

# Incident Reporting & Developing Effective Safety Culture

Build a strong safety culture by understanding why incident reporting matters, how incidents occur, and how organizations can prevent blame driven responses.

## D A T E S

8<sup>th</sup> - 9<sup>th</sup>  
July 2026

## V E N U E

Johannesburg,  
South Africa



*Dr. Lawrence Galvoni*

Global HSSE & Crisis Management Trainer

## C O U R S E T R A I N E R

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# Incident Reporting & Developing Effective Safety Culture

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## Course Overview

The Development of a successful Incident Reporting (IR) System is the process of identifying and analyzing hazards and risks to come up with effective mitigation and control measures for your organization. This intends to limit incidents' disruption to your operations, minimize negative impact, prevent recurrence and protect your reputation. Incident Reporting helps your teams and key stakeholders investigate and resolve issues before they evolve into bigger problems, accidents or major emergencies.

## Key Learning Outcomes

By the end of the training, participants will be able to:

- **Build a shared understanding** of what constitutes an incident, near miss, and hazard.
- **Reduce any fear of blame** teaching a safety culture approach where reporting is encouraged, not punished.
- **Improve reporting accuracy and consistency**, ensuring essential details are captured.
- **Strengthen employees' confidence** to report issues promptly and correctly.
- **Clarify procedures & expectations**, so employees know how, when, and why to report.
- **Promote proactive risk identification**, helping staff recognize early warning signs.
- **Improve communication across departments**, preventing information bottlenecks.
- **Encourage continuous improvement**, using lessons learned from reported incidents.
- **Support regulatory & organizational compliance**, reducing legal and operational risks.
- **Reinforce leadership commitment**, demonstrating that IR is an organizational priority.
- **Understand** the differences between an Incident, Near Miss and Accident

## Why You Should Attend?

Incident reporting training is essential because it ensures that every employee understands how to recognize, document, and communicate safety-related events accurately and promptly. Proper training helps prevent future incidents by identifying hazards early, supports a safer workplace for everyone, and protects the organization from legal, financial, and operational risks.

- Understand what qualifies as an incident, near-miss, or hazard.
- Learn how to report incidents accurately and efficiently.
- Help prevent future accidents by identifying risks early.
- Ensure compliance with organizational policies and legal requirements.
- Using the Bradle Curve, protecting you & coworkers, promoting a safer environment.
- Gain confidence in using reporting systems, forms, and tools.
- Improve response times and reduce the severity of potential incidents.
- Contribute to a culture of transparency and continuous improvement.
- Support investigations with complete and accurate information.
- Reduce organizational risks, including operational disruptions and liability.

## Course Facilitator

### Dr. Lawrence Salvoni



Global HSSE & Crisis Management Trainer

Dr. Lawrence Salvoni is a successful Senior Consultant with several EU, UK and Middle East Training providers sharing his extensive 30 plus years' experience in the preparation and exercising of Business Continuity, Crisis Management, Safety Management and Emergency Response plans and procedures.

An experienced, dynamic and passionate speaker, Lawrence has delivered hundreds of motivational speeches, keynote addresses and presentations to most industry sectors, as well as to thousands of clients and stakeholders on BCM and safety related topics in the EU, Middle and Far East. Lawrence now advises public and private companies and governments on how to operate safely, plan for, and respond to disasters from whatever cause.

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## Day 1

### Foundation & Practices of key Incident Reporting steps.

#### Session 1: Objectives: Define Safety Culture; why Incident Reporting matters.

- Factors that contribute towards establishing a good safety culture & IR system
- Incident & Accident analysis, causation factors and Overview
- Unsafe Acts v. Unsafe Conditions: Avoiding the "Blame Game"
- IR Case Studies - organisations who survived and those who failed

#### Session 2: Understanding Incidents

- Types of incidents: near misses, unsafe acts, accidents
- Why reporting minor incidents matter
- Who should report them, how and to whom

#### Session 3: Barriers to Reporting

- Lack of awareness or unclear processes
- The Iceberg of Ignorance
- Bradley Curve Analysis

#### Session 4: Effective Incident Reporting Systems

- Key features of a good reporting system
- Confidentiality, accessibility, and ease of use
- Workshop. Each delegate to provide an example. Hard or Soft Copy followed by a discussion

## Day 2

### Incident Reporting and Investigation Process

#### Session 1: Investigation Methodology

- Six-step Incident investigation process
- Scene Protection and Examination - Who should be involved at this stage
- Look. Listen and Learn, and Learn to Look and Listen More
- Interviewing Techniques and obtaining Facts, Evidence & Witness Statements

#### Session 2: From Root Cause to Prevention

- RCA Techniques: 5 Whys, Fishbone diagrams
- Distinguishing between a symptom or cause. Human Error: Individual, Job or Culture
- Learning from Incidents
- Case studies of successful reporting cultures

#### Session 3: Leadership & Accountability in Enhancing your Safety Culture

- Role of managers in fostering trust
- Encouraging open communication
- Embedding reporting into daily operations
- Case Study, when it all goes wrong. How to avoid this in Your organisation

#### Session 4: Incident Report Writing. Presenting to the Board

- Forms, format and structure
- Preparing the Incident Report - the aim is to persuade and to seek action
- Class exercise - Incident Investigation based on a case study
- Class exercise - Produce the outline of a suitable report based on the above

### Programme Schedule

- Session 1 - 1 hour 5 minutes - 10 minutes break
- Session 2 - 1 hour 15 minutes - 10 minutes break
- Session 3 - 1 hour 5 minutes - 45 minutes break
- Session 4 - 1 hour 5 minutes - 10 minutes break
- Session 5 - 45 minutes

The course will end at 03:30 pm

### Who Should Attend?

- **Frontline employees:** Directly exposed to operational risks
- **Supervisors and Team Leaders:** Bridge between workers and management
- **HSSE Professionals:** Responsible for managing reporting systems
- **Middle and Senior Managers:** Set the tone for safety culture
- **HR Professionals:** Support fair treatment and non-punitive approaches
- **Quality assurance and compliance staff:** Use incident data to improve processes
- **Contractors and temporary staff:** Often overlooked but face similar risks

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## Registration Form

Please fill & sign below form & send us on  
[training@corsol.net](mailto:training@corsol.net)

### Delegate 1

Name : \_\_\_\_\_  
Job title: \_\_\_\_\_  
Email: \_\_\_\_\_  
Mobile: \_\_\_\_\_

### Delegate 2

Name : \_\_\_\_\_  
Job title: \_\_\_\_\_  
Email: \_\_\_\_\_  
Mobile: \_\_\_\_\_

### Delegate 3

Name : \_\_\_\_\_  
Job title: \_\_\_\_\_  
Email: \_\_\_\_\_  
Mobile: \_\_\_\_\_

### Delegate 4

Name : \_\_\_\_\_  
Job title: \_\_\_\_\_  
Email: \_\_\_\_\_  
Mobile: \_\_\_\_\_

### Delegate 5

Name : \_\_\_\_\_  
Job title: \_\_\_\_\_  
Email: \_\_\_\_\_  
Mobile: \_\_\_\_\_

**Note:** In case of 6 or more nominations make a duplicate of this form & fill in the details.

## ORGANIZATION DETAILS:

Company : \_\_\_\_\_  
Address: (to be used on invoice): \_\_\_\_\_  
\_\_\_\_\_  
Telephone: \_\_\_\_\_  
Country: \_\_\_\_\_

## AUTHORIZED BY:

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
JobTitle: \_\_\_\_\_  
Email: \_\_\_\_\_  
Date: \_\_\_\_\_

## PAYMENT DETAILS:

**Credit Card Holder's Details - To send Payment Link**

First Name: \_\_\_\_\_  
Last Name: \_\_\_\_\_  
Email: \_\_\_\_\_  
Country: \_\_\_\_\_

Event Code: **CS-IRSC-005**

## Course Fee

### Registration Fees:

- |                         |                        |
|-------------------------|------------------------|
| • Book 1 delegate       | Pay USD 1,295/delegate |
| • Book 2 or 4 delegates | Pay USD 995/delegate   |
| • Book 5 or more        | Pay USD 795/delegate   |

(All pricing excludes all taxes)

## Payment Mode:

- Payments will be made by **Credit Card** or by **Bank transfer**, an Invoice will be sent soon after we receive the signed & filled registration form.
- Payment is required within **5 working days** after the receipt of the invoice.
- Payment must be received in full prior to the Course Origination.

## Terms & Conditions:

- 1) Fee Includes (For Face 2 Face Training): the course fee covers all course material, lunch & refreshments. Please note that hotel accommodation is not included in the course fee.
- 2) Fee Includes (For Virtual Training): the course fee covers the live course session & the course material soft copies along with Certificates of Attendance.
- 3) Payment terms: Payments are required within 5 working days from the date of receipt of an invoice; all payments should be transferred by Credit Card/bank transfer to the Corsol International account. A receipt will be issued as payment is received.
- 4) Cancellation /Substitution Policy: Cancellation is only acceptable if submitted to us by email & will be subject to charges, cancellation received 60 days prior to the event 25% of the training fee will be charged, 30 Days prior to the event 50% of the training fee will be charged, 15 days prior to the event 75% of the training fee will be charged, 7 days prior to the event 100 % of the training fee will be charged. Substitution is the best option to avoid cancellation, as the cancellation is required in writing via email likewise Substitution is also required by email with complete details of the substituted delegates (Name, Position, Email & Mobile).
- 5) In the case of No Show, clients cannot claim any refund, & are not entitled to claim the Credit Voucher.
- 6) Cancellation by a paid client; does not subject to any cancellation charges, Corsol International will either accept the substitution or will provide a Credit Voucher of the Invoice amount which can be utilized in any of our future training, with validity up to 6 months.
- 7) Every possible effort is made to incorporate the event as it campaigns, however, due to any unforeseen circumstances Corsol International reserves the right to change the venue, location, and trainer. Also due to unforeseen circumstances, the event may be canceled or postponed, in this case, the paid delegate(s) Corsol International will process & refund the full amount, less the bank/service charges up to 5 % or less.
- 8) While all topics shown in this brochure will be covered in the course, the facilitator/instructor reserves the right to restructure and delivers them in a different order or sequence.
- 6) The client is considered aware of all the above terms and conditions, as they sign on this registration form & Corsol International will not be responsible for any expectation or monetary loss as indicated above.