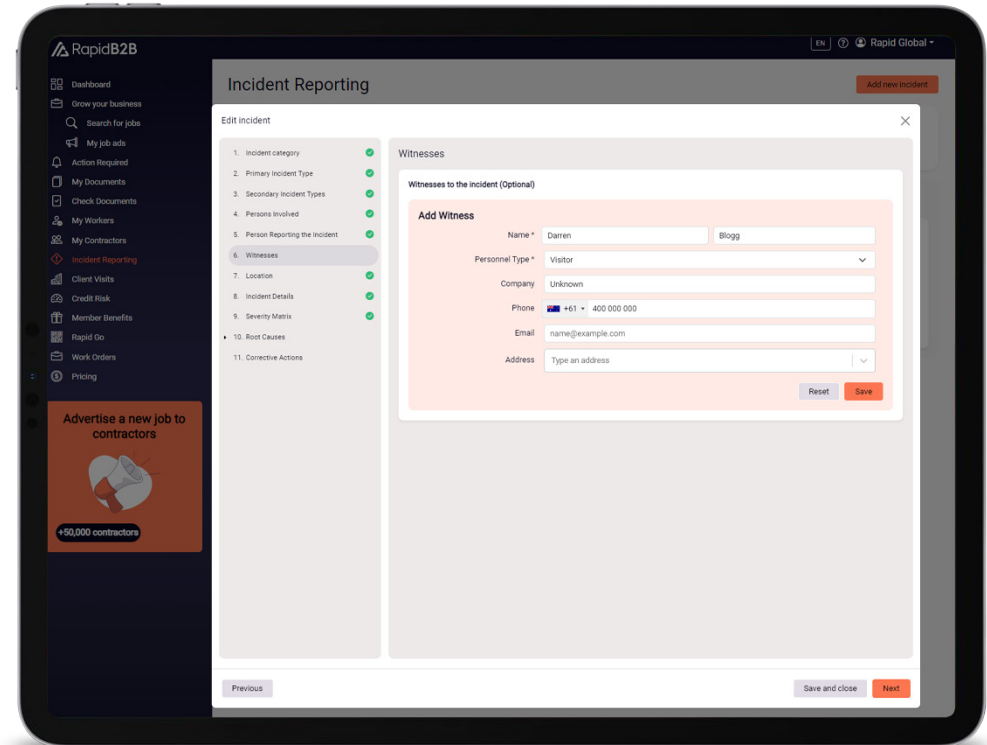
List the name of the person reporting the incident.



# Reporting an Incident

## Witnesses

List the person(s) who were witness to the incident.

