About HEART

The HEART application is our on-line safety observation recording and reporting tool linked to CAIRS.

It is available to all Wood employees and where necessary 3rd parties.

HEART stands for **H**arm **E**limination **A**nd **R**ecognition **T**racker.

Record a Safety Observation

Select 'Record a Safety Observation' from the HEART home screen navigation pane. A pop-up window will appear to assist the User in deciding between recording a safety observation or entering an Incident/Near Miss. This pop-up will appear each time you record a new observation. This should be read and understood prior to clicking continue to record a safety observation.

Notes

- All required fields are marked with an asterisk. If not completed when the record is sent for review a required field will be outlined in red.
- Some fields are dependent on others and will only become available/not available depending on your previous selection, e.g., selecting an Event type of 'Safe Behaviour' will open a field where the Name of an Individual or Team may be entered.
- There are information buttons attached to a number of fields. Click on the question mark to open up the message
- If you work for Wood plc you may share your space with another Business Group. If you share with more than one Business Group, select the one physically closest to you.
- The 'Observer name' and 'Observer email address' will default to the person recording the observation but may be amended if the observation is being logged on behalf of someone else.
- Name fields use the active directory to look up Wood personnel. Click on the to the right of the field to search for the required person.
- The green navigation pane contains all options available and applicable to the form
- When all your information is complete click 'Send for Review'. You may use the link in the green navigation pane or the button at the bottom of the form.
- On 'Send for Review' any required field that has no data entered will be outlined in red. You will not be able to submit the record until all required fields have been completed.

- Selecting 'Send for Review' will trigger an email to the HEART Reviewer for your Business Group or Project to review the observation record.
- If you have selected 'Yes' to 'Feedback required?' you will receive an email with any comments added by the Reviewer
- To amend an observation, click on the 'Amend' link in the green navigation pane and enter your 'Reason for amendment' in the pop-up box.
- Make the required change and select 'Resubmit' from the green navigation pane to return the observation to the workflow
- Any comments made will appear at the bottom of the Observation record along with name and the date the comment was made
- Observations raised for Safe Behaviour or Safe Condition that do not require feedback will close automatically
- Non-Work related observations will close automatically.

Reviewing a Safety Observation

- On 'Send for Review' a Safety observation will be directed to anyone who has been allocated as a HEART Reviewer for the Project/Office location selected
- An email notification will be issued to alert the HEART Reviewer that an Observation is awaiting review
- Where there is more than one HEART Reviewer set up for that location the Observation will appear on all their Task Lists. If no HEART Reviewer has been assigned the record will be sent to the SBG HEART Reviewer for review and if no SBG HEART Reviewer has been assigned, the record will be directed to the BG Admin
- As soon as an Observation is reviewed it will be removed from all other Task Lists

To review an observation

- Open the Observation by clicking on the Observation No. on your Task List or from the link in your email
- On review, if you consider an observation to be an incident that should be recorded as such in CAIRS, select 'Escalate to CAIRS' from the green navigation pane or the button at the bottom of the screen. In the pop-up box, enter your comments and click OK. This will close the Observation and trigger an Email to the originator of the record which will include any comments made. The record will not be automatically transferred to CAIRS and will need to be raised as a new incident record.
- To review the Observation, select 'Review' from the green navigation pane or the button at the bottom of the screen.

- In the pop-up box, if further action is required, click 'Yes' and enter the details in the box provided and select OK. An Email will be sent to the HEART Reviewer to carry out the action.
- In the pop-up box, the Reviewer has the opportunity to amend the observation categories and sub-categories selected if required.
- Click 'No if no further action is required and enter any comments into the box provided.
- The Observation may also be cancelled by the Reviewer by clicking 'Cancel observation' if considered unsuitable.
- To amend an observation, click on the 'Amend' link in the green navigation pane and enter your 'Reason for amendment' in the pop-up box.
- Make the required change and select 'Resubmit' from the green navigation pane to return the observation to the workflow
- Any comments made during the review process will appear at the bottom of the Observation record along with the name of the reviewer and the date the comment was made

Note: any recorded observation that is considered to be a problem with a building, e.g., blocked toilet, should be referred back to the originator of the record to contact the appropriate facilities team.

