



# Incident Capture Guide

A white warning icon consisting of a triangle with an exclamation mark inside, centered within a blue circular graphic that has concentric rings.

When an incident occurs, a swift and accurate response is crucial. Over-C's incident reporting feature empowers teams to react quickly and communicate effectively. However, having the right tools is only part of the equation— **a clear, structured approach to incident management ensures that everyone stays focused on what matters most.**

That's why we've created this guide - to help you build a strong foundation for your team to handle incidents with confidence and efficiency.

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# Behind the **Scenes**

Behind every effective incident response is a well-structured system. Defining priorities, severity levels, and naming conventions ensures clarity, while categorising incidents and linking the right teams streamlines resolution. Setting this foundation allows your team to respond faster and make informed decision

# Defining Incident Priorities

A well-defined set of priorities provides a framework for decision-making, helping teams respond effectively in high-stress situations.

**SAVE LIFE** - Preserve and maintain the Health & Safety of Centre staff & general public.

1

2

**PROTECT PROPERTY** - Limit damage to buildings & general property of the centre, retailers and general public.

**PRESERVE BUSINESS REPUTATION** - Preserve the good Trading name of the organisation.

3

4

**MAINTAIN COMMERCIAL ACTIVITY** - Continue normal commercial activity at a level "as best as possible"

**EXAMPLE**



# Defining Incident Severity for Clarity and Efficiency

Incidents vary in severity, and a tiered classification system allows teams to quickly assess risk and escalate appropriately.

**The Over-C platform enables users to assign severity levels to incidents using a simple three-tier system:**

## How This Helps Teams Act Faster

**Consistency** – Standardised severity levels ensure everyone understands the level of urgency.

**Prioritisation** – Teams can allocate resources efficiently based on severity.

**Escalation Clarity** – Red incidents trigger immediate response, while green ones can be logged and reviewed.

**Data-Driven Insights** – Severity tagging allows organisations to analyse trends and improve future incident management.



## Low-Level Incidents: ROUTINE BUT IMPORTANT

**Defined by:** Minor issues unlikely to cause harm, major disruption, or reputational damage.

**Examples:** Lost property , routine maintenance request, Non safety risk cleaning, minor customer complaint.

**Response:** Handled at the, control room, operations managers level with internal reporting.

### Example resolution times:



24 to 72 hours



Time to be agreed

**NOTE:** The severity levels and resolution times provided are examples and may not align with your organisation's specific needs. It is important to define your own severity classifications and response times based on your operational priorities, risk management policies, and available resources.



## Medium-Level Incidents: SITUATIONS REQUIRING ESCALATION

**Defined by:** Incidents that could lead to injury, lawsuits, or operational disruption.

**Examples:** Injury to a customer or staff member, Equipment malfunction or system outage, Security concern.

**Response:** Escalated to duty manager or senior management, May require additional investigation or temporary measures to prevent escalation.

### Example resolution times:



12 to 24 hours



ASAP

**NOTE:** The severity levels and resolution times provided are examples and may not align with your organisation's specific needs. It is important to define your own severity classifications and response times based on your operational priorities, risk management policies, and available resources.