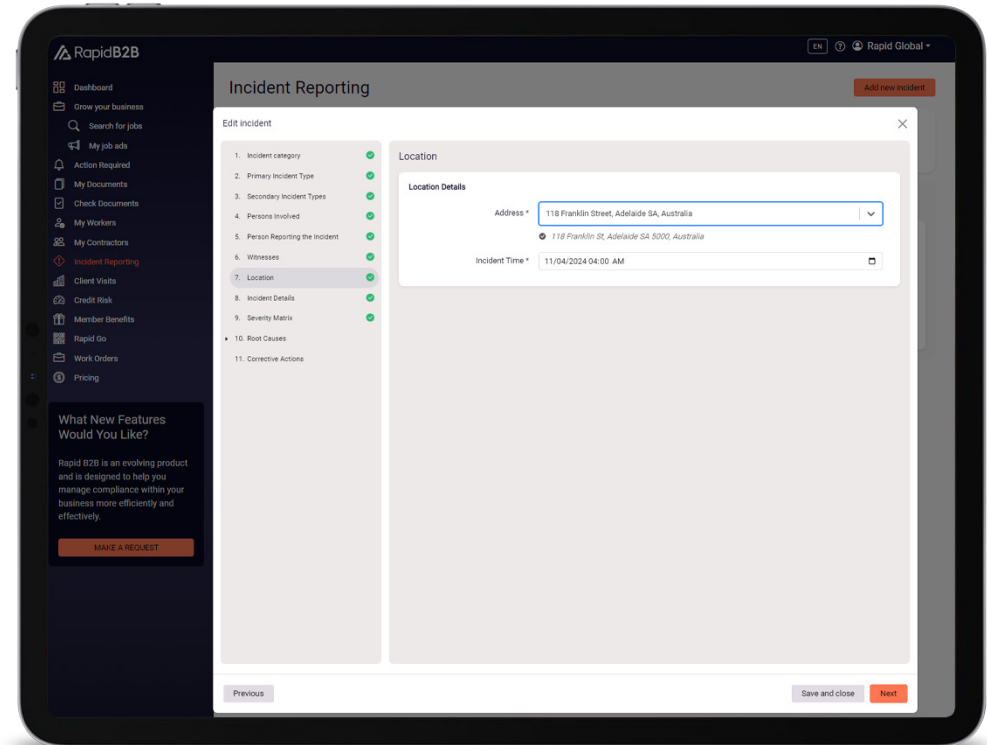


# Reporting an Incident

## Location

List the exact location of where the incident occurred.

Input the time that the incident occurred.



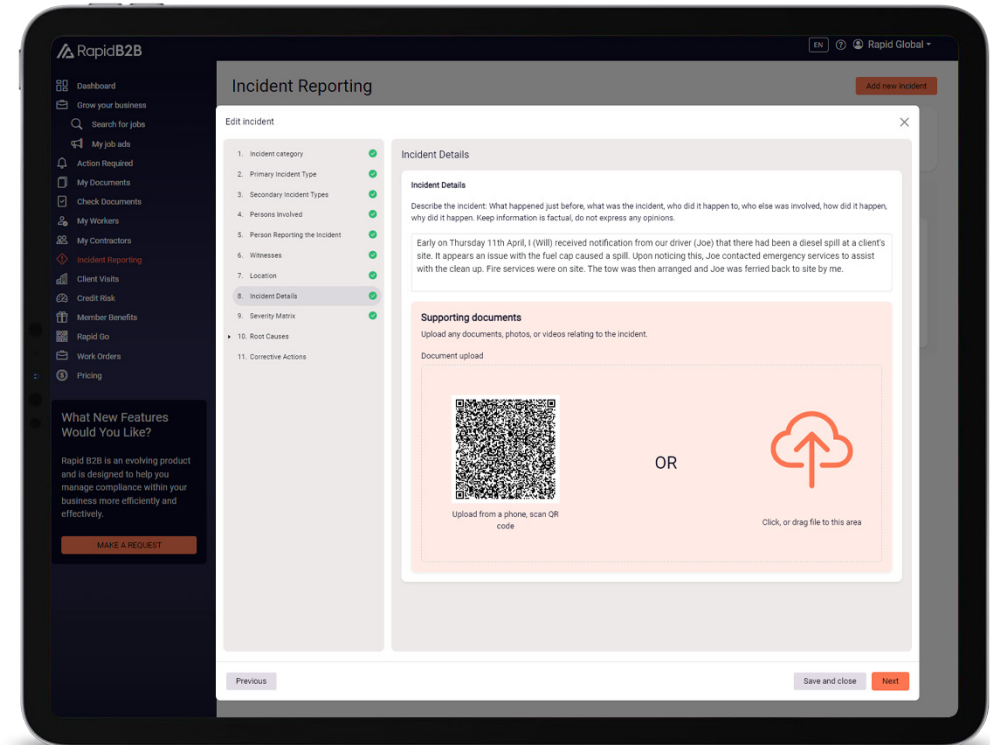
# Reporting an Incident

## Incident Details

Describe the incident:

What, who, how, where and when.

