iMC User Guide for Managers

iMC (**incident** Management and Control) is a simple application that operates from a Web Browser such as Firefox or Google Chrome. **i**MC enables managers to quickly and efficiently record incidents of misconduct, incapacity, health and safety and good performance relating to their subordinates. iMC provides guidance and help to follow the correct procedure, records all actions taken (including attachment of objects such as doctor's sick notes, signed warning letters and recordings of hearings) and diarises for future actions.

South African labour laws and iMC

1. The law requires that discipline is both substantially and procedurally fair and must be progressive, constructive and consistent. Poor performance and incapacity must also be dealt with in the prescribed manner.
2. To comply with the law it is necessary for managers to deal with each incident, even minor incidents (progressive and consistent). The consequence of not doing so may result in awards against the employer at the CCMA and labour courts.
3. **i**MC provides a simple tool to enable managers and supervisors to comply, with minimal effort, while providing HR and/or consultants the ability to intervene and assist, where required.

This is important for the business because...

Managing incidents using **i**MC will reduce the escalation of problems, reduce conflict, provide detail records of correct procedure and reduce wasted time and costly awards at the CCMA and labour court. Proper management of absenteeism will result in significant direct and indirect savings for the company.

Important note to managers

1. iMC makes it quick and easy to follow due process and company policy. Help is provided every step of the way. There is no excuse for a manager not to use **i**MC.
2. All incidents are diarised for the next action so nothing gets forgotten. An incident not dealt with on due date becomes overdue. This can also be monitored by HR / consultants.
3. iMC helps managers manage; **i**MC should be designated as a Key Performance Indicator (KPI). Failure to use iMC to follow correct procedure will result in disciplinary action (for example, if a matter goes to the CCMA and it is established that correct procedure was not followed).
4. Useful data is automatically recorded as incidents are processed, data that can be analysed to provide useful insights for strategic management of the company's human resources.

Getting started: go to http://incidentmc.com/# login with your username and password

The home page is where you record, view or update incidents[1].

Viewing incidents 'down the hierarchal chain'

HR and senior managers may be assigned access to a range of managers and their subordinates. To access these employees and their incidents, immediately after logging in select All subordinates.

To add an incident: under New Incident

1. Click **'Employee'**. Subordinates are displayed. Select the employee from the list.
2. Click **'Category'** and select from Attendance, Poor Performance, etc. A definition and explanation of the category is displayed, as well as a link to a pdf file for more extensive help, to assist you with selecting the correct category (and subsequent workflow options).
3. Enter details relating to the incident and **Submit**.

After submitting, the incident will be displayed under Existing Incidents as **Due** and can be processed further (Click on the incident to proceed. There may be other incidents that are Due).

A note on navigating iMC

❖ Click Home to return you to the home page at any time.
❖ 'Tour' opens a separate tab in the browser where you can explore the functionality of iMC. Click to view the next page in the tour. You can move between tour and iMC.
❖ 'Add new incident' and 'List incidents' will display their respective screens.

Updating existing incidents

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[1] An incident can be a subordinate arriving late for work, taking long lunches, presenteeism or being absent from work without authorisation (Attendance related) or Theft, Poor Performance or Good Performance.

By default, incidents that are due for action today are displayed (as in the above example). Other options are presented when you select **'When'**.

In addition to these options, you can **filter** the incidents that are displayed.

When you select an incident, you will be presented with one or more options for the next action.

1. For Attendance-related incidents, enter the sick leave details at the top of the page (if applicable). You can also enter study leave, leave for family responsibilities, etc.
2. Each option listed has a brief explanation to assist with identifying which is appropriate to select. If you select the incorrect option, you can **Cancel** to return to this selection, else complete the details and submit (a transaction is written). You can also diarise the incident.

1. Enter further details relating to the selection[2] (as in the example above) including dairy date (a calendar will pop up) and note (a reminder for when the incident appears in the diary).
2. If appropriate select an attachment, which will be accessible when viewing the incidents and the actions taken, in future.
3. When you **Submit**, the transaction details are saved and the incident diarised.

When this incident is next selected (typically when it appears in the diary as **Due,** but could be **Overdue** or **All Active**) the next options are presented. Note the previous actions history.

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[2] The default narration for **Record action taken** is from the selected step. It is important to add specific details to this default, as this builds the history that is critical for adhering to the requirements of the labour laws.

| Sick start date | | End date | | Days | | Type ▾ | | | Update | |
| Description | Arrived at 9h30 without a valid reason for being late | Diary Date | 2016-08-14 | Diary note | Because of a previous verbal warning issue a written | | Update |

Incident selected select next action from list below and diarise

[View Employee History] [Print]

| Counselling |
| Minor misconduct or employee simply needs assistance. |

| Verbal Warning |
| Fairly serious first offence of multiple minor offenses |

| Written warning |
| Serious misconduct or after previous warning/s |

| Final warning |
| Serious misconduct or similar misconduct after written warning |

| Close |
| Close incident |

Previous actions for this incident

Date	Details	Manager	Attachment/s
2016-08-14	Arrive late / leave early. Overslept. Third time this month.	Brent Peters	

Because of the labour law's requirement for progressive discipline, it is often necessary to view previous incidents when deciding on the action to take.

View Employee History, when viewing what option to take, displays previous incidents relating to this employee. This would include incidents of good behaviour (if applicable) so an holistic view of the employee is provided.

Date [days since opened]	Category	Description	Status	Last Action
2016-09-08 [91]	Other misconduct	Theft laptop from CEO's office	Closed	Proceed with termination
2016-09-20 [79]	Attendance	AWOL Friday / Monday	Closed	Counselling and guidance

If the incident has expired (e.g. a warning letter to remain 6 months on file) the status will change to Archived.

If the incident is within the Attendance category and there have been days off, an additional section is displayed directly under the list of incidents.

Sick leave status List of all sick leave taken during cycle

Cycle start	Cycle end	Start	End	Days	Type
2013-01-04	2017-01-04	2016-11-11	2016-11-14	2	Unauthorised
2013-01-04	2017-01-04	2016-11-14	2016-12-02	15	Authorised
2013-01-04	2017-01-04	2016-12-01	2016-12-02	2	Family responsibilities
2013-01-04	2017-01-04	2016-12-02	2016-12-07	4	Unauthorised
2013-01-04	2017-01-04	2016-11-07	2016-11-25	10	Study leave
TOTALS	Unauthorised: 6	Authorised: 15	Study leave: 10	Family: 2	

In Summary

The SA labour laws require that you deal with all incidents of misconduct and incapacity progressively, consistently, constructively and following correct procedure. Failure to do so can result in wasted time at the CCMA or labour court, as well as punitive awards against the company.

Conversely, consider how iMC can result in improved productivity, lower staff turnover and reduced absenteeism - all significant contributors to increased profitability.

iMC is a simple and efficient tool that enables you to manage incidents in the proper way, providing assistance in what action to follow, and automatically recording every action taken. The dynamic diary function (attached to each incident) ensures that no important steps are missed. Documents and images as well as recording can be attached to incidents for convenient future recall.

iMC makes it easier and more effective for HR to provide assistance where needed.

iMC can be used for recording all staff incidents, including for health and safety, staff induction and even good performance.

"Performance reviews should be a **year-round activity**. Managers should take the opportunity to discuss and **record** milestones, accomplishments, successes and challenges **as they occur**".
Dominique Jones, vice president of human resources at Halogen Software

So our recommendation is that iMC should be used as a tool to assist with both dealing with misconduct and incapacity in accordance with the labour laws, and as a tool to cultivate better management.

For very little cost and effort, achieve a great result.