MARKETPLACE APP · WORKPLACE-OPS

Safety Hub

Incident reporting and investigation, emergency alerts with muster roll-call, permits to work, contractor pre-qualification, observations, toolbox talks, certification tracking, and OSHA/WCB recordkeeping — one EHS record set for the frontline.

Updated September 2026

MODEL	TIER	CAPABILITIES	INTELLIGENCE
Licensed · opt-in	**Suite**	**39+**	**AI-powered**

OVERVIEW

Safety Hub is where the incident a worker reports from the floor at 6am, the permit a contractor works under at noon, and the OSHA 300A you file at year end are the same set of records.

Frontline staff report incidents and log safety observations from desktop or mobile, with one-tap camera capture in the field, and an optional public portal at /safety lets visitors and anonymous reporters raise a hazard without an account.

From there the app runs the loop. Incidents route to an investigator with a deadline, recordability is determined against OSHA and Canadian WCB rules, and corrective actions land in a shared CAPA register with reminders and a manager verification step before an incident can close.

Toolbox talks run from a reusable topic library with signed attendance, and certification requirements are tracked per role and location with expiry reminders and a training-gap view.

High-risk work gets the same discipline. Permits to work cover hot work, confined space, working at height, electrical isolation, excavation, and lifting, each with a precaution checklist the authoriser confirms before issue and a close-out that records the area was left safe. Contractors are pre-qualified on a weighted 15-question questionnaire, and a permit will not issue to a contractor whose clearance has lapsed.

When something happens, dispatch emergency alerts across in-app, email, push, SMS, and voice with a live "I'm safe" / "Need help" muster roll-call. An AI agent answers safety questions from your own knowledge base, and every incident, corrective action, toolbox talk, and observation attaches as ISO 45001 evidence in Compliance Hub.

WHY TEAMS CHOOSE IT

- Report and investigate workplace incidents across eight types with auto-assigned investigators, deadlines, and a verified corrective-action register.
- Issue permits to work for hot work, confined space, height, electrical, excavation and lifting — no permit issues until every precaution is confirmed.

- Pre-qualify contractors on a weighted 15-question questionnaire and block permits for any contractor whose clearance has lapsed.
- Fire one-click emergency alerts across in-app, email, push, SMS, and voice — with live "I'm safe" / "Need help" muster roll-call.
- Open a branded public safety portal for anonymous hazard, near-miss, and incident reporting — no login required.
- Run observation campaigns and toolbox talks with signed digital attendance from a reusable topic library.
- Generate OSHA 300/301/300A and Canadian WCB reports, and hand every record to Compliance Hub as ISO 45001 evidence.

CAPABILITIES

Incident Reporting & Investigation

- ✓ Report incidents across 8 types (injury, near miss, property damage, environmental, security, vehicle, equipment, other) with 4 severity levels
- ✓ Photo and document attachments, people involved, and witness statements
- ✓ Anonymous and confidential incident flags
- ✓ Auto-assigned investigator with a deadline for high/critical or injury incidents, and overdue reminders
- ✓ Corrective actions in a shared CAPA register with 8 action types, due dates, and manager verification before an incident closes
- ✓ Similar past incidents surfaced by AI on the incident page

Permits to Work & Contractors

- ✓ Permit to work for hot work, confined space, working at height, electrical isolation, excavation, lifting and general high-risk work
- ✓ Per-type hazard list and precaution checklist — a permit cannot be issued until the authoriser confirms every precaution
- ✓ Request → issue → suspend / resume → close-out with an 'area left safe' confirmation; live board of active permits by site
- ✓ Hourly sweep nudges the requester and authoriser before a permit ends, flags overruns, and expires unclosed permits after 24 hours
- ✓ Contractor pre-qualification: weighted 15-question safety questionnaire, score, EMR / TRIR, suggested risk tier, documents and vendor certifications on file
- ✓ Approve / conditionally approve / reject with a validity window; lapse warnings 30 days out; contractor permits gated on a current approval (tenant setting)