## High-Level Incidents: ROUTINE BUT IMPORTANT

**Defined by:** Events likely to cause serious injury, reputational harm, or widespread disruption.

**Examples:** Multiple injuries, major structural failures, riots, bomb threats.

**Response:** Immediate emergency intervention, full-scale evacuation, crisis communications activated.

### Example resolution times:



1 to 4 hours



IMMEDIATE

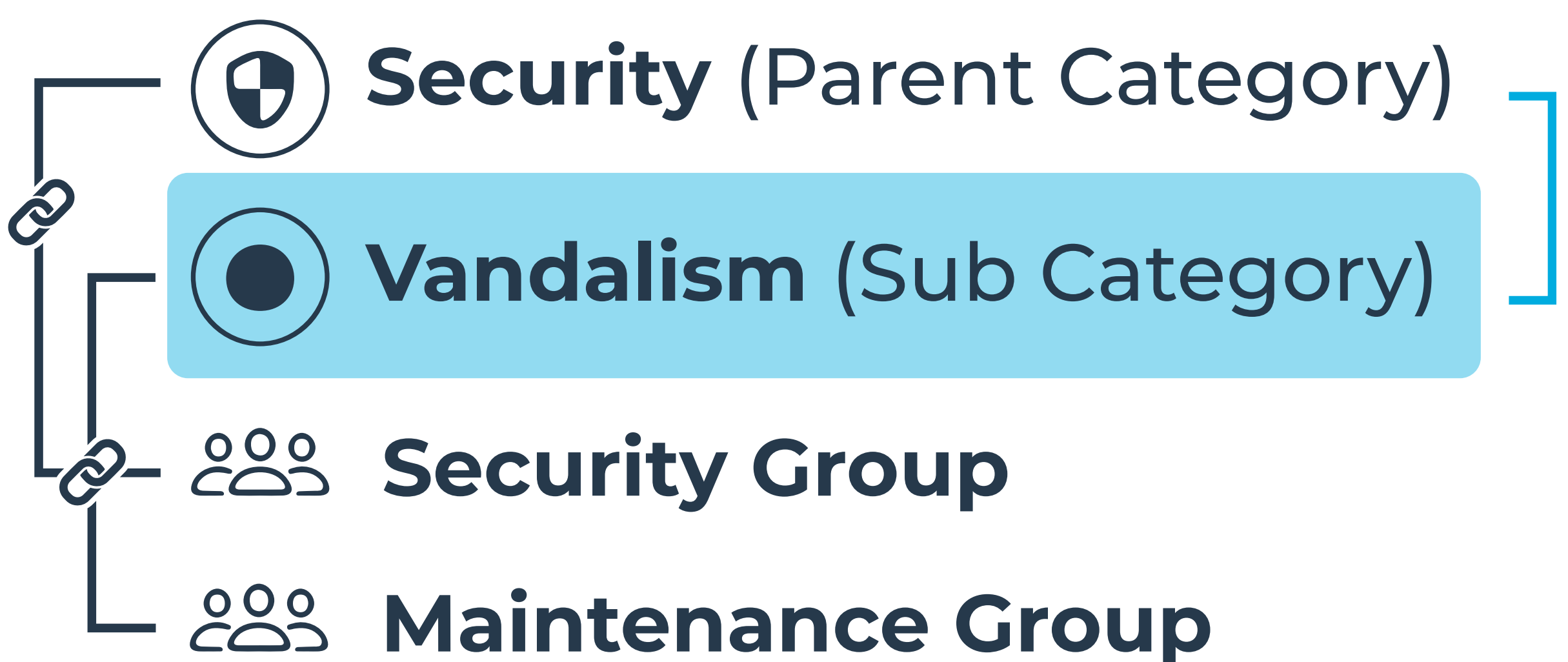
**NOTE:** The severity levels and resolution times provided are examples and may not align with your organisation's specific needs. It is important to define your own severity classifications and response times based on your operational priorities, risk management policies, and available resources.



# Defining Categories & Subcategories



Using categories in incident reporting helps reduce the time it takes to notify the right people and grant access to those who need to respond. By linking user groups to relevant categories and subcategories, incidents are automatically directed to the appropriate teams, ensuring they can take immediate action. This removes the need for manual intervention in assigning incidents, streamlining the reporting process and improving response efficiency.



Remember, when a **subcategory is selected** it's **parent category is automatically selected** so any groups associated with a parent category will automatically get notified when one of it's sub categories is selected.

# Escalation through Categories and Severity

By **combining categories and severity levels**, we can create a structured approach to escalation.

Categories ensure the right teams are notified and have access, while severity dictates the urgency of their response.

For example, in the Maintenance category, both admins and maintenance managers are notified. However, their level of involvement depends on the severity:

**Low-severity (green) incidents** are logged, but no immediate action is required—**managers can monitor these without intervention**.

**Medium-severity (amber) incidents** may require attention from managers, **admin can monitor these without intervention** ensuring issues are addressed before they escalate.