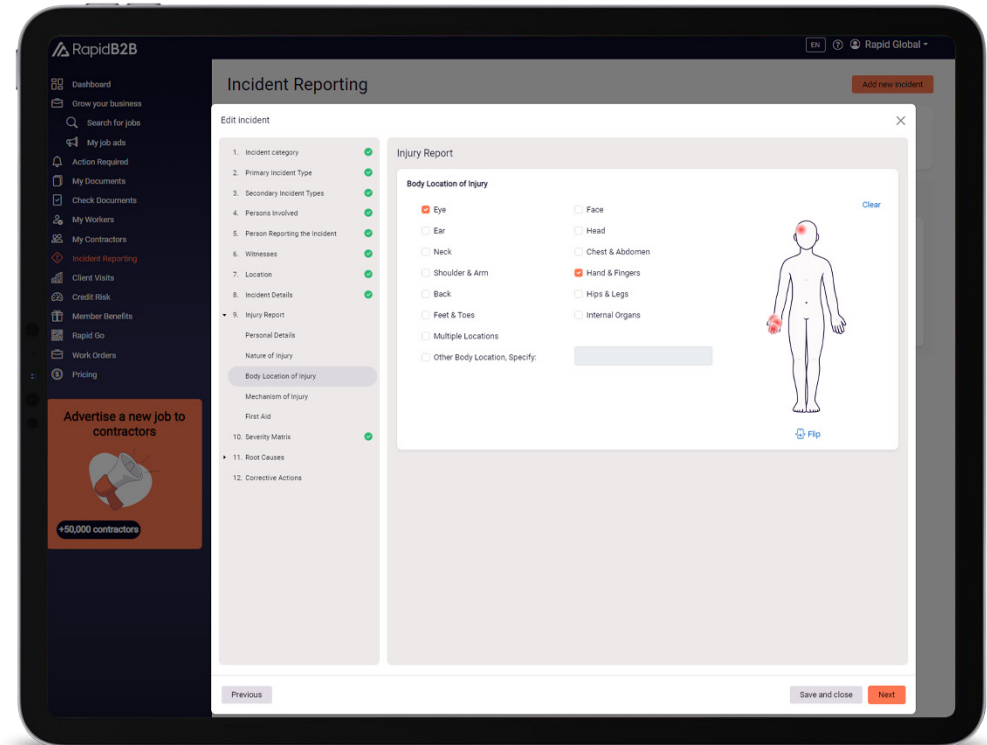
Upload supporting documentation, images, files to accompany the incident report.



# Reporting an Incident

## Injury Report

If the incident relates to a person(s) being injured (determined in the primary and secondary incident types), a dedicated **Injury Report** feature will be available to complete.

