



Why Mango?

Free yourself up

Don't waste another dollar on bureaucracy.

Know what's going on

Managers & Directors can see at a glance the tasks and activities being carried out in their organisation.

Manage risk

With Mango you'll have certainty that the organisation's vision, goals and responsibilities are being managed.

Cut costs

Use Mango to reduce compliance costs.

Improve productivity

With Mango there is no system downtime, recurring tasks are automated and it enables a collaborative approach to opportunities for improvement.

Easy to use

Mango is easy to implement, simple to use and training is a breeze.

Have confidence

Mango has been developed in close conjunction with clients to ensure that their requirements and expectations are met. It's based on real-world experience.

Welcome to Mango

Managing compliance has never been so simple.

Compliance is a big headache for all organisations, whatever their size, industry and structure. Meeting compliance requirements can be costly and a drain on an organisation's resources.

A compliance system is often an inefficient mix of spreadsheets, paper manuals and various software applications. The different parts of the system can't "talk" to each other, and it can be hard to get up-to-date information. When an employee leaves or becomes ill, key knowledge can be lost, putting the organisation at risk.

There is an easier way

Mango is a Software as a Service (SaaS). It's an integrated suite of modules accessed via the Internet.

Use Mango to run as many compliance programmes as necessary. No longer will you need to maintain separate compliance systems - the one Mango application takes care of everything.

Mango is simple to use and easy to implement.

There are no servers to buy, no upgrades or maintenance to pay for – just a monthly rental fee.

Mango has a proven track record in the marketplace. It's successfully used by commercial and non-profit organisations with 10 to 2500 staff in a variety of industries.

It minimises bureaucracy, saves organisations money on their compliance spend, and gives them control.

Mango really is "Management-on-the-Go".



Mango is used by organisations which want to work more productively and efficiently in the area of compliance.

Mango is:

- ◆ In real time – the latest information is instantly available.
- ◆ Simple to use, with a clean and easily understood interface.
- ◆ Flexible, not prescriptive. You can keep using the document formats you are comfortable with.
- ◆ Dynamic, not passive.

Wait! There's more - Mango is also:

- ◆ Reflective of an organisation's current systems. You won't lose the work you have done on your systems so far.
- ◆ Easily integrated into existing systems - synchronisation between an organisation's current system and Mango is quick and easy. The transition is seamless.
- ◆ Instantly distributed across multiple or remote sites.
- ◆ Easily customised. As an organisation's needs change, so can the system - you are not locked into an application which may not serve your needs in the future.
- ◆ Good news for an organisation's IT team –Mango takes care of all back-ups, maintenance and upgrades.

Use Mango to control & maintain all of an organisation's compliance requirements:

- ◆ ISO 9001 (Quality Management)
- ◆ ISO 14001 (Environmental)
- ◆ ISO 13485 (Medical Devices)
- ◆ International Safety Management (ISM) Code (Shipping)
- ◆ Workplace Safety Management Programmes (WSMP)
- ◆ OHS 18001 (Health & Safety)
- ◆ AS/NZS 4360 (Risk Management)
- ◆ AS/NZS 4801 (Health & Safety)
- ◆ HACCP (Food Safety)
- ◆ Wine Standards Management Plan Code (WSMP)
- ◆ Health and Disability Standards
- ◆ Any organisation's internal procedures

Mango for Quality Management

Policies & Procedures

Your policies, procedures and forms are housed securely within Mango. Single source document control is immediately in effect. Users of the system are granted access rights based on their roles, most will have access to your documentation and files. No more searching for the right versions, or dragging out paper forms to fill in - do it all in one application... and let everyone know what you're doing.

Improvements and Non-conformances

Mango manages your improvements within one module. All information relating to the improvement is recorded online in one form. Everyone involved in the improvement can comment, add actions, and upload evidence throughout the user defined workflow. No more paper forms, no more double ups.

Risk Management

Put all your risks in Mango, assign them to a risk register using your personally designed templates and monitor them through automated system events that prompt you to review each register periodically. All your risks are available to be assigned to multiple registers - cutting down on paperwork and increasing productivity.

Manage People

Mango manages employee competencies, assessments, and training requirements - so you don't have to. Mango will tell you when events are due and let you record evidence before automatically resetting events for later dates.



Quality Management

Don't gamble on outdated systems.

When quality systems were first introduced many companies struggled with the sheer amount of paperwork involved to setup and maintain compliance. This confusion leads to non conformances, process slip ups and the use of incorrect policies, procedures and forms. .

The Mango Quality Management Solution

Mango was created from the desire of industry qualified quality consultants to see their systems maintained by their clients. Setting up a quality system is only a start towards reaping the benefits of a quality assurance program.

Every aspect of your quality system is controlled by Mango - you can define your own workflows, risk templates, and training requirements and the system will take care of everything else.

Single source documents are available at any time, from anywhere in the world - your updates are instantly live and available for the entire organisation. No more uncontrolled copies.

Improvements and non-conforming products (or processes) are recorded in the Improvement Module. Each investigation can be assigned to anyone within your organisation and Mango will time stamp and record every piece of evidence entered into the system. You have complete control over the workflow and information management - you decide who gets involved, when, and how much involvement they have.

With Mango you can:

- ◆ Say it, do it, and then **prove** it.
- ◆ Record your policies, procedures and forms - and link to them from any other module.
- ◆ Monitor the effectiveness of your quality system in **real time**.
- ◆ Increase user participation through an extremely user friendly interface.
- ◆ Save time and money by cutting down on paperwork and duplicates.
- ◆ Help your employees understand Quality.
- ◆ Record training records, licences and certifications and create automated events to remind you when they're up for renewal.
- ◆ Enables your employees to be active in your quality system (that's different!).
- ◆ Conduct real time non-conformance investigations from anywhere in the world.
- ◆ Let your employees enter risks and improvements on the fly.

Mango is used to meet and exceed the requirements laid out within:

- ◆ ISO 9001
- ◆ TQS1 & 2
- ◆ ISO 17025
- ◆ ISO 13485
- ◆ ISM Code.



Mango for Health & Safety

Policies & Procedures

Your policies and procedures are housed securely within Mango. Single source document control is immediately in effect. Users of the system are granted access rights based on their roles, most will have access to your documentation and files. No more searching for the right versions, or dragging out paper forms to fill in - do it all in one application... and let everyone know what you're doing.

Accidents & Incidents

Mango manages your accidents/incidents within one module. All information relating to the accident/incident is recorded online in one form. Everyone involved in the accident/incident can comment, add actions, and upload evidence throughout the user defined workflow. No more paper forms, no more double ups, and no more paper accident/incident registers!

Risk Management - Hazards

Put all your hazards in Mango, assign them to a hazard register using your personally designed templates and monitor them through automated system events that prompt you to review each register periodically. All your hazards and risks are available to be assigned to multiple registers - cutting down on paperwork and increasing productivity.

Manage People

Mango manages employee competencies, assessments, PPE and training requirements - so you don't have to. Mango will tell you when events are due and let you record evidence before automatically resetting events for later dates.



Health & Safety

Healthy Employees = healthy bottom line.

