Report No:	SMM/TP/<EAST ZONE >/IR/<XXX>
Date & Time of Report:	8/5/2024
Reported by: (Name & Designation)	HAN, Assistant Operations Manager
Reviewed by: (Name & Designation)	Ken Chang, Director of Operations, Primech A&P

Nature of Incident:	Collided & Fell		
Date & Time of Occurrence:	07 May 2024, 1314 PM		
Location:	Block – 4 canteen, Flavours		
Duration of Service Disruption (if applicable):	Not Applicable		
Type of Incident: (Select the type of incident) *[For fire alarm activation, the fire alarm zone and time when DECAM was called to inform of the nature of the alarm must be clearly indicated in the report]*	S/N	Type	
	1	Fire Alarm	☐
	2	Mechanical System	☐
	3	Electrical System	☐
	4	Plumbing and Sanitary	☐
	5	Building Facilities	☐
	6	System Application	☐
	7	Cleaning and Pest Control	☐
	8	Landscape	☐
	9	Others (Please specify): Collided & Fell incident	x

Incident Description *(append & label photos of the incidents where applicable)*:	
Summary:	At approximately 1314, the IP Pang Nyuk Chin got injured at Block 4, Flavours. She was loading the trays, plates, and cutlery onto her trolley at the tray return station. At that point of time, she was squatting down to organize drink cups as shown in Figure 1. Suddenly, a Chinese male student knocked her down. She lost her balance and sustained a right knee injury due to the fall landing her knees to direct onto the ground.

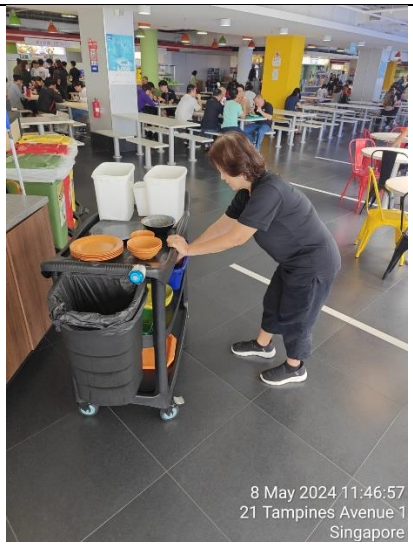


Figure 1: Position of IP

Members of public attended to her and sat down to rest. She felt better after resting and resume back to her work. Our IP reported the incident to Operations Executive, Slamat at 1600.

Slamat suggested IP to seek medical attention at a nearby clinic but was declined by her. However, we did advise her to see doctor if she felt unwell. She heeds our advice and went to a GP Clinic and received 1 day MC as shown in Figure 2.



Polyclinics
SingHealth
Reg No 52926775K

ORIGINAL — MEDICAL CERTIFICATE — GEM2024156117

Name: PANG NYUK CHIN — NRIC No.: S0810687H

This is to certify that the above-named is unfit for duty for a period of 1 day(s) from 08-May-2024 to 08-May-2024 inclusive.

Type of medical leave granted :
- Hospitalization Leave — Admitted on: N.A. — Discharged on: N.A.
- ☑ Outpatient Sick Leave
- Maternity Leave — Delivered on:
- Sterilization Leave — Operated on:

This certificate is not valid for absence from court attendance.

Fit for light duty from N.A. to N.A.
Time Out: N.A. Time In: N.A. Time out: N.A.

Diagnosis: N.A.
Surgical Operation (if applicable): N.A.
Comments : N.A.

Tampines North Polyclinic
25 Tampines Street 61,
Singapore 525666
For enquiries please call 66436969

Ward No.: Tampines North Polyclinic
Date: 08-May-2024

Signature, Name (in BLOCK LETTERS) and Designation/MCR No.: WANG JIN JIAN , 624945

Figure 2: IP Medical Certificate

Impact:	Right Knee Bruise

	 **Figure 3: IP injury**
Cause:	When IP was knocked down, she fell towards her right side and had a direct hit on her knee with the ground.
Immediate Corrective Actions *(immediate actions taken after incident occurrence)*:	
A briefing was conducted for our canteen cleaners to be more careful when working, especially during peak hours such as lunch time.	

Investigation Findings *(append & label photos of the incidents where applicable)*:



Figure 4: Incident Location

The incident happened during lunch time, increasing the tendency of more people bringing their used tableware to the Tray Area. As there is limited space for public to walk to and fro, this will increase the probability of our cleaner coming into bodily contact with people as it will be crowded.