**High-severity (red) incidents** trigger an immediate response, ensuring that both managers and admins take action.

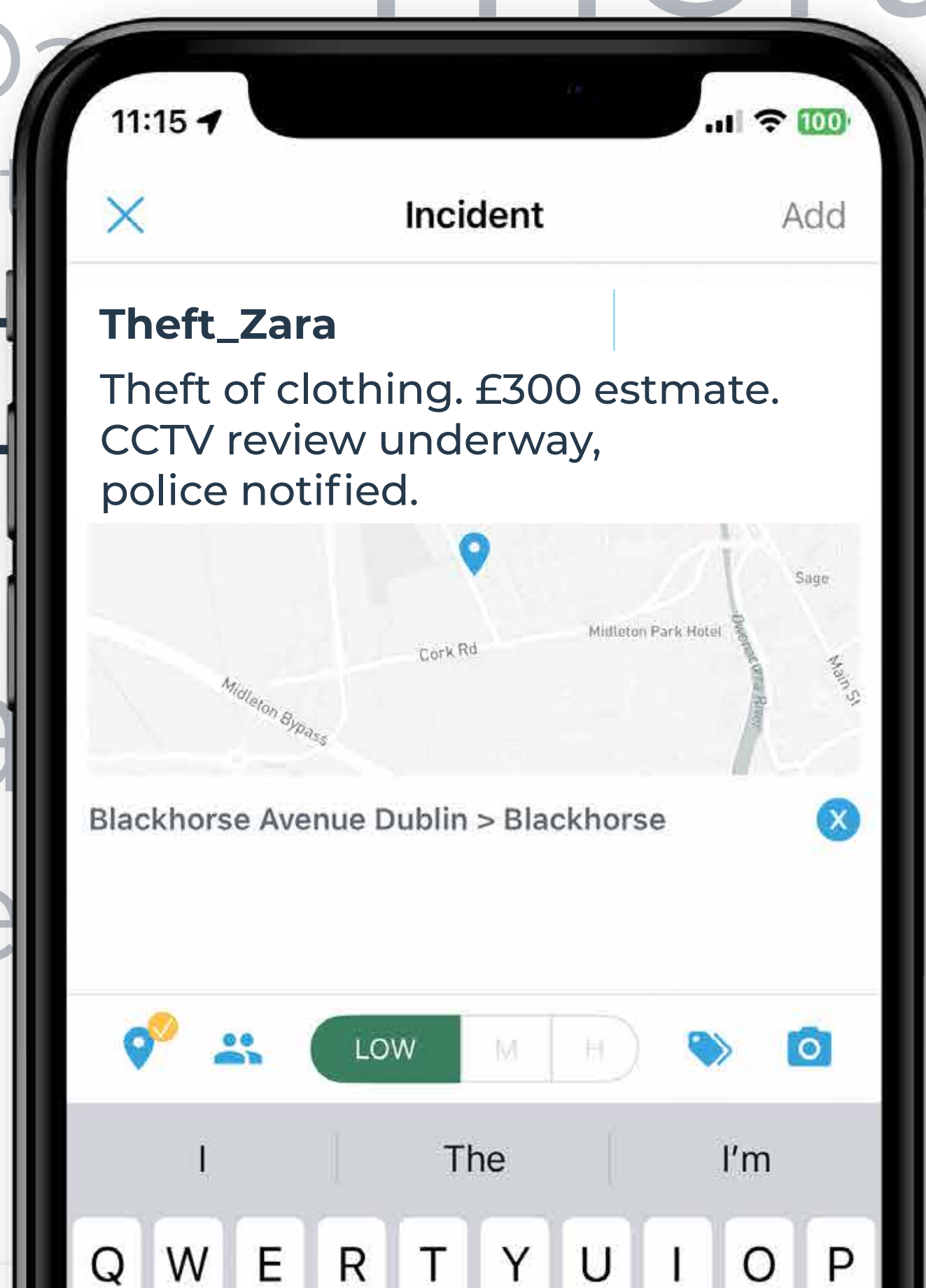
## EXAMPLE

# Defining Naming Conventions & Descriptions

Develop a systematic way to name incidents to ensure consistency, order, and ease of retrieval.