Your employee's health and safety is paramount to running a successful and productive business. Having a system look after your legal requirements means less time spent on administration and more time available to research new and safer operating procedures.

The Mango Health and Safety Solution

Mango has been designed from the ground up with occupational health & safety in mind. We've created modules for looking after policies, procedures, and forms so you always ensure you're running the latest copy and using the latest templates. Cutting down on paper saves you money.

Your people are well served by Mango, which takes care of their competencies, training requirements, PPE, and assessments all within the Human Resources Module.

Keep as many risk or hazard registers as you like; even better, use your current register template as a guide to make your very own online version. Populating risks into Mango is a breeze, and once they're in you can create hazard registers for vehicles, plant & machinery, laboratories and any other site you like.

Accidents & Incidents are recorded easily within Mango. You can link to company procedures & policies within the application allowing seamless audits and investigations by regulatory bodies. Run comprehensive reports showing accidents / incidents by department, branch, shift, mechanism or any system recorded variable - it's completely up to you.

With Mango you can:

- ◆ Say it, do it, prove it.
- ◆ Record your policies, procedures and forms - and link to them from any other module.
- ◆ Monitor the effectiveness of your current Health & Safety system.
- ◆ Increase employee participation through an extremely user friendly interface.
- ◆ Save time and money by cutting down on paperwork and duplicates.
- ◆ Help your employees understand Health & Safety.
- ◆ Record training records, licences and certifications and create automated events to remind you when they're up for renewal.
- ◆ Conduct real time accident / incident investigations from anywhere in the world.
- ◆ Let your employees enter risks, accidents/incidents or improvements on the fly.

Mango is used to meet and exceed the requirements laid out within:

- ◆ AS/NZS 4801
- ◆ OHSAS 18001
- ◆ HSE - Health & Safety in Employment Act
- ◆ OSHA - Occupational Safety & Health Act
- ◆ BS8800
- ◆ ISM Code.



Security Features

Server Site

Mango is hosted on Dedicated Servers in secure data centres.

URL Requests

All HTML URL requests from Mango are encrypted. When encrypting URL requests Mango uses: AES (the Advanced Encryption Standard specified by the National Institute of Standards and Technology (NIST) FIPS-197) from ColdFusion which uses Java Cryptography Extension (JCE) as the encryption algorithm. The system employs Hex (Hexadecimal byte values) when encoding.

User Password

All user password are hashed to a 32-byte, hexadecimal string with MD5 Algorithm before store into the database, meaning there is no way to decrypt password after they are hashed.

Backups & Recovery

Your organisation's data is of very high importance to us. We have several mechanisms in place to ensure that should a disaster occur, we can recover quickly with minimal disruption to your Mango service.

User Sessions

Each user will have their own authenticated session when accessing the application. Each session creates a unique encrypted key meaning only you can see your work.

AJAX Requests

Some Mango modules utilise the AJAX (asynchronous JavaScript and XML) to communicate with the server. To protect the system from cross-site scripting, all AJAX requests must pass the secure Prefix check which is set within the server.



Security & Disaster Recovery

Secure web application with cutting edge security.

Your organisation's data is of very high importance to us. We maintain a highly secure and reliable service because it is vital that your data is secure from unauthorised access.

Online Access Security

Access to Mango is protected via a username and password. All usernames and passwords must comply to Mango's username and passwords convention. Only when you have successfully logged into Mango will you be able to access your organisation's data. All Mango accounts are given a unique ID key by Mango internally to ensure only your organisation is viewing your data.

SSL Encryption

Mango uses SSL (Secure Socket Layer) to encrypt the information passing between the browser and the server. This stops hackers from accessing your data while it travels over the internet between Mango and you.

Controlling Your Employee's Access

In Mango you can limit what each person in your organisation can do, whether viewing, editing, adding and deleting.

Data Storage

The Mango database is managed on a fully redundant hardware platform where there is no single point of failure. In the event of a hard disk failure, the system will keep working with no data loss. The hard disks can be hot-swapped meaning that a technician can replace a faulty drive while the storage system is still working without data loss.

Hosting Environment

- ◆ N+1 Cooling Systems.
- ◆ Uninterrupted power supply.
- ◆ Stand by generation.
- ◆ Smoke detection, alarm & external monitoring.
- ◆ 3 physical paths with 2 network carriers.
- ◆ N+1 redundant edge, core and aggregation layer switches and routers.
- ◆ 24/7 alarm monitoring.
- ◆ 24/7 network monitoring and alerts.
- ◆ Technicians on-call 24/7.
- ◆ Supervised access.



Mango Privacy Policy

Your data is exactly that... yours.

We've created, built and run Mango so that you can manage your compliance requirements online. We treat this relationship with the highest importance and your data with the strictest possible confidence. When you enter your data into Mango you can be certain that only you and those people you provide authorised access to can see the information you want them to see. Mango has comprehensive security to provide you the highest level of privacy. We absolutely will not provide any other third party access to your information unless required to do so by law.

What do Mango Employees See?

We maintain a secure administration environment over the whole Mango application and across all customers. We do this so that we can better understand how Mango is being used and can maintain and improve the service. We never look at the detailed data within your Mango account unless requested by you or with your permission. Our interest in the data held on Mango is limited entirely to how we can improve the Mango experience for you.

Your Personal Details

We collect information such as your company name, selected employees' names, and email addresses when you sign up with Mango. We only store this information and never disclose the information to any third parties except under the following circumstances:

- ◆ If it becomes necessary to share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of our Terms of Service or as otherwise required by law.
- ◆ If Mango Ltd. merged or was acquired by another company we would transfer information about you to this new company. In this event, Mango Ltd. will notify you before information about you is transferred and becomes subject to a different privacy policy.

Browsers and Cookies

Mango uses cookies to store very simple information which discloses nothing about you or your data.

- ◆ A cookie is a small amount of data, which often includes some anonymous unique identifiers that is sent to your browser from a website's server and stored on your computer's hard drive.
- ◆ Cookies are required to use Mango and are used by a large number of secure online business services.
- ◆ We use cookies to record current session information.

Privacy.

Data storage & location

Mango uses third party hosting partners to provide the necessary hardware, software, networking, storage, and other technology required to run Mango. Although Mango owns the code, databases, and all rights to the Mango application, you retain all rights to your data (See above: The Data on Mango is Yours). For more information on data security and disaster recovery see our Security Policy.

Disclosure

Mango may disclose personally identifiable information under special circumstances, such as to comply with the request of law enforcement agencies or when your actions violate the Terms and Conditions.

Changes to this policy

Mango may periodically update this privacy policy. We will notify you about any significant changes in the way we treat your information by sending a notice to the primary email address of your first Mango user, and by placing a notice on our website at www.mangolive.com.

Questions

If you have any questions regarding this Privacy Policy, please email them to: info@mangolive.com.

How it works

Documents

Prepare all of your documents that are currently stored on paper, or on an and intranet based system, in an on-line paperless application.

Create manual

Use Mango's user configurable Documents module to create a layout that suits your requirements. Define manuals, sections, and procedures using your organisation's standard terms.