Action by the HEART Reviewer

- If the reviewer of the observation has decided that further action is needed before the record can be closed out an email will be sent to the HEART Reviewer(s).
- When the action has been completed the HART Reviewer will go into HEART and Close the observation record. Add any comments in the pop-up box and click 'OK'
- The record can still be cancelled at this point. Add any comments in the pop-up box and click 'Cancel observation'
- To amend an observation, click on the 'Amend' link in the green navigation pane and enter your 'Reason for amendment' in the pop-up box.
- Make the required change and select 'Resubmit' from the green navigation pane to return the observation to the workflow
- All comments made in the pop-up boxes will be displayed at the bottom of the observation record along with the name of the administrator and the date the comment was made

Restoring an observation 'Escalated to CAIRS'

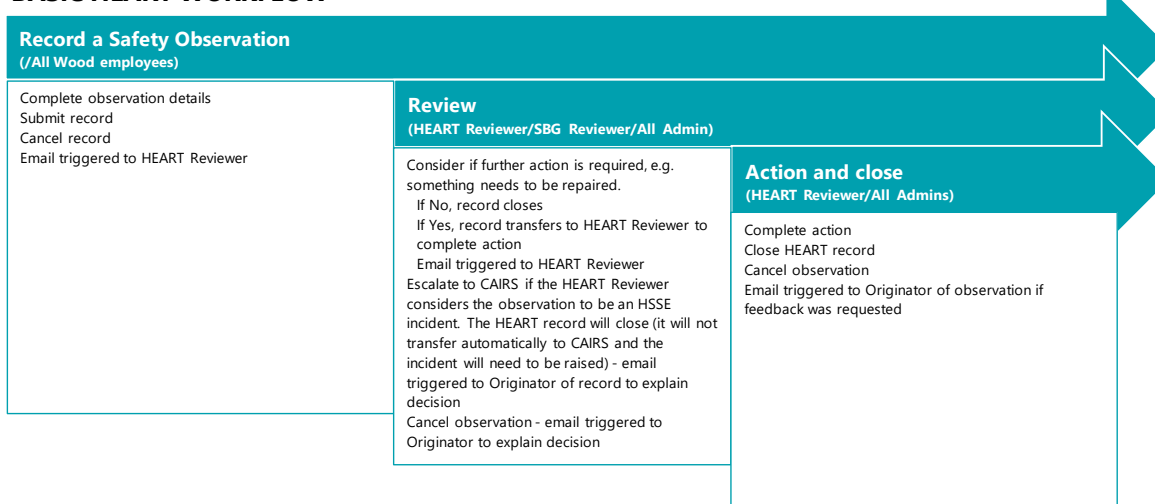Action for the Global and Business Unit Administrators only

- An observation that has been incorrectly thought to be an incident and 'Escalated to CAIRS' (therefore cancelled in HEART) may be reopened
- Click 'Restore' in the green navigation pane and enter your reason for reopening the observation in the pop-up box that appears
- The observation will open in the 'Withdrawn' state to allow for any amendments
- An email notification will be sent to the originator of the observation which will include the comments made when restored
- Either the Administrator who restored the observation or the Originator may amend the record
- Click 'Resubmit' from the green navigation pane to restore the observation to the workflow
- The observation may also be cancelled at this point
- Once resubmitted, the observation will follow the usual workflow for review and action

The Amend function

- To amend an observation, click on the 'Amend' link in the green navigation pane and enter your 'Reason for amendment' in the pop-up box
- Make the required change and select 'Resubmit' from the green navigation pane to return the observation to the workflow
- An email notification will be sent to the Originator if an observation has been withdrawn for amend for more than 7 days
- Global and BU Admins have permissions to Return observations that have been left in 'Amend' and not returned to the workflow

The basic HEART workflow

BASIC HEART WORKFLOW

Record a Safety Observation
(/All Wood employees)

Complete observation details
Submit record
Cancel record
Email triggered to HEART Reviewer

Review
(HEART Reviewer/SBG Reviewer/All Admin)

Consider if further action is required, e.g. something needs to be repaired.
  If No, record closes
  If Yes, record transfers to HEART Reviewer to complete action
  Email triggered to HEART Reviewer
Escalate to CAIRS if the HEART Reviewer considers the observation to be an HSSE incident. The HEART record will close (it will not transfer automatically to CAIRS and the incident will need to be raised) - email triggered to Originator of record to explain decision
Cancel observation - email triggered to Originator to explain decision

Action and close
(HEART Reviewer/All Admins)

Complete action
Close HEART record
Cancel observation
Email triggered to Originator of observation if feedback was requested

My Observations / Dashboard

The heading 'My Observations / Dashboard' is a toggle - switch between the two.