Observations, Campaigns & Public Portal

- ✓ Observation types: positive, at-risk, near miss — with follow-up tracking on at-risk and near-miss reports
- ✓ Anonymous observation submission (admin-configurable)
- ✓ Observation campaigns with targets, progress, points, rewards, and a leaderboard
- ✓ Observation analytics by type, category, and location
- ✓ Branded public safety portal at /safety — no login required
- ✓ Anonymous hazard, near-miss, injury, property-damage, and suggestion reports from the portal land in the safety team's queue
- ✓ Public safety article library with an emergency procedures and contacts page

Toolbox Talks & Certifications

- ✓ Schedule, run, and complete safety talks from a reusable topic library
- ✓ Digital attendance with signature capture (admin-configurable), calendar view, and missing-attendee alerts
- ✓ Certification requirements by role, location, department, or job title
- ✓ Held certifications aggregated from Skills, Training, and an external LMS (Training Connect)
- ✓ Expiring-soon and expired reminders, plus gap analysis by employee and by requirement

OSHA & WCB Compliance

- ✓ OSHA 300 log, 300A annual summary, and 301 individual injury report
- ✓ 300A generated as a PDF — built-in layout or your own uploaded official form; incident log export to CSV
- ✓ Recordability determined automatically against OSHA and Canadian WCB rules as people-involved details change
- ✓ Estimated TRIR and DART (per 200,000 hours) and a Canadian WCB dashboard for Ontario, BC, Alberta, Manitoba, and Saskatchewan
- ✓ Weighted compliance score (investigation, observation, talks, severity mix)

Emergency Alerts & Muster Roll-Call

- ✓ One-click multi-channel emergency dispatch (in-app, email, push, SMS, voice)
- ✓ Muster roll-call ("I'm safe" / "Need help") with an optional situation note, or acknowledge-only alerts
- ✓ Live per-channel delivery rollup, per-recipient check-in grid, and automatic chase-up of non-responders
- ✓ Photo / video attachments, reusable alert templates, and cancel-in-flight with a stand-down notice
- ✓ Approval workflow before dispatch, an AI composer copilot, and per-recipient AI translation

AI, Automation & Integrations

- ✓ Ask AI agent with 30 tools: query incidents, observations, talks, permits, contractor clearances, and alerts; file reports and compose alerts with a confirmation step
- ✓ Autonomous monitoring flags stalled investigations and unassigned high-severity incidents (off by default, notify-only)
- ✓ Trust-tiered autonomy with daily action limits and auto-pause
- ✓ Incidents, corrective actions, toolbox talks, and observations attach as ISO 45001 evidence in Compliance Hub
- ✓ Immediate incident alerts with high/critical escalation; overdue-investigation, certification-expiry, and weekly-digest emails

Limits & Specs

Incident types	**8 (injury, near miss, property, environmental, security, vehicle, equipment, other)**
Permit types	**7 (hot work, confined space, working at height, electrical isolation, excavation, lifting, general)**
Permit window	**Up to 14 days; unclosed permits expire 24 hours after their end time**
Default investigation deadline	**7 days (admin-configurable, 1–90)**
Mobile support	**iOS & Android — report incidents and observations, sign talk attendance, view and close permits, muster check-in**

USE CASES

- **Emergency notifications & safety muster**
  Fire a multi-channel alert about a facility closure, weather event, or safety incident, then watch "I'm safe" / "Need help" responses come in live for a fast headcount.
- **Injury incident reporting**
  A worker reports a slip-and-fall with photos and location. The system auto-assigns an investigator, sets a deadline, and tracks corrective actions through to manager verification.
- **Contractor hot work under permit**
  A roofing contractor is pre-qualified and approved for 12 months. The supervisor requests a hot-work permit, the authoriser confirms fire-watch and extinguisher precautions, and the permit closes out with the area left safe.
- **Anonymous public hazard reporting**
  Employees and visitors report hazards or near-misses from a branded /safety portal with no login, and each submission lands in the safety team's queue.
- **Proactive observation campaign**
  Safety leads run a time-boxed observation drive with a target and reward points, then review at-risk findings and follow-ups by location.
- **OSHA & WCB recordkeeping**
  Maintain the OSHA 300 log and 301 forms, generate the 300A as a PDF on your own official form, and monitor estimated TRIR/DART and Canadian WCB reportability automatically.