Data input

Using Mango's built in word processor your documents can be created and saved online without the need for word processing software. Images, flow charts, and other files can be directly imported into the document, or cross linked.

Cross linking

Add cross linking between documents, forms, and other files that will automatically update when documents are updated. No more broken or invalid links.

Data uploading

Uploading files, images, and other files is a breeze using Mango. Once uploaded, files can be arranged within the documents manual to fit your current process flow. Files uploaded can be linked across the system.

Document control

Single source document control is paramount to any organisation. Rest assured your documents are only write accessible by authorised employees and administrators.



Documents Module Overview

Have everyone reading from the same page.

All organisations suffer from the same issues when it comes to documentation and information control. Maintaining document control and ensuring employees are using current versions can be a full-time job, incurring large compliance costs.

Organisations with multiple sites around the country or the world need a comprehensive document management system that ensures each branch is working from the same set of procedures.

Mango Document Management Solution

The Mango Documents module addresses the main issues associated with document control. With Mango, there is only one controlled manual and forms master - and no hard copies to update. When authorised, procedures are easily changed and instantly available to all users across your organisation.

Whether you have one office or a hundred, allowing authorised individuals instant access to critical documents decreases red tape and confusion. When you add documents, images, flowcharts or files, Mango can cross-link manuals and automate future updates. Updating the document, image, flowchart or file simultaneously updates the entire manual. There are no more dropped links, checking or re-linking.

Document sign off is configurable using the System Administration module - providing workflow management.

With Mango You Can:

- ◆ Maintain one controlled copy of each document, meaning there are no hard copies to continually update.
- ◆ Easily change documentation.
- ◆ Easily perform updates and instantly make the new document available to all users.
- ◆ Access all documentation from any computer connected to the Internet.
- ◆ Notify all employees of changes.
- ◆ Embed links to documentation, upload files and links to websites.
- ◆ Easily incorporate current company documentation.

The Document Management Module addresses:

- ◆ Sections 2-8 and 10-16 of the ISM code.
- ◆ Clauses 6.2, 6.3, 6.4 and 5.5 of the ISO 9001 standard.
- ◆ Clauses 4.4.4, 4.4.5, and 4.5.4 of the ISO 14001 standard.
- ◆ Clauses 4.4 and 4.5 of OHAS 18001.
- ◆ Clauses 4.4 and 4.5 of AS/NZ 4801.



How it works

Event identification

Identify a critical event and when it occurs (one off, or periodic). For example, safety drills on a ship.

Add event

Open the Mango Dashboard, select "Event Management" then select "Add".

Data input

Input all data applicable to the event you are describing. Enter event details, who, when, where, how, and how often.

Automatic reminders

Complete the automatic reminder section. This will create automatic notification by email, and online. Escalation alerts are emailed by Mango to the administrator if events are not signed off within the prescribed time line. Ensuring that no events are missed, or forgotten.

Event sign off

Once the event has been completed (safety drill conducted) it is signed off.

Event regeneration

If the event is a periodic requirement Mango automatically creates a new event for the required time frame. One-off events are logged into Mango's events history providing comprehensive record keeping.

User highlights

Events and their colour coded status are viewable in the user's dashboard for instant identification of upcoming, and overdue events.



Event Management Module Overview

So you never have to say "Oops, sorry, I forgot".

In today's hectic work environment, many tasks must be managed concurrently. As a result, scheduled system activities can be overlooked. This is one of the main findings reported by auditors - that 'jobs are forgotten'.

Mango Event Management Solution

The Mango Event Management module controls scheduled activities and reminders. This module enables you to programme any necessary activity, for example drills, audits, staff reviews, review meetings, preventative maintenance, and calibrations. Mango then automatically emails the person responsible for completing the task. If tasks are not completed in the prescribed timeframe, gentle email reminders are automatically sent by Mango. If the task remains unfinished, Mango alerts the system administrator.

The Supplier, Human Resources and Documents Management modules have the ability to set up scheduled events. Once set up in these modules the events are displayed and controlled in the Event Management module.

With Mango You Can:

- ◆ Automatically remind the person responsible for a task.
- ◆ Automatically send escalation alerts to the administrator if events are not completed within the administrator-defined timeframe.
- ◆ Set up events to reflect requirements.
- ◆ Easily view events.
- ◆ View an employee's events on the Dashboard.
- ◆ Keep a history of all events.
- ◆ Set up any type of event.
- ◆ Easily observe due or overdue tasks.
- ◆ Be assured that the system is maintained and controlled at all times.

The Event Management Module:

- ◆ Addresses clauses 5.6, 6.2 and 7.6 of the ISO 9001 standard.
- ◆ Addresses clauses 4.4.6, 4.4.7, 4.5.5 and 4.6 of the ISO 14001 standard.
- ◆ Addresses sections 8,10, and 12-16 of the ISM code.
- ◆ Controls your preventative maintenance.
- ◆ Controls the calibration activities that occur on scheduled events.
- ◆ Plans and schedules internal and external audits and management reviews.
- ◆ Manages and controls recurring training requirements.
- ◆ Addresses clauses 4.4, 4.5, and 4.6 of OHAS 18001.



How it works

Overview

The Human Resources module provides a control mechanism for the management and recording of skills, positions and employees.

Add skills

The same skills are often required by different job functions. Enter skill names, details, and whether the skill requires periodic training.

Add positions

Create job functions based on current job descriptions, or using Mango's online editor. Skills are then selected that apply to the position.

Add employees

Insert comprehensive employee information. Optionally enter the employee's name, contact details, position, licenses, next of kin and attach any relevant information. Add in employee access rights.

Skill assignment

Mango automatically assigns skills to the employee based on their position. The system creates any training events using the Event Management module which automatically queues the employee for the required competency training.

Core competencies

Record the employees competency for each skill. Competency levels are customisable based on your organisation's requirements.

Employee assessment

Mango provides an employee assessment report that can be used during employee appraisals.



Human Resources Management

Proving compliance through competency.

Maintaining a comprehensive central database of employee details that links people with their skills and positions can be almost impossible - especially if there are multiple managers and sites.

Paper or spreadsheet-based HR systems are commonly used. These are difficult to administer, become outdated quickly and are prone to inaccuracy.

Mango Human Resources Management Solution

The Mango Human Resources module controls all your personnel, training and competency information, by using three key databases: skills, positions and employees. Mango links these databases together, ensuring appropriately trained employees are completing the appropriate tasks.

The Human Resources module also incorporates a reminder function for skills that require training. If a skill, task or qualification has a recurring license or certification, Mango automatically generates an email and an online notification on the due date informing you that this requires attention.

Mango provides an employee assessment report that can be used during an employee appraisal.

With Mango You Can:

- ◆ Keep a centralised database of all personnel information.
- ◆ Maintain training records and competency ratings.
- ◆ Produce training review reports.
- ◆ Produce employee assessment review reports.
- ◆ Link skills to positions and then employees.
- ◆ Create skill sets quickly and easily.
- ◆ Enjoy automatic notification of training requirements.
- ◆ Upload skills to multiple employees.
- ◆ Utilise a comprehensive report writer that allows reporting on any area of the database.

The Human Resources Module Addresses:

- ◆ Clauses 6.2, 6.3, 6.4 and 5.5 of the ISO 9001 standard.
- ◆ Clauses 4.4.1 and 4.4.2 of the ISO 14001 standard.
- ◆ Section 3-6 of the ISM code.
- ◆ Clause 4.4 of OHAS 18001.
- ◆ Clause 4.4 of AS/NZS 4801.

How it works

Report improvement

Select "Report an improvement" from Mango's dashboard - enter the relevant information such as name, description, customer, contacts, and attach any supporting documents.

Issue tracking

Mango automatically assigns a unique number which can be tracked by the originator or interested parties throughout the improvement process.

Assignment

An administrator assigns a team to control the improvement, including workflow, investigators, and root cause coding for analysis.

Investigation

The team assigned to investigate the improvement carries out root cause analysis and determines the corrective action to take to prevent re-occurrence.

Verification & review

Once completed the improvement is returned to the administrator for verification and review.

Judgement

If the corrective action is sufficient the improvement is passed through the workflow for sign off. If more needs to be done the administrator returns the improvement to investigation, along with the reason for rejection.

Progress reports

Reports are available throughout the process for authorised interested parties.



Improvement Module Overview

Improving your business in real time.

All organisations need to control issues such as improvements and non-conformance. Likewise, all organisations struggle to maintain these systems.

Many organisations complain about using hard copy forms or spreadsheets, and often report delays in implementing action or improvements.

External auditors report failures in the corrective action process as being one of the most prevalent areas of non-conformance.

Control your improvement process with Mango

The Mango Improvement module controls your organisation's issues. This tailored module records, controls, and reports all of your organisation's complaints, improvements and non-conformances. It does this online, in stages that you define.

No hard copies are required as this module allows your employees to report and record issues directly into Mango in a paperless process. The system notifies employees both online and by email when they have an issue to action. Once assigned, the system constantly updates the issue's status through user configurable workflow and status codes. Codes in use include investigation, corrective action, verification, and close off.

With Mango you can:

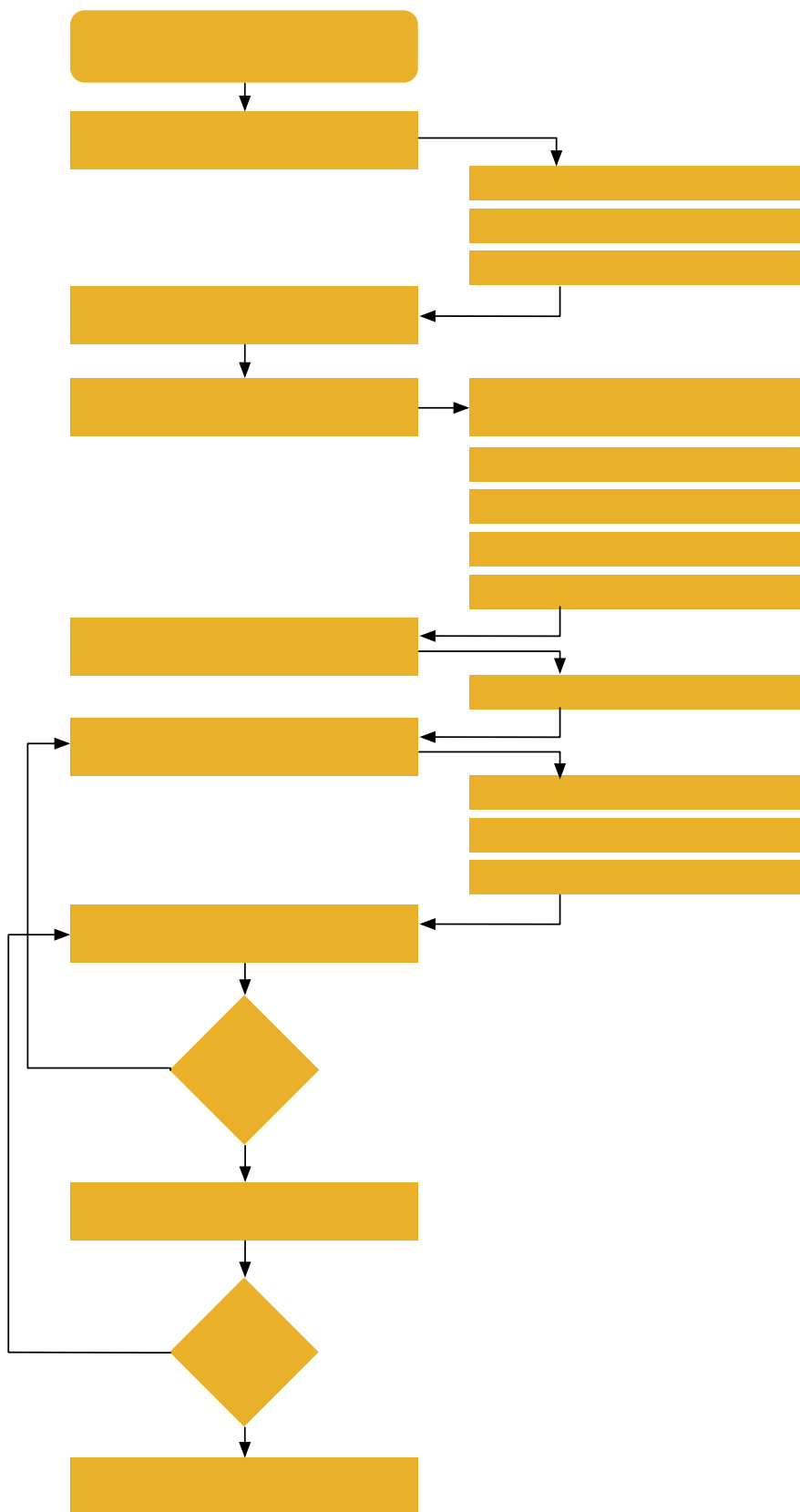
- ◆ Attach photos and files at any time during an investigation.
- ◆ Tailor the module and interface to reflect your organisation's system.
- ◆ Identify trends and root causes.
- ◆ Monitor status of investigations.
- ◆ Save time and money getting information from other sites.
- ◆ Assign multiple investigators to an issue and notify investigators via email.
- ◆ Perform improvements in real time.
- ◆ Utilise a comprehensive report writer that allows reporting on any area of the database.

The Improvement Module:

- ◆ Addresses section 9 of the ISM Code.
- ◆ Addresses clauses 8.3, 8.4 and 8.5 of the ISO 9001 standard.
- ◆ Addresses clauses 4.5.3 of the ISO 14001 standard.
- ◆ Captures and manages general improvements.
- ◆ Addresses clause 4.5.2 of OHAS 18001.
- ◆ Addresses clause 4.5.2 of AS/NZS 18001.



Improvement Process Flow Chart



Usage Examples

Administrator

The administrator has the final say on whether the corrective action is sufficient, or needs further work.

Improvements

Use Mango's Improvement module to record improvements that need to be made to processes and equipment.

Auditing

Use the Improvement module to record non conformance to regulations and to ensure that audit findings are followed up, leading to corrective actions that add value to your organisation.

Quality reports

A comprehensive issue history using both logging and reporting is available providing management reviews with hard copies of reports when required. These reports are used to monitor the effectiveness of the quality system.



How it works

Supplier listing

Select “Suppliers” - a full listing of your current suppliers and your rating of each supplier will be displayed along with a key contact and their details.

Supplier information

Select a supplier from your list and you'll get a comprehensive breakdown of the parts, processes, or training they can provide. Each supplier has a rating, for example: “not approved”, “conditionally approved” and “approved”.

Supplier audits

You can assign an audit period for each supplier. If assigned, the system will raise an automatic notification when suppliers are coming up for renewal, and an additional warning if audits are not signed off after a user set timeframe.

Adding suppliers

Select “Add New” and add in your suppliers details. Set up contact people, their details, and the services the supplier offers. If the supplier is a training provider select which skills they are authorised to train. Account numbers can be added.

Supplier rating

Add a rating for each supplier. The level of each rating is configurable in the System Administration module.

Supplier reports

Export a list of your suppliers for materials management meetings if required.



Supplier Module

The right provider at the right time.

Compliance programmes require that your employees have readily available information on approved suppliers and sub-contractors.

Conducting periodic reviews of suppliers and sub-contractors is essential to ensure your organisation meets your compliance requirements.

A reliance on outdated paper-based systems means that many organisations can forget to approve, review or maintain this information. Systems that fail to address the importance of supplier management negatively impact on productivity, with work being forgotten, duplicated, or lost.

Mango's Comprehensive Supplier Management

The Supplier module is designed to provide user configurable control over suppliers and sub contractors. Mango keeps approved suppliers and sub contractors in a central list for staff purchasers. It's an easy and simple way to control approved suppliers or sub-contractor lists.

Take the next step to complete control over supplier management - and enjoy the benefits of intelligent system compliance.

Advanced system integration enables cross-linking of information between the Supplier and Human Resource modules, enabling automated training cycles to be developed.

Streamlined Management:

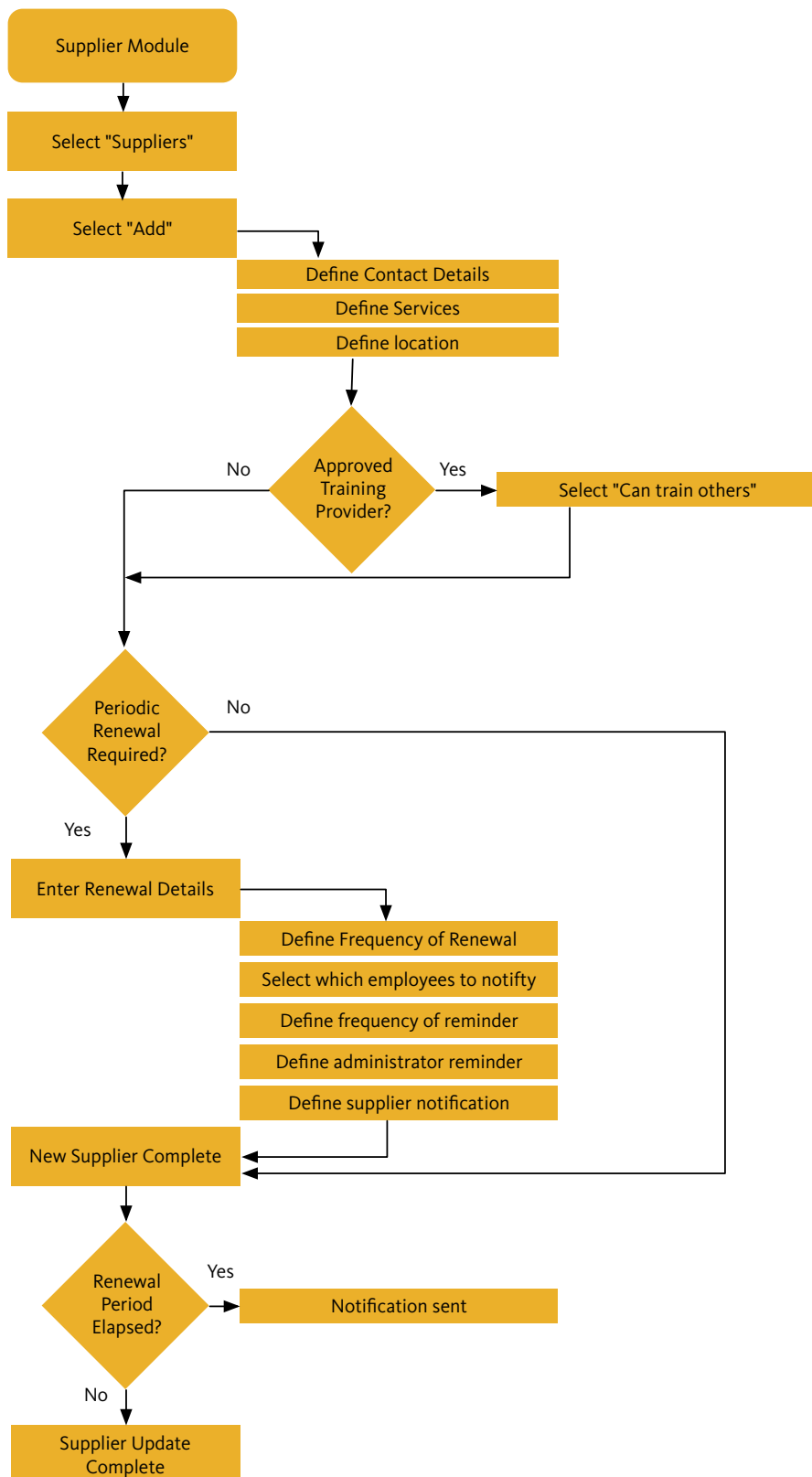
- ◆ Rate suppliers and sub-contractors.
- ◆ Prescribe your own rating categories.
- ◆ Receive email reminders for review periods.
- ◆ Approve and monitor external trainers.
- ◆ Provide employees with approved suppliers and sub-contractor details.
- ◆ Control a single database of supplier and sub-contractor information.
- ◆ If required, automatic notification of training requirements directly to Suppliers and Sub contractors is available, saving your time and effort.

The Supplier Management Module:

- ◆ Addresses clause 7.4.1 of the ISO 9001 standard.
- ◆ Control a single approved suppliers or sub-contractor list.
- ◆ Although not a requirement of the ISM code, it is good practice to manage suppliers and sub contractors.
- ◆ Ensure that only approved suppliers or sub-contractors are used by your business.
- ◆ Enjoy a system that proactively sends notification when suppliers and sub-contractors need to be reviewed periodically.



Supplier Flow Chart



Usage Examples

Training providers

Create and maintain a central single source list of approved training providers. Providers are rated according to your configured approved ratings. Mango allows for automatic notification to providers when training is required.

Manage Contractors

Manage a comprehensive list of approved contractors that can conduct maintenance.

Auditing

Use the Supplier module to provide notification when suppliers are due for periodic audits. Send a notification directly to your suppliers if required.

International links

Include international suppliers and contractors to streamline maintenance and repairs anywhere, anytime.



How it works

Report Accident or Incident

All accidents / incidents are reported in Mango. Once reported, the work flow sends the accident / incident to the administrator.

Administration

The administrator will then assign the accident / incident to nominated investigators. Investigators will receive an email notifying them that they have an investigation to complete.

Investigation

After receiving the email the investigators conduct a full investigation to determine actions to resolve the accident / incident.

Corrective Action

Once corrective actions have been determined, the results are logged into Mango. At the same time the investigators will determine preventive actions.

Preventive Action

Preventive actions are put in place to prevent the accident / incident from happening again. These are logged in Mango by the investigators. Once complete, the accident / incident is then automatically sent for review / verification by the administrator.

Review & Verification

The administrator reviews / verifies that the corrective and preventive actions are complete and acceptable. If acceptable, the accident / incident is finished.



Accident / Incident Module

Healthy Employees = healthy bottom line.

All organisations need to control accidents and incidents, and all organisations struggle to maintain their systems.

Using hard copy forms or spreadsheets often means delays in reporting, investigation and action.

The Mango Accident / Incident Solution

Using this module you record, control and report all accidents, incidents and near-hits (or near misses) online. You can do this online from anywhere at any time, in stages that you define.

No hard copies are required as this module allows your employees to report and record accidents and incidents directly into Mango in a paperless process. Managers are instantly and automatically alerted when an accident or incident is reported.

Following reporting and recording the accident or incident is then assigned to investigators to determine corrective actions and preventive actions.

Once the corrective actions and preventive actions have been implemented the workflow moves the accident or incident to a verification stage. If accepted the accident or incident is then closed off. Additionally at the verification stage root causes are determined.

To aid further analysis the module has a report writer.

With Mango you can:

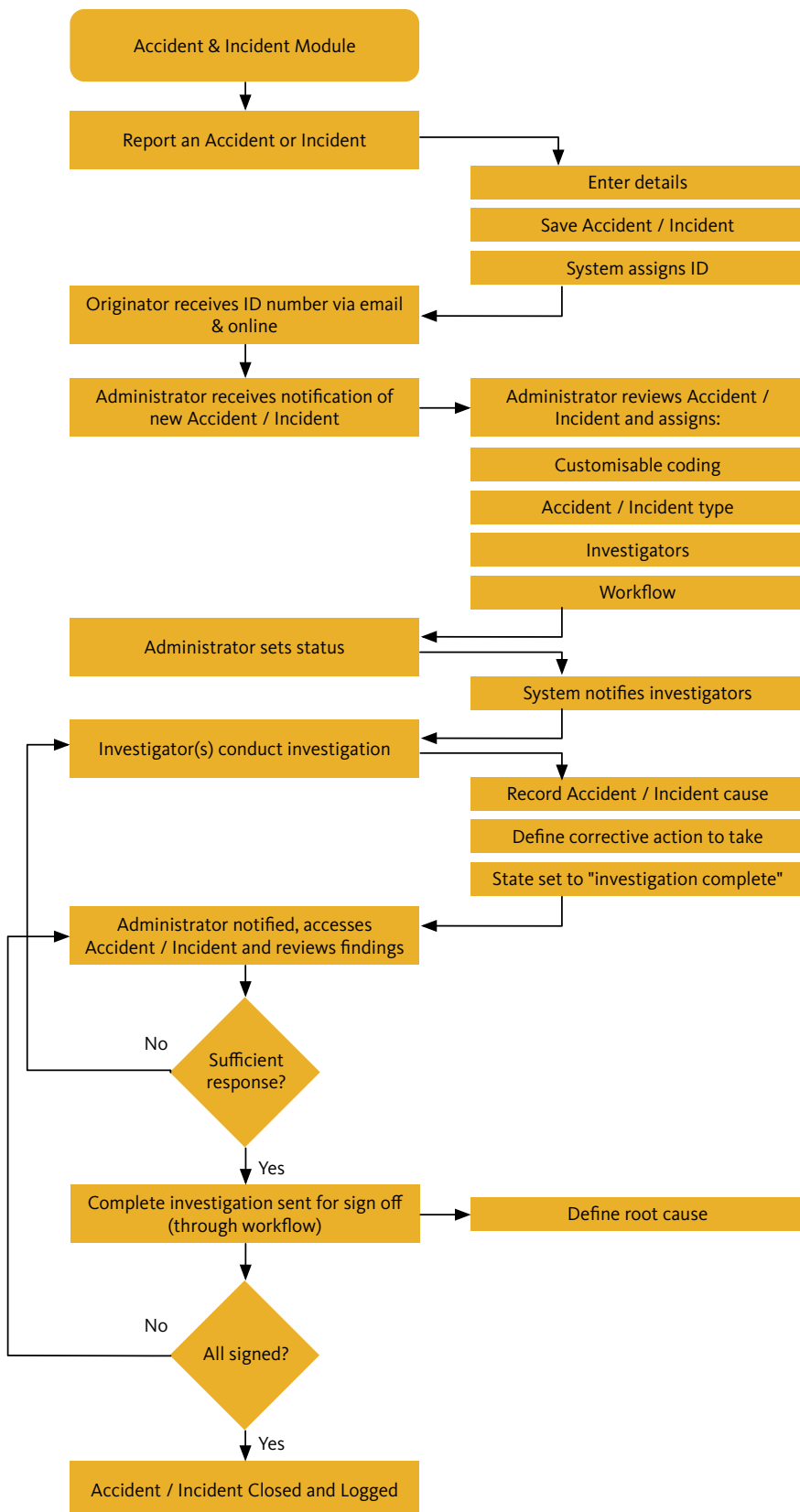
- ◆ Attach photos and files at any time during the investigation.
- ◆ Tailor the module to fit your organisation's system.
- ◆ Identify trends and root causes.
- ◆ Monitor the status of investigations, corrective actions and preventive actions.
- ◆ Save time and money getting information from other sites and/or employees.
- ◆ Assign multiple investigators to an accident/incident and notify those investigators via email.
- ◆ Act in real-time.
- ◆ Utilise a comprehensive report writer that allows reporting on any area of the database.
- ◆ Record all near hits.

The Accident / Incident Module addresses:

- ◆ Clauses 8.3, 8.4 and 8.5 of the ISO 9001 standard.
- ◆ Clause 4.5.3 of the ISO 14001 standard.
- ◆ Clause 4.5.2 of the AS/NZS 4801 standard.
- ◆ Clause 4.5.2 of the OHSAS 18001 standard.
- ◆ Clause 9 of the ISM Code.



Accident / Incident Process Flow Chart



Usage Examples

Accidents

Record all personal accidents within one centralised database. Ensure preventive measures are taken as soon as accidents occur.

Incidents

Record all incidents involving equipment within one centralised database.

Near hits (Near misses)

Record any near hits (or misses) when they occur and ensure root cause analysis is undertaken to prevent repetition.