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There is no 'time out' on HEART. If you remain on the My Observations or Dashboard pages for a length of time you may need to refresh them by clicking on the refresh icon.

If you are a CAIRS user and select 'Go to HEART' from the home navigation pane, HEART will open at your Task list and your Watch list.

Task List

Your Task List will be split into the different workflow stages of:

- Observations awaiting review
- Observations awaiting action

Watch List

Your Watch List will contain the above but will be observations that are currently with someone else for action, e.g., a Reviewer.

Observations will be removed from both lists when completed.

The Dashboard

All data displayed on the dashboard is year-to-date and shows a snapshot of Global HSSE observations for that moment in time when being viewed.

The Search functions

Available from the HEART home screen navigation pane.

Search options:

- Observations
- My Saved Searches - you may save your search criteria to use again

Search Observations

- Make your selections from the available parameters and click 'Search Observations'
- The search results list may be exported to Excel if required. Look for the Excel icon on the far right of the Search Results banner.
- Click 'Edit Criteria' to edit your current parameter selection

- Click 'Save Search Criteria' to save to 'My Saved Searches' - you will need to give your search a name before it will save
- Click on the record number in the Search Results list to open the record in full

My Saved Searches

- Click on the required search name to open - you will be able to edit your search if required
- Use the dustbin icon 🗑 to delete any searches no longer required

Reports

Available from the HEART home screen navigation pane.

Running reports
Each report has a set of filters designed specifically for it.

- Select your report from the list
- To filter your results, click on the **Filter Results button** in the top left of the screen
- Make your selections from the available parameters and click 'Filter Results'
- Click 'Edit Criteria' to edit your current parameter selection
- Click 'Save Criteria' to save to 'My Saved Reports' - you will need to give your report a name before it will save
- Reports can be printed or exported as images or PDF
- Only charts can be exported as images - look for the export link on the chart
- Some reports have 'drill-down' to Business Unit, Business Group and Projects/Offices (your default view will be role dependent)

Mining the Diamond

Mining the Diamond is an analysis tool that enables the user to produce a chart or table tailored to the criteria selected.

- Make your selection from the parameters (a number of these fields are multi-select - hold down the Ctrl key on your keyboard and use your left mouse button to select more than one)
- The chart values shown are standard across all incident types, however, selecting different incident types will reveal more options
- Select the chart type that you require to run your report by clicking the radio button beneath the chart image

- When you have made all your selections click 'Run Report'
- To start again click 'Clear Search Results'
- Click 'Edit Criteria' to edit your current parameter selection
- Click 'Save Criteria' to save to 'My Saved Reports' - you will need to give your report a name before it will save

- Charts can be downloaded as images - look for the export link on the chart
- The table can be exported to Excel or PDF

My Saved Reports

- Click on the required report name to open - you will be able to edit your report criteria if required Use the dustbin icon 🗑 to delete any reports no longer required

User roles

The following lists contain the activities that each user role is able to perform in HEART.

Global Administrator

  Has access to records and data across Wood globally
  Review observations
  Escalate to CAIRS
  Cancel observation records
  Amend and resubmit observations from Amend
  Resubmit observations from Amend on behalf of others
  Close records

Business Unit Administrator

  Is limited to observation records and reports for BUs assigned to
  Review observations
  Escalate to CAIRS
  Cancel observation records
  Resubmit observations from Amend on behalf of others

Business Group Administrator

Is limited to observation records for their BG but can run reports for their Business Unit
Complete actions for observations assigned to them
Amend and resubmit observations from Amend

Sub Business Group Administrator

Is limited to observation records for their SBG but can run reports for their Business Group
Complete actions for observations assigned to them
Amend and resubmit observations from Amend

HEART Reviewer

Is limited to observations for project/offices they are assigned to but can run reports for their Business Unit

Review observations
Escalate to CAIRS
Cancel observation records
Amend and resubmit observations from Amend

HEART BU View Only

Can view observations and run reports for any Business Unit assigned to

HEART OU View Only

Can view observations and run reports for any Operating Unit assigned to