- **Certification gap analysis**
  Roll up certifications from Skills, Training, and an external LMS, then spot expiring or missing credentials by employee or by requirement before they lapse.

PRICING & LICENSING

Pricing	**License required (per-tenant opt-in)**
License	**Required (opt-in per business)**
Tier	**Suite**

Pricing is tailored to your organization — **talk to sales for pricing & a live demo**. Final commercial terms per your agreement.

FAQ

What are Emergency Alerts, and why are they in Safety Hub?
Emergency Alerts are one-click multi-channel dispatches — in-app, email, push, SMS, and voice — with a live "I'm safe" / "Need help" muster roll-call and per-channel delivery rollup. They live in Safety Hub because an emergency is an incident, not a message: when you need to know who's safe, you're doing safety operations. Routine and critical announcements stay in the Broadcasts app.

Does Safety Hub handle permits to work and contractor pre-qualification?
Yes. Permits to work cover hot work, confined space, working at height, electrical isolation, excavation, lifting, and general high-risk work, each with a hazard list and a precaution checklist the authoriser must confirm in full before the permit issues. Contractors are scored on a weighted 15-question questionnaire with EMR, TRIR, insurance, and documents on file, and a tenant setting refuses a contractor permit unless that contractor holds a current approval.

What incident types are tracked?
Eight types: injury, near miss, property damage, environmental, security, vehicle accident, equipment failure, and other. Each carries a severity of low, medium, high, or critical, and high/critical or injury incidents route into an investigation workflow with a deadline.

Can reports be submitted anonymously?
Yes. Incidents and observations both have an anonymous flag, and there is a branded public safety portal at /safety where anyone can report a hazard, near miss, injury, property damage, or suggestion without logging in. Anonymous submissions still capture type, description, and location.

How does OSHA and WCB reporting work?
Safety Hub determines recordability automatically as injury details are entered, maintains the OSHA 300 log and 301 individual injury reports, and generates the 300A annual summary as a PDF — on the built-in layout or on your own uploaded official form. Canadian tenants get WCB reportability rules and deadlines for Ontario, BC, Alberta, Manitoba, and Saskatchewan. Electronic submission to OSHA's ITA is not yet built — you generate and file the forms yourself.

How are corrective actions tracked?
Corrective actions attach to an incident with one of eight types (immediate, short-term, long-term, preventive, training, policy change, equipment, environmental), a due date, and an assignee, in a register shared with Inspections. The assignee completes the action and a manager who is not the assignee verifies it; with the ISO 45001 policy on, an incident cannot close until its actions are verified.

How are certifications tracked?
Define certification requirements by role, location, department, or job title. Safety Hub aggregates held certifications from Skills, the Training app, and an external LMS (via Training Connect), flags expiring-soon and expired credentials, and shows gaps by employee or requirement. It surfaces the gaps but does not create training enrollments — re-enrollment happens in the Training app.

What can the AI agent and autonomous monitoring do?
The Ask AI agent has 30 tools. It answers questions about incidents, observations, toolbox talks, certifications, permits, contractor clearances, and alert delivery, and — after a confirmation step — files an incident or observation, drafts an alert, or sends one. Separately, autonomous monitoring (off by default) detects stalled investigations and unassigned high-severity incidents and nudges the right managers, governed by a trust level, daily action limits, and automatic pause if error rates climb.

How is Safety Hub different from Lone Worker, Inspections, and Compliance Hub?
Safety Hub is the EHS system of record for incidents, investigations, permits, contractor clearances, observations, toolbox talks, certifications, and OSHA/WCB recordkeeping. Lone Worker handles real-time check-ins and SOS escalation for solo workers and hands an incident to Safety Hub when an alert resolves as one. Inspections runs audits and checklists and shares the corrective-action register. Compliance Hub is the audit file: Safety Hub's incidents, actions, talks, and observations attach there as ISO 45001 evidence, and its risk register suggests entries from Safety Hub's serious incidents and near misses.

How is Safety Hub licensed and priced?
Safety Hub requires a license and is opt-in per tenant — an administrator enables it for your business from the Apps Marketplace. It is disabled by default until then. Contact your MangoApps administrator about turning it on.