Accident register

Mango automatically creates an accident or incident register as soon as an accident is logged.



How it works

Identify Risk

Once identified the risk/hazard/aspect is entered easily into Mango ready for an assessment.

Assess Risk

All risks are then assessed using the client defined rating system.

Control Risk

After assessing the risk controls can be documented in the system.

List Risks in a Register

After determining controls then the risk can be added to a number of registers so that employees can easily view the risks controlled in their area.



Risk Management Module

Control the risk, improve the business.

Risk management systems need to be more than a passive list sitting in a manual. Most organisations struggle to make the risk management process visible to employees and to ensure an easy method for identifying, recording and controlling risk.

It's also vital that regular checking of identified risk controls is not forgotten or incomplete.

Control Your Risk with Mango

Mango's Risk Management module provides an easy online method for employees to report any risk. No hard copies are required as this module allows your employees to report and record risks directly into Mango's paperless process. Once identified the risks are then listed in Risk Registers which are easily viewable by all staff.

Examples of Risk Registers

- ◆ Hazard Registers
- ◆ Environmental Aspect Registers
- ◆ Business Risk Registers
- ◆ Business Continuity Registers
- ◆ Project Risk Registers

With Mango you can:

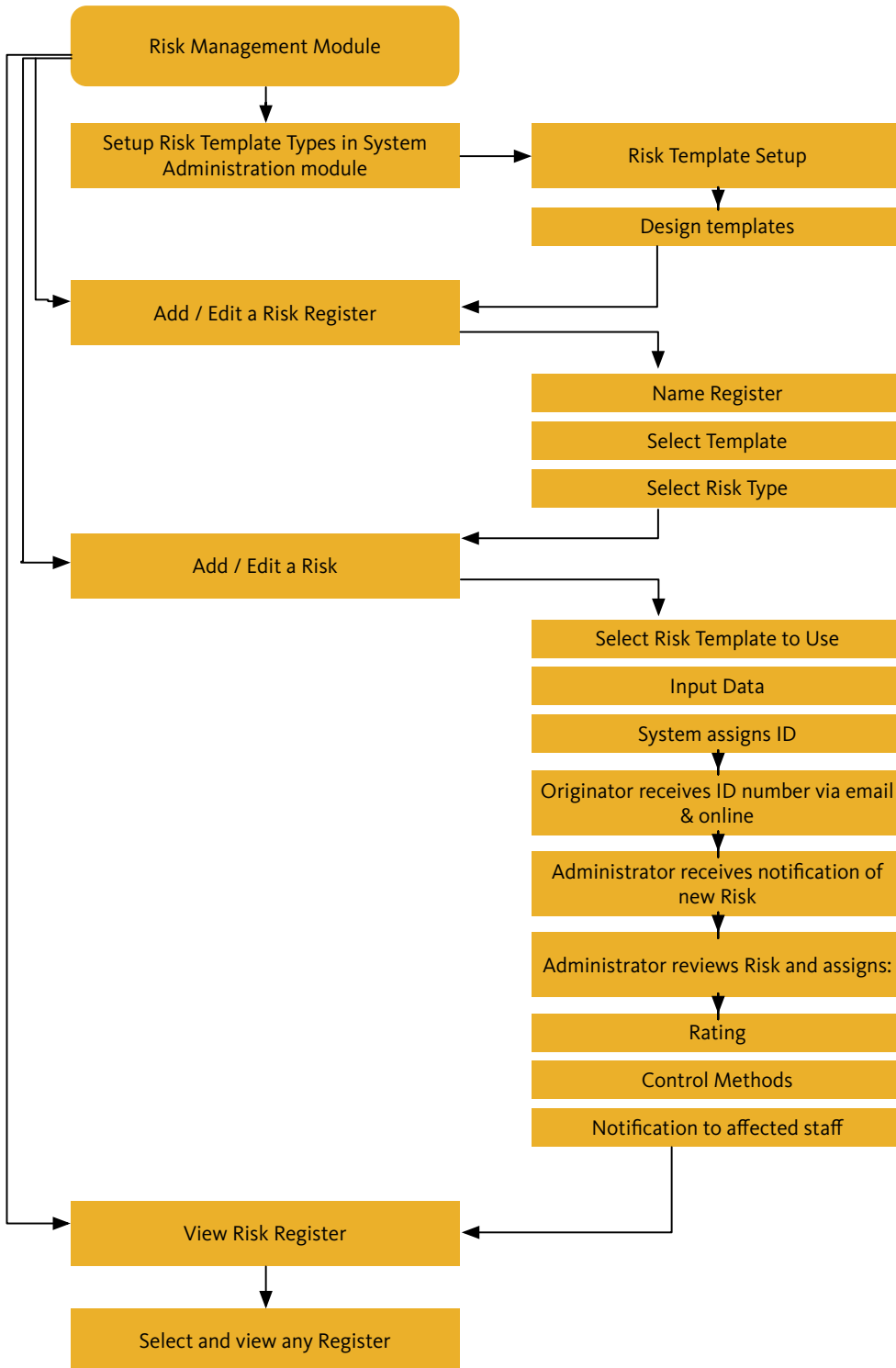
- ◆ Easily control risks.
- ◆ Integrate the recording and assessment of risks.
- ◆ Use client defined rating system.
- ◆ Eliminate double handling of information.
- ◆ Integrate any external information (MSDS, regulations, websites etc) relating to a risk on the register.
- ◆ Set review periods for risk registers including set up of automatic reminder emails when review is required.
- ◆ Central control of information makes it easy to display and update risks.
- ◆ Have information available to all employees online, from anywhere, anytime.

The Risk Management module addresses:

- ◆ Clause 4.3 of the ISO 14001 standard.
- ◆ Clause 7.1 of the ISO 13485 standard.
- ◆ Clause 1.2.2.2 of the ISM standard.
- ◆ Clause 4.3 of AS/NZS 4801.
- ◆ Clause 4.3 of OHSAS 18001.
- ◆ AS/NZS 4360.



Risk Management Process Flow Chart



Usage Examples

Health & Safety

Use this module to control and assess hazards which could impact on your employees.

ISM Code

The module captures and manages information around risk as required by the ISM Code.

Environmental Standards

Capture and control the environmental aspects as required in ISO 14001.

How it works

Account setup

Your agent sets up your account and assigns a Mango Administrator.

Core data setup

The Mango Administrator sets up your core data and specific module requirements, for example branches, departments, and supplier and sub-contractor rating and competencies.

Module setup

The Mango Administrator sets up specific module parameters. Event types, improvement codes, and document types are all configured at this point.

Users & passwords

Finally the Mango Administrator assigns initial login and passwords through the Human Resources module.

Mango Administrator

Mango is now fully operational and ready for employee collaboration. The Mango Administrator will only require 1 – 2 hours of training by your agent to be fully competent to administer the system. It's that simple.



System Administration

Free up your IT team.

Enabling appropriate access to information, and restricting information access where necessary, are both equally critical to your business. But waiting on an IT department to complete system changes can take forever.

