Temasek POLYTECHNIC	Incident Report		
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Report No:	SMM/TP/< EAST ZONE>/IR/<016
Date & Time of Report:	28 February 2025, 08:30am
Reported by: (Name & Designation)	Jazz, Operations Manager, Primech A&P
Reviewed by: (Name & Designation)	Ken Chang, Directors Operations, Primech A&P

Nature of Incident:	Dispute		
Date & Time of Occurrence:	19 February 2025, 09:00 am		
Location:	Temasek Polytechnic BLK – 5 Level – 3 Female Toilet		
Duration of Service Disruption (if applicable):	N.A.		
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 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	x
	8	Landscape	☐
	9	Others (Please specify):	☐

Incident Description *(append & label photos of the incidents where applicable)*:	
Summary:	On February 27th, 2025, at approximately 7:38 PM, PrimechA&P received a message from the Whatsapp chat group with SMM about a dispute between a Block 1A toilet cleaner Yumi, and a Block 4 canteen Salad stall vendor. Primech A&P Site management team investigated on 28th Feb 2025. Further inquiry revealed that it was the Block 5 Level 3 Cleaner Yuni instead of Block 1A. On 19th Feb 2025, the incident arose from Cleaner Yuni taking a photