

Terms and Conditions

Challenger Panel

- Our Challenger Panel service is available for a minimum 12-month term.
- Supported investigations must meet the severity rating as determined by our incident severity matrix and occur during the term of the contract.
- The Challenger Panel will consist of at least one trained and competent Lead Investigator. Paradigm Human Performance reserve the right to select the appropriate Panel Member/s, based on experience and availability.
- Each Serious Incident Investigation will qualify for up to 3 x 2hr Zoom Conference Calls, during UK Office Hours.
- The Investigation report should be provided to Paradigm Human Performance ahead of the initial zoom call, allowing time for the panel to read the report (maximum of 10 hours reading per investigation).
- There will be a charge for additional time spent on each investigation or for time spent outside of UK Office Hours.
- Live online Introduction to Incident Investigation Training for up to ten people will be delivered during month 3 of your subscription. One course will be delivered via zoom in 3 x 3 hour sessions. Extra courses can be delivered at additional cost.
- Paradigm Human Performance reserve the right to refuse or cancel membership for organisations for whom these services are deemed unsuitable. A full explanation will be provided and where practicable an alternative service recommended. Under these circumstances, a refund will be processed immediately.

Investigation Oversight

- Our Investigation Oversight service is available for a minimum 12-month term.
- Supported investigations must meet the severity rating as determined by our incident severity matrix and occur during the term of the contract.
- Our Investigator will spend up to a maximum of 5 days per investigation, which may include one day on site or at the clients' location.
- Paradigm Human Performance reserve the right to select the appropriate investigator, based on experience and availability.
- There will be a charge for additional days spent on each investigation.
- Out of pocket expenses such as travel and subsistence will be invoiced separately at cost + VAT.
- Paradigm Human Performance reserve the right to refuse or cancel membership for organisations for whom these services are deemed unsuitable. A full explanation will be provided and where practicable an alternative service recommended. Under these circumstances, a refund will be processed immediately.
- This service is currently only available in Mainland UK

Investigation Reboot

- Our Investigation Reboot service is available for a minimum 12-month term.
- Supported investigations must meet the severity rating as determined by our incident severity matrix and occur during the term of the contract.
- Our Investigator will spend up to a maximum of 3 days per investigation, at the clients' premises or location of the incident. Up to a maximum of 2 further days may be spent off site, reviewing and critiquing the final report.
- Paradigm Human Performance reserve the right to select the appropriate investigator, based on experience and availability.
- There will be a charge for additional days spent on each investigation.
- Out of pocket expenses such as travel and subsistence will be invoiced separately at cost + VAT.
- Paradigm Human Performance reserve the right to refuse or cancel membership for organisations for whom these services are deemed unsuitable. A full explanation will be provided and where practicable an alternative service recommended. Under these circumstances, a refund will be processed immediately.
- This service is currently only available in Mainland UK

Investigation Lead

- Our Investigation Lead service is available for a minimum 12-month term.
- Supported investigations must meet the severity rating as determined by our incident severity matrix and occur during the term of the contract.
- Our Investigator will spend up to a maximum of 7 days per investigation, at the clients' premises or location of the incident. Up to a maximum of three further days may be spent off site, compiling a report, reviewing data or reviewing the final investigation report.
- Paradigm Human Performance reserve the right to select the appropriate investigator, based on experience and availability.
- There will be a charge for additional days spent on each investigation.
- Out of pocket expenses such as travel and subsistence will be invoiced separately at cost + VAT.
- Investigation First Responder training will be delivered during month 3 of your membership at your premises. We will train up to ten people. There will be a charge for training more than ten people.
- Paradigm Human Performance reserve the right to refuse or cancel membership for organisations for whom these services are deemed unsuitable. A full explanation will be provided and where practicable an alternative service recommended. Under these circumstances, a refund will be processed immediately.
- This service is currently only available in Mainland UK





Paradigm
Human Performance Ltd
ACCIDENT & INCIDENT INVESTIGATION

We're here for you when
the worst has happened

Paradigm Investigation Support

 [paradigmhp.com](https://www.paradigmhp.com)

 contactus@paradigmhp.com
 **0800 5668566**
Plymouth Science Park, 1 Davy Road,
Plymouth, Devon, UK, PL6 8BX



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We know that when the worst things happen even the best organisations don't see them coming.

Everything looks so obvious from the wrong side of an incident but why do the best people make mistakes?

Why do organisations with great reputations and even greater processes and procedures seem to have the most catastrophic unwanted outcomes?

And why do the same things seem to happen again and again?