**Example:** A report on a theft in Zara might be **Theft\_Zara**.

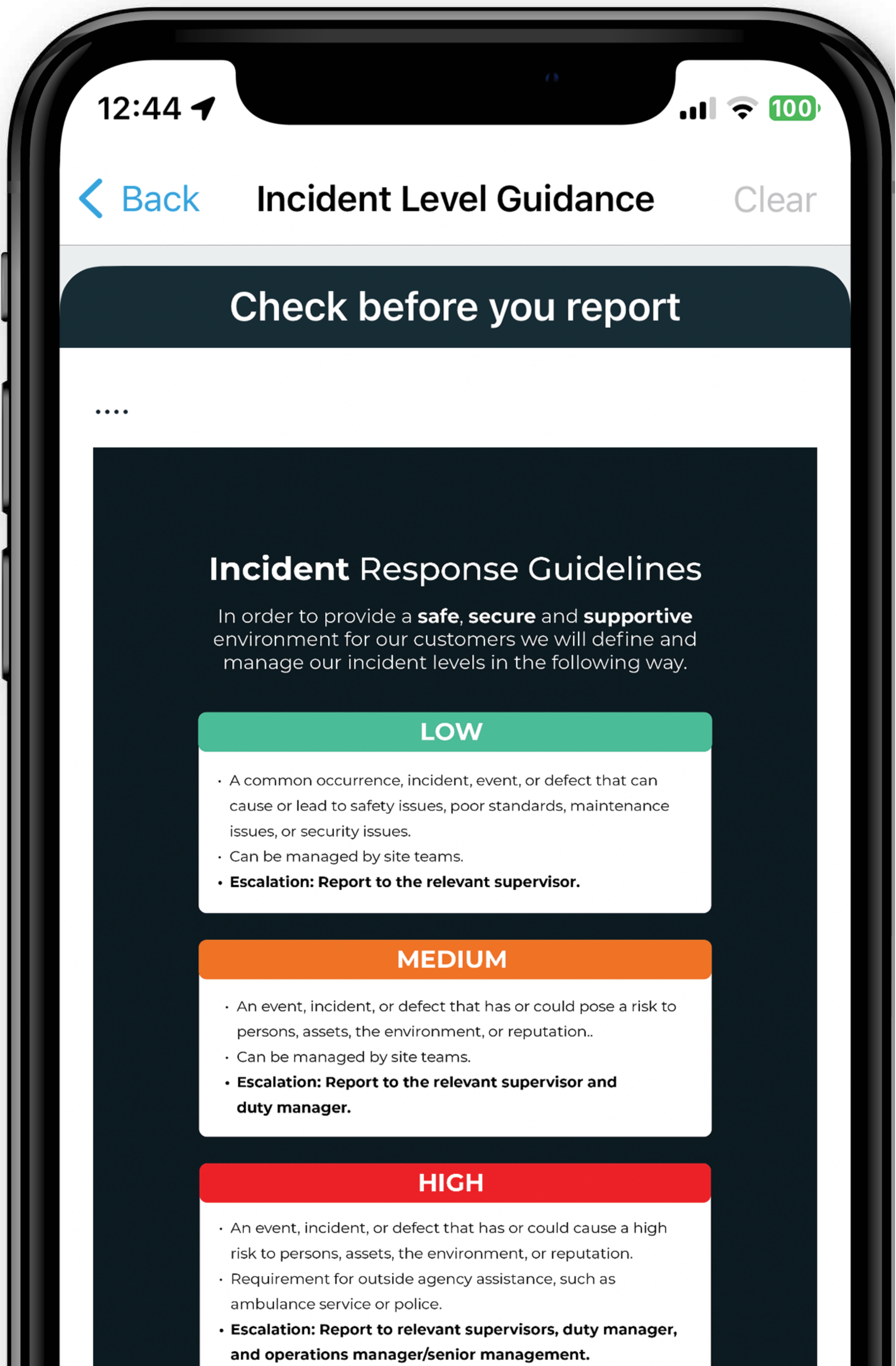
Establish **'keywords'** within your organisation to **strengthen categorisation** of incidents.