Mango System Administration Solution

The Mango System Administration module allows you to enable authorised employees, who do not need to be IT specialists, to assign access and privilege rights to your employees. The Mango Administrator can setup each Mango module, including adding drop-down data and categories, and configure these to meet your organisation's specific requirements.

With Mango You Can:

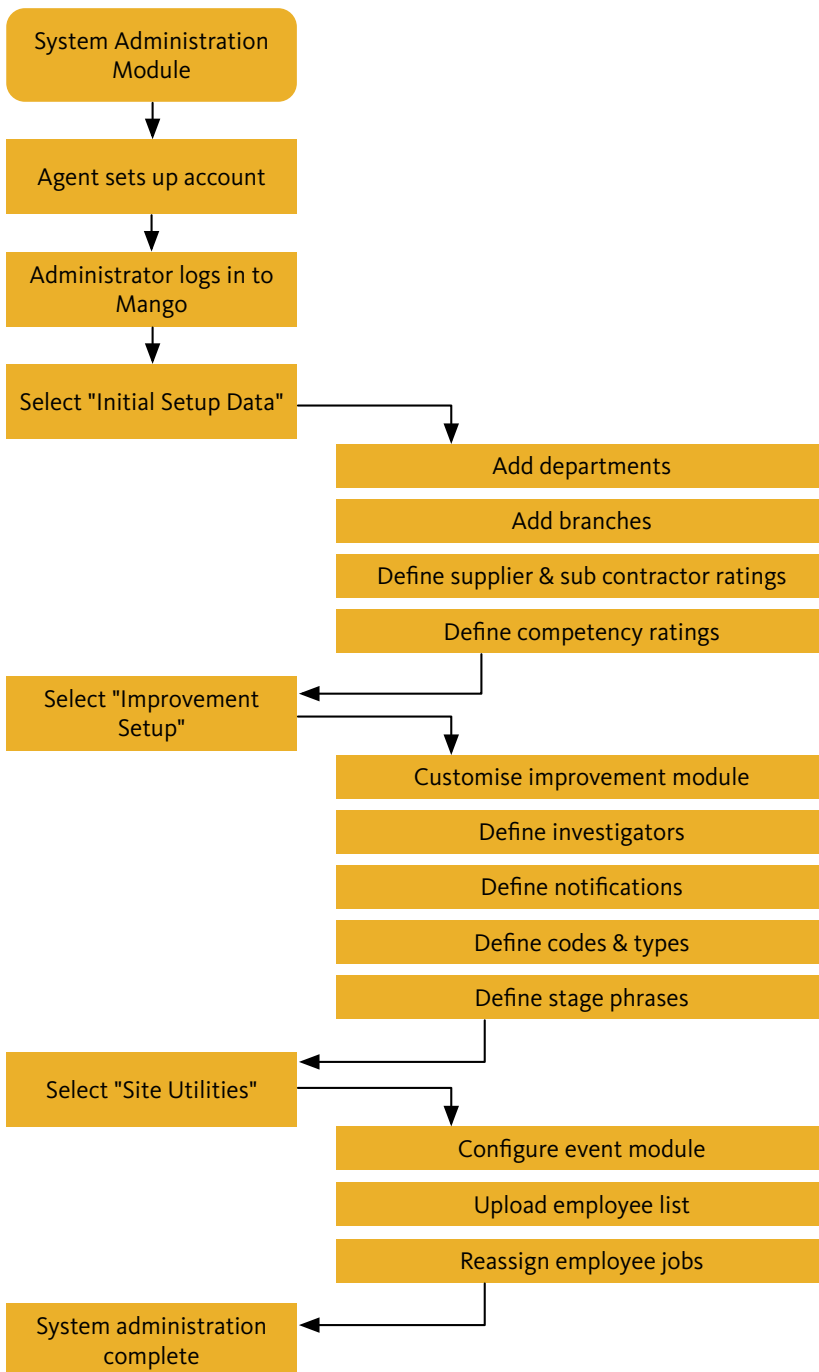
- ◆ Setup core organisational information in minutes.
- ◆ Assign user access rights.
- ◆ Assign module editing and view rights.
- ◆ Provide administrator support from any computer.
- ◆ Enjoy built in Mango security.
- ◆ Configure modules to reflect your organisation's existing system.
- ◆ Do everything in real time. No updating or file transfers.

The System Administration module:

- ◆ Addresses clauses 4.1 of the ISO 9001 standard.
- ◆ Addresses clauses 4.1 of the ISO 14001 standard.
- ◆ Controls Mango modules in order to meet the ISM Code.
- ◆ Does not require you to have an IT department.
- ◆ Does not require any specialist IT knowledge or expertise.
- ◆ Allows your departments to administer their own management systems.
- ◆ Is a cost effective tool that doesn't require expensive IT infrastructure.
- ◆ Is a cost effective tool without expensive software licenses.
- ◆ Provides fast and reliable up-time and service 24 hours a day, 7 days a week.
- ◆ Adheres to strict privacy policies.
- ◆ Uses advanced security methods based on dynamic data and encoded session keys.



System Administration Flow Chart



System Administration

Improvement module

Setup your user configurable workflow for improvements entered into the system. Define sign off personnel, codes, types, and stage names.

Event Management module

Define event categories and types.

Documents module

Create your folder layout structure that will contain all forms, documents, and records. Assign document sign off rights to employees.

Organisation setup

Define organisation layout from branches to departments and configure responsibilities for each location, if required.

Supplier setup

Identify rating system for suppliers and sub contractors, and add competencies based on supplier industry and qualifications.



Mango Dashboard

A warm welcome from your assistant that never sleeps.

Enhancing the User's Experience

Software is often difficult to navigate and understand, meaning that employees avoid using it. Training employees in how to use complex software can also result in a lot of costly down time. Mango is an intuitive user environment, with a clean, consistent look to each module.

Mango's Dashboard Provides Clarity

- ◆ The dashboard is simple, making training easy, thereby minimising down time.
- ◆ Less hassle - unlike traditional dashboards users don't have to leave the task they are doing to get information about their assigned tasks or about the system as a whole.
- ◆ The information is in real time.
- ◆ It instantly provides users with a prioritised to-do list, helping to better organise the working day and week. It removes that nagging thought that we often have – when you know you should be doing something, but can't quite remember what it was or when it was due. Users of Mango are less stressed, more in control and more productive.
- ◆ With Mango an organisation's system is transparent.

What's on the Dashboard?

- ◆ All events requiring the user's attention are displayed in real time, highlighted in red if overdue.
- ◆ A helpful calendar shows you which days have events due.
- ◆ And more to come!

Mango Dashboard Features

My Zone Menu

My Zone is a fly-out available from all screens which enables users to see the tasks assigned to them, both in list form and represented on a calendar.

System Overview

System Overview is also available from all screens. Users can see the status of the system in real time. See a full record of improvements – what's still active and what has been closed off - as well as a summary of the due and overdue events.

Sitemap

All screens display a site map. This acts as a reference to the user's last few activities. Click on any part of the site map to revisit that activity.

Uncluttered Information

Software applications which display a lot of information on the screen overwhelm and disengage users. This is not a problem for users of Mango. Mango is clean and uncluttered.