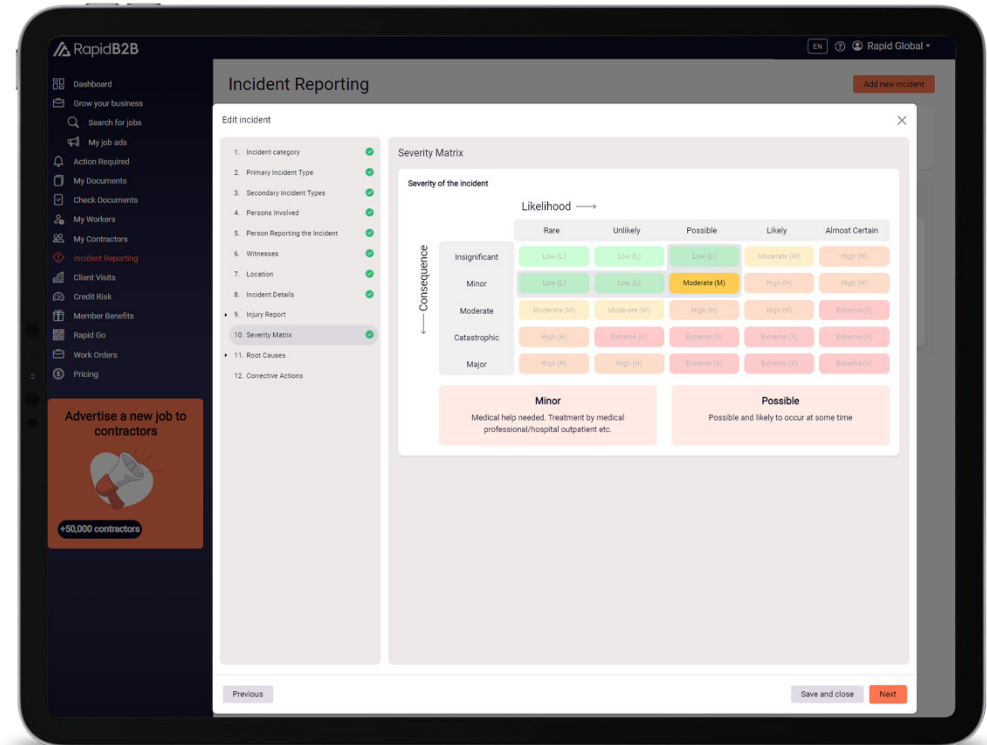


# Reporting an Incident

## Severity Matrix

This is a hard-coded matrix for the user to determine the risk and severity of the incident.

Descriptions on the determined outcome will help guide the user.



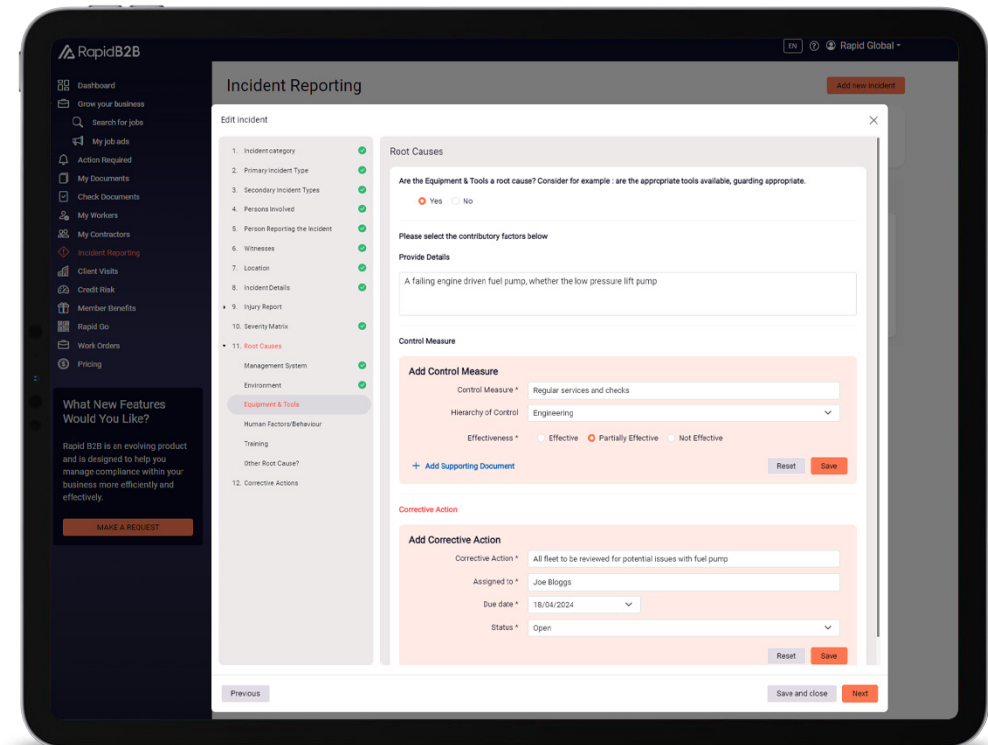
# Reporting an Incident

## Root Causes

There are 6 root causes available for selection:

- Management Systems
- Environment
- Equipment & Tools
- Human Factors / Behaviour
- Training
- Other Root Cause

Upon selecting the relevant root cause, the user will need to determine the contributory factors and provide a control measure if it is applicable.

