



# News Release

## iWare™ announces Near-Miss Incident Management

**Sarnia, Ontario – April 4, 2005** – iWare™ (<http://iware.canweb.com>) a provider of knowledge management (KM) solutions announced the release of the Near-Miss Incident Management offering. Near-misses describe incidents where no property was damaged or no personal injury occurred, but where, given a change in time or position, damage and/or injury easily could have occurred. Near miss notification, investigation, analysis, corrective actions and reporting allow you to identify and control hazards before they cause a more serious incident. They can make a significant contribution to the safety consciousness of the people operating in an organization.

Organizations may already have systems in place to track and report incidents but near-miss takes incident management to the next level and places greater emphasis on safety, prevention and teamwork. Organizations are faced with growing challenges from dealing with people retention, people in new positions due to restructuring, the increasing average age of operations and maintenance professionals, reinventing processes, and the pressure to do more with less. At the same time, there are numerous industry standards, regulatory requirements that they must continue to meet.

“We are excited to bring these new products to market, and to partner with our customers to meet their expanding incident management needs”, said Jackie Grant, Vice-President, iWare™ Division. “This offering joins iWare™’s existing KM solutions that are easy-to-use and cost effective.”

iWare™’s Near Miss Incident Management solution offers the following benefits: 1) provides structure and guidance to help identify near-misses, encourage reporting, engage in causal factors and participate in solution analysis and implementation; 2) gives top-down visibility and does not disturb existing infrastructure; 3) set procedures that follow the business rules of your company; 4) makes training records, applicable regulations and latest best practices available to investigators and 5) correlates near-miss rate with incident rates to show progress.

### About iWare™

iWare™, a division of CanWeb, provides Knowledge Management software and support services for manufacturing industries, such as oil and gas, pulp and paper, food processing and chemicals, as well as non-manufacturing industries such as healthcare, facility management, transportation, and the public sector. iWare™ provides systems for any size operation – from the single, small facility with basic requirements to the large, multi-site client needing a solution with advanced functionality. The iWare™ Suite of Products includes: asset and work order management, compliance management, electronic operator logbook, human resource management, pipeline data management and marina management.

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