Investigation

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We provide a range of training and support services to help you prepare for and cope when things go wrong

Support





Challenger Panel

Investigating a serious incident can be a challenging task; thankfully we don't have to do it often but when we do we should ensure that our people have appropriate support, a listening ear and someone to share their thinking with.

Our Challenger Panel Service is there to support investigators and Leaders to complete a thorough investigation which results in sound causal factors identification and robust corrective actions.

What's Included?

- ⚙️ Up to 3 x 2hr Zoom Conference Calls to review the investigation report and findings, suggest additional lines of inquiry or clarification and to support the development of corrective actions, prior to submission to key stakeholders.
- ⚙️ Advice during UK Office Hours for Incident Investigators as required. (outside UK office hours by prior agreement).
- ⚙️ Live online Introduction to Incident Investigation Training for up to ten people (additional people can be trained – please enquire).
- ⚙️ This service is included as standard in our HSE Support Subscription Service.

Benefits to you:

- ✓ Confidence that nothing critical has been missed from the investigation.
- ✓ Standardisation of investigations into serious incidents.
- ✓ Introductory training for Investigators.
- ✓ Robust Corrective Actions.
- ✓ Introduction to Human and Organisational Performance thinking.



Investigation Oversight

Most organisations are fortunate enough that they rarely have to investigate things that have gone wrong but knowing that humans are fallible, our defences are typically flawed and that unwanted outcomes are somewhat inevitable, we know that when the time comes to put our 'investigation training' into practice, many organisations and individuals find that their competence has eroded and their resilience has gone!

Perhaps your organisation is too small to have invested in training of this nature and you are scratching your head wondering what to do?

What's Included?

- ⚙️ This service is an excellent way to ensure that your own investigation team or perhaps a responsible manager, has all the help and guidance they need to conduct a thorough and timely investigation that will satisfy the requirements of your employees, your clients and perhaps even the Regulator.
- ⚙️ We will assign one of our highly skilled and experienced Incident Investigators to provide oversight, guidance and support for your investigation for up to a maximum of 5 days, including a one day site visit, if deemed beneficial.

Benefits to you:

- ✓ No last minute panicking that your teams' incident investigation competence is up to scratch.
- ✓ Your investigation findings are reviewed and critiqued.
- ✓ If you don't have trained investigators, a responsible manager will be able to lead the investigation confidently with our support.
- ✓ Your Corrective Actions are validated.
- ✓ Your final investigation is given our seal of approval prior to submission to your stakeholders.



Investigation Reboot

At a certain point in an investigation comes “Procastination Point”. This is typically where an investigation team has gathered all of the evidence, interviewed witnesses and read the paperwork; now they have to commit pen to paper and make a decision about the causes of the event. Root Cause Analysis tools are inconsistently used and often ineffective and at this point management have stopped shouting for information. This is a crucial “intervention’ point which can spell the difference between success and failure or good and poor quality of the investigation. For this reason we have developed our INVESTIGATION REBOOT subscription service.

What’s Included?

- ⚙️ One of our highly skilled investigators will join your team at “Procrastination Point” for up to three days per serious incident (based on our Incident Severity Matrix) to help them review their progress to date and move them forward to or through the analysis phase of the process.
- ⚙️ We then provide a review of the final investigation report and critique it, providing you with valuable hints, tips and advice prior to submission to the client, regulator or governing body.

Benefits to you:

- ✓ The momentum we typically see at the start of an investigation is maintained throughout, meaning your investigation is often completed much faster!
- ✓ Your Investigation team has expert support from someone who has done this many times before.
- ✓ You have a better chance at identifying causal factors and root causes, which in turn means your corrective actions will be much more effective!



Investigation Lead

What’s Included?

- ⚙️ Our Investigation Lead service is exactly what it says on the tin! For a fixed monthly retainer we will be on call to support you 24/7.
- ⚙️ One of our highly trained and experienced Investigators will arrive at your site within 24 hours to get your Investigation off to a flying start.*

What happens before we get there?

Don't worry, we have that covered! As part of your annual membership we will train up to 10 of your people in our Investigation First Responder course, so they know exactly what to do and what our Investigator will need when he or she first arrives on site, giving you the peace of mind to know that your investigation is already in safe, capable hands before we even arrive!.

Benefits to you:

- ✓ You can focus on your people and getting back to business as usual.
- ✓ Interviews conducted with respect and compassion by an independent, highly skilled investigator.
- ✓ Support in managing and communicating with stakeholders, such as clients and regulators.
- ✓ Peace of mind knowing that the investigation is in safe capable hands.

* please see over for T&C's for all support packages.