# Communicate Incident Level

To effectively communicate incident levels to **all users**, consider displaying informative posters in key areas like your control room and incorporating this important information into the Over c app.



# Review Roles & Procedures

To get the most out of the Over-C platform, it's helpful to review your existing **incident management procedures** and **incident management roles** and identify areas where the system can enhance efficiency.

**This might include:**

- **Control Room Responses**
- **On-the-Ground Workflows**
- **Team Communication**
- **Follow-Up Actions & Resolutions**
- **Training & Awareness**
- **Incident Management Roles**

# Optimising Incident Management with Over-C's Features

Over-C's features go beyond basic incident reporting, providing tools that enhance detail, accountability, and compliance. Adding forms ensures incidents are documented thoroughly, while development comments and images provide crucial context. Designating specific users to close out incidents with clear summaries improves reporting accuracy and ensures compliance. By leveraging these features, teams can strengthen their incident management process, making responses more effective and data more actionable.



# Develop Relevant Forms

Create forms tailored for incident reporting, ensuring they are readily accessible from the mobile app's burger menu.

## TOP TIP

Upload Incident protocols as forms to incidents to communicate guidelines quickly as incidents are reported.

Forms can be accessed from an open incident. Users can choose to complete an always available form or to attach a completed form.

## FORM EXAMPLES

- Slip, Trip, and Fall Incident
- Vehicle Accident Report
- Major Emergency Action (Duty Manager)
- Security Incident Investigation
- Incident Protocols

# Contributing to & Closing Incidents



**Comments & Updates:**  
Add comments to document ongoing updates and relevant observations about the incident.

15:30

NW

Norman Watts updated incident

"Area has been cleaned. "



**Media Uploads:**  
Include photographs or videos to provide visual updates and context.

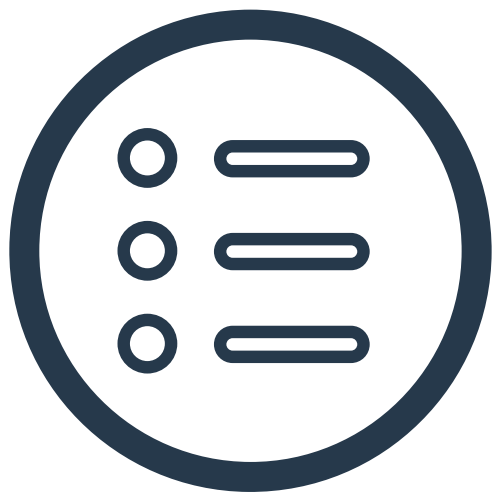


**Closure:**  
Identify individuals, such as incident managers or team leaders, authorised to close incidents based on specific details.



**Incident Summary:**  
Draft a concise summary that outlines the incident type, outcomes, and immediate actions taken, useful for quick reference and analysis.

# Incident Reports



## Report Generation:

Choose web admin for scheduled reports or the mobile app for instant reports, which are sent directly to the creator.