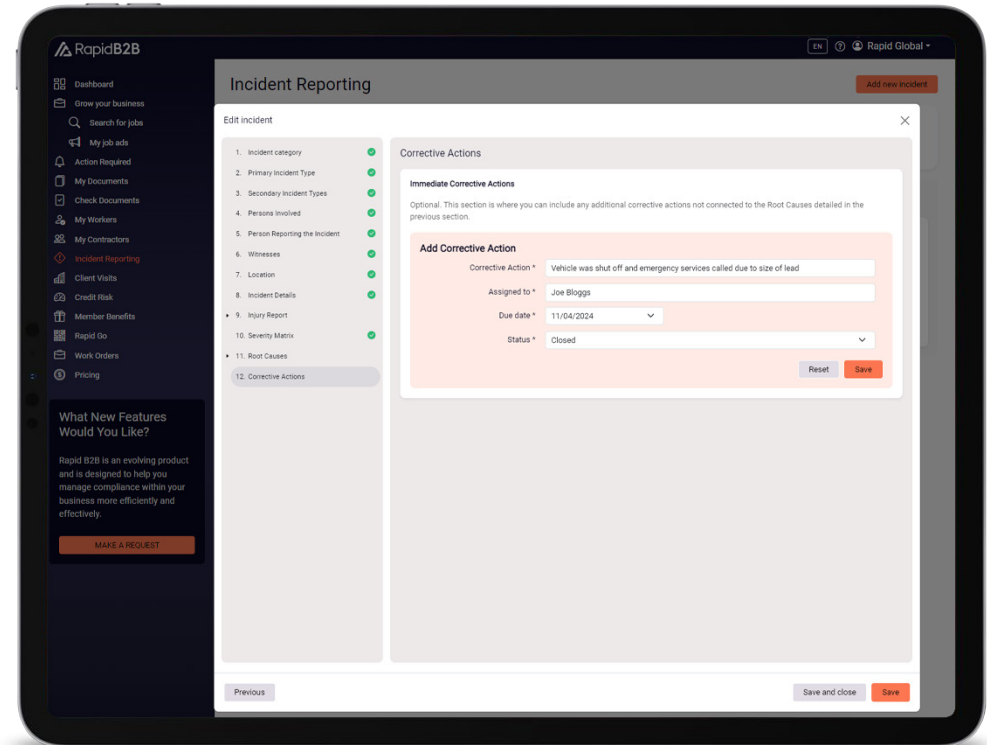


# Reporting an Incident

## Corrective Actions

This is an optional component of reporting an incident.

Any corrective actions raised will now sit within the **Corrective Actions** status of the page.



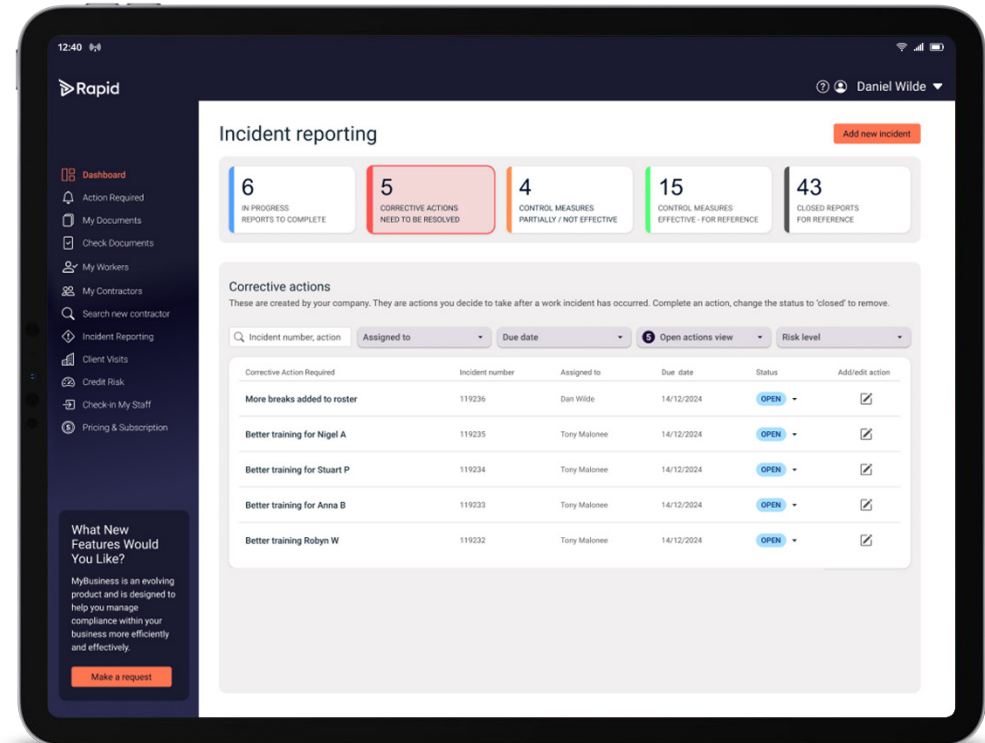


## Corrective Actions

### Updating a Corrective Action

When a corrective action is raised, the user can update the status of that action from **Open** to **Closed** once the action has been completed.