Our Cleaners are wearing Black Polo Tee with Company Logo and the Trolley used to collect used tableware happened to be in black as well. Furthermore, they need to bend slightly to arrange the tableware on the 2nd row of the trolley. It is also during that period; they will be less visible to passerby as well.

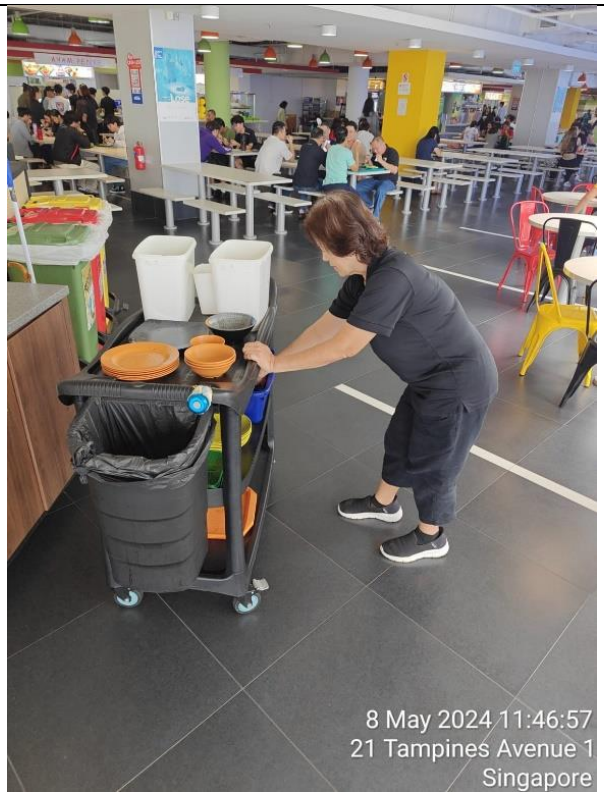


Figure 5: Black Polo Tee & Trolley

Root Cause Analysis:

5 Whys

Problem Statement: Why did the IP get injured.

1st Why: IP lost balance when she squatted down.

2nd Why: IP was knocked down by a student.

3rd Why: The student was chatting with his friends and failed to notice IP.

4th Why: Our cleaners and trolley were both in black, making it hard to notice; IP is relatively small size.

5th Why: The lack of visibility due to both uniform and trolly is black, making it more difficult to differentiate.

Additional Preventive Actions *(Additional follow up to prevent future occurrence)*:

To increase visibility and presence of our cleaners, we have implemented two of these followings:

1) Provide Reflective Yellow Vest for our canteen cleaners.
2) Added Yellow and Black Tape on our Trolley to warn public.

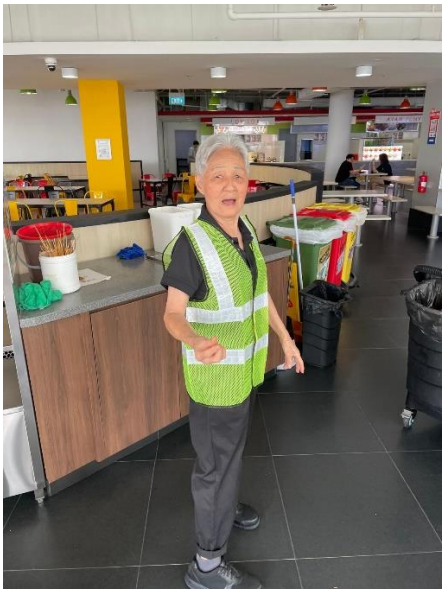


Figure 6: Cleaner with Reflective Vest

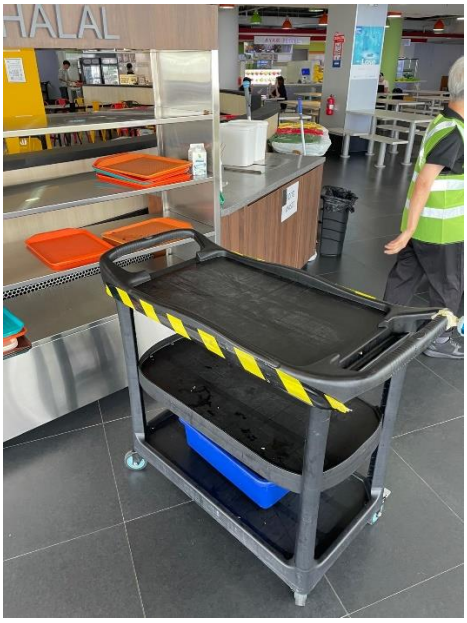


Figure 7: Trolley with Black/Yellow Tape



Figure 6: Improved visibility of our cleaner