Frequently Asked Questions

1. How to report Safety Observations & Near Miss in SAP?

**Ans:** Safety Observations & Near Miss can be reported through offline Interactive forms available on GAIL's Intranet. For accessing the forms log on to Intranet – Department – Corporate HSE – **Report Safety Observation/Report Near Miss** - Click on Plant ID to open the interactive form for reporting Safety Observation/Near Miss.

After filling all the relevant and mandatory information **Send** button will trigger an email from default outlook account with filled form as an attachment. Upon pressing the **Send** button of email it will trigger Safety Observation/Near Miss logging in SAP.

**Note:** Microsoft Outlook has to be the default email account on the PC and Adobe Acrobat version 10 & above /Adobe Reader version 8 & above should be installed in the PC.

2. Who can report Safety Observations & Near Miss in SAP?

**Ans:** As per the present HSE procedure only **GAIL Employees** are having authorization for reporting Safety Observations & Near Miss in SAP.

3. Can Contract Employee report Safety Observation & Near Miss in SAP?

**Ans:** Yes. No direct access has been given to contract employees to report the Safety Observation/Near Miss in SAP. However Contract Employee has been facilitated to report Safety Observation & Near Miss through the concerned GAIL Employee.

4. Is filling of entire field in Interactive Form for Safety Observation & Near Miss mandatory?

**Ans:** No, only the fields highlighted with RED outline in the interactive forms are mandatory fields. However apart from the mandatory fields one should fill all available relevant information in the form.

5. On submit the Interactive Form by button ‘Send’, I am not able to find default mail client. What can I do to submit the report in SAP?

**Ans:** Microsoft Outlook has to be the default email account on the PC and Adobe Acrobat version 10 & above /Adobe Reader version 8 & above should be
installed in the PC. Seek the help of IT team of your work area for establishing
these settings.

6. How can I report Incident & Accident in SAP?

**Ans:** Incidents & Accidents can be reported via directly logging into the SAP. However as per the present defined procedure only **OIC/WIC/Nominated F&S Executives** are having authorization for reporting Incidents & Accidents in SAP.

For logging the Incident/Accident in SAP log on to SAP PDR session and execute T-Code ‘NWBC’. A new screen will be opened for NWBC. Click on the Role ‘**ZO_EHSM_IM_REPORTER**’. Click on ‘Incident’ then click on Service ‘Report Simplified Incident’, a Report Incident screen shall open in a separate window. Fill all the relevant details and press submit.

7. I received an email to implement action, what should I do?

**Ans:** Log to SAP PDR session and execute T-Code ‘NWBC’. A new screen will be opened for NWBC. Click on the Role ‘**ZO_EHSM_TASK_IMPLEMENTER**’. Click on Implement Action: Task

Put comments in Text Box and press ‘Add Comments’. If action completed, Select ‘Action Implemented’ Radio button and then click on ‘Submit’ button. Otherwise only ‘Add Comments’ to record present status of task.

8. How can I extend target of task, as assigned to me?

**Ans:** Log to SAP PDR session and execute T-Code ‘NWBC’. A new screen will be opened for NWBC. Click on the Role ‘**ZO_EHSM_TASK_IMPLEMENTER**’. Put comments in Text Box on reason for extending target date and press ‘Add Comments’. Select ‘Reject Implementation’ radio button and press ‘Submit’.
9. I received an email to Investigate Incident, what should I do?

**Ans:** Log to SAP PDR session and execute T-Code ‘NWBC’. A new screen will be opened for NWBC. Click on the Role ‘ZO_EHSM_IM_INVESTIGATION’:

Click on Perform Investigation Step ‘Final Root Causes’
Click on Perform Investigation Step ‘Observation & Recommendation’

Click on the link Perform Investigation Step ‘Final Root Causes’. Perform Root Causes & Click on Save and Submit Button.
Click on the link Perform Investigation Step ‘Observation & Recommendation’. Note down the Observations and Recommendations in Free Text Field & Click on Save and Submit Button.

10. How can I see the numbers of Safety Observations or Near Miss reported at my location?

**Ans:** Log to SAP PDR session and execute T-Code ‘NWBC’. A new screen will be opened for NWBC. Click on the Role ‘ZO_EHSM_NM_REPORTER’. Further Click on ‘Incidents’.

Click on Search Near Misses/Search Safety Observations. Put Criteria and Search.
11. Is there any system to retrieve data for reported Safety Observation or Near Miss by particular employee?

**Ans:** Yes, there is system in EHSM to retrieve such data. You may request BIS-EHSM to provide such data for your particular plant/location.

12. I received an email to implement action, but I am not able to log 'nwbc'?

**Ans:** You may not be the R3 User or Task Implementer Role ‘ZO_EHSM_TASK_IMPLEMENTER’ not been assigned to you. GRC Request may be raised for assigning role.

13. I received an email to Investigate Incident, but I am not able to log ‘nwbc’?

**Ans:** You may not be the R3 User or Investigation Role ‘ZO_EHSM_IM_INVESTIGATION’ not been assigned to you. GRC Request may be raised for assigning role.

14. Who can be assigned as Responsible, Implementer or Approval for implementing task in EHSM?

**Ans:** Only Incident Processor can assign the task to concerned employee.

- **Implementer:** Person supposed to implement the Task
- **Responsible:** Person supposed to overview the implemented Task
- **Approval:** Person supposed to approve the Implemented Task

15. If by mistake I reported Safety Observation in Near Miss Interactive Form, what should I do?

**Ans:** Nothing to worry. Incident Processor will review the same and change in appropriate Incident Category i.e Safety Observation, Near Miss or Incident/Accident.