Simply click on the dropdown next to the status to change this to **Closed**.



## Control Measures

When a root cause is selected, the user will be asked to input any control measures relevant to managing the risk, incident or hazard.

These control measures follow the hierarchy of control, and ask the user to objectively select what they have implemented, and subsequently determine how effective that control is / will be.

Within the dashboard, we show the user (for reference) what that control measure was and the objective effectiveness.

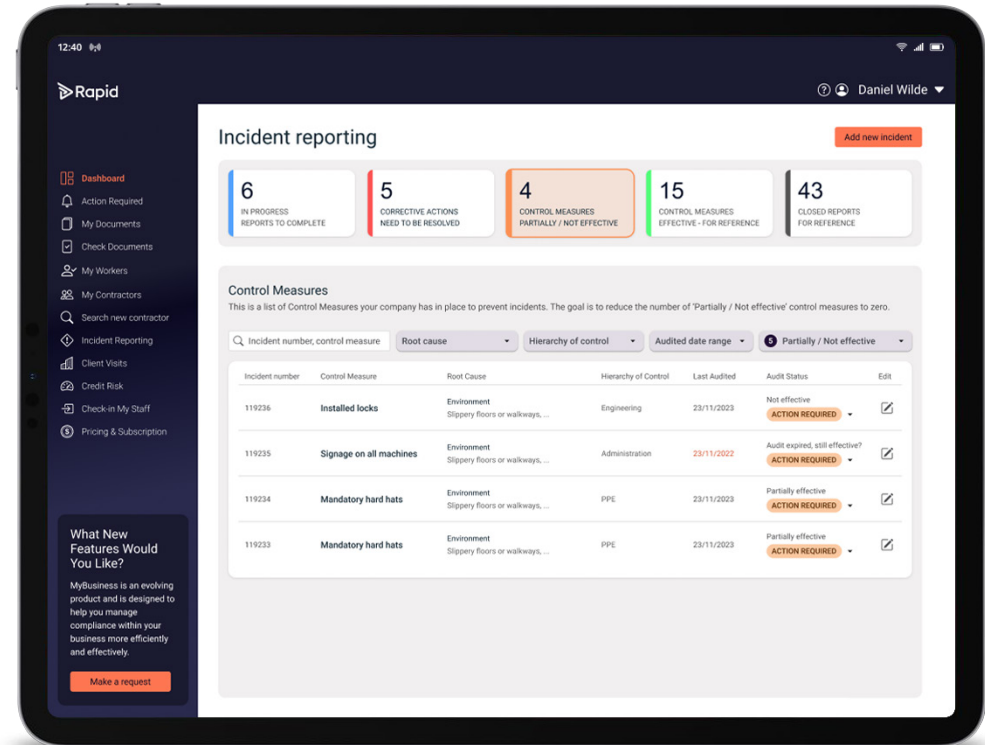
The user can update this later from a “Partially / Not Effective” Control to an “Effective” Control.



# Control Measures

## Updating the Effectiveness of a Control Measure

When a Control Measure is created in the Incident Report, the user can update the effectiveness by making a selection from the dropdown menu.



## Learn more

Rapid's team is here to support you.

### Helpful resources

Dive into our library of tutorials and support content to help you and your team get the most out of Rapid's feature rich software.

### Live support

Rapid's Client Services team is ready to help you with your technical questions and can be reached by phone or email (1800 307 595, [support@rapidglobal.com](mailto:support@rapidglobal.com)).

### On-going consultation

Take your workplace safety to the next level and speak to our experts about Rapid's other health and safety and risk management modules.

### Connect with us

Keep up to date on our latest product features and follow @RapidGlobal on LinkedIn, Facebook or X.



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