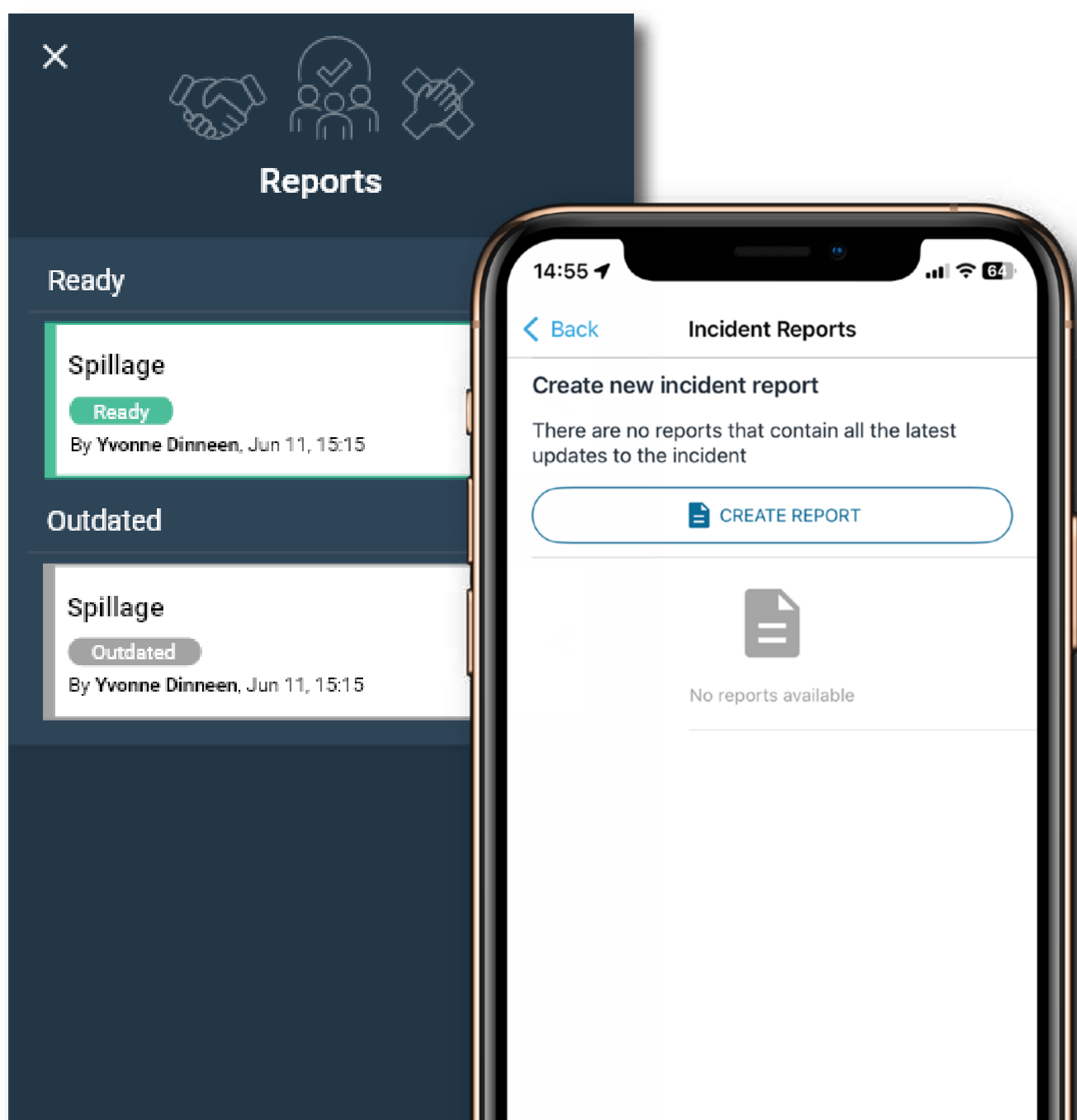
## Report Authors:

Determine the individuals tasked with report generation, such as incident responders or team leaders.



## Recipients of Reports:

Identify who gets notified upon report generation, like supervisors or specific team members.



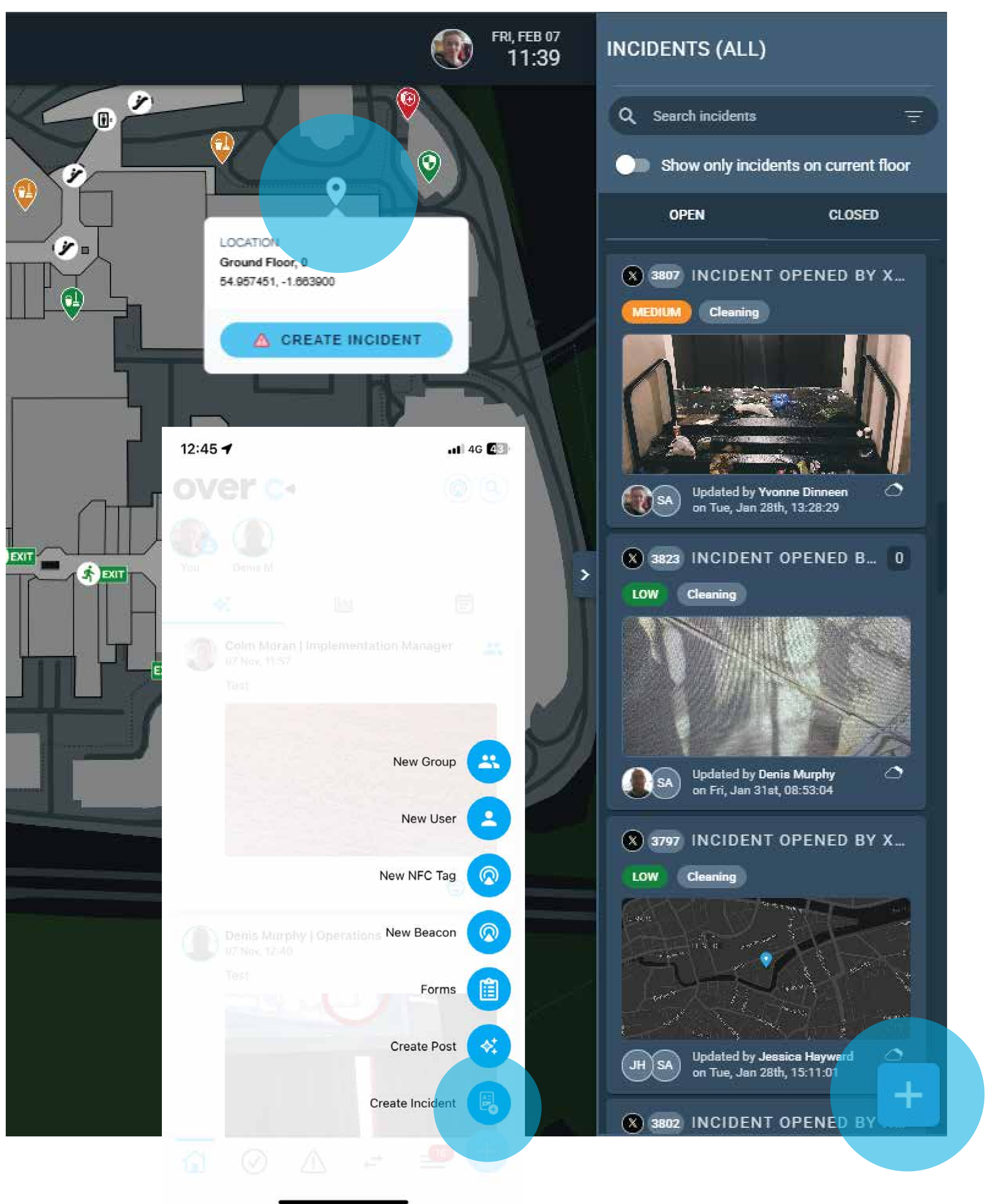
# Creating an incident with Over-C

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# How to Create an incident

Users need the necessary group permissions to create an incident. Once granted, they can initiate an incident through the mobile app or the dashboard's map view.



# What information do I need to create an incident?



Description



Required

Users must include a description when creating an incident. The specific format and required details are determined by the organisation's incident management processes.



Category



Groups



Required

Users must select a category when creating an incident. The chosen category will notify the groups associated with it, ensuring the relevant teams are informed.



Location



Required

Users must specify a location when creating an incident. On the mobile app, the device will automatically detect the user's location, while on the dashboard, the location must be manually plotted on the map—unless the incident is created by right-clicking on the map, which sets the location as the first step.



Severity



Required

The system will default to a low (green) severity when an incident is created. However, users must assess the appropriate severity level before publishing the incident to ensure it accurately reflects the situation.



# Additional (optional) information



## Additional Groups/Users

Users have the option to add specific groups or individual users to an incident, independent of the selected category. This ensures that relevant teams or individuals are notified as needed.



## Forms

Users can add forms to an incident by selecting a completed form or choosing an always-available form to fill out. Filling out an always-available form is only possible via the mobile app at this time. Additionally, forms can include an incident widget, which allows users to link an open incident when selected within the form.



## Media

Users can also add attachments to an incident, including PDFs, images, videos, and audio files. Adding pictures and videos can provide valuable visual context, helping teams assess the situation more accurately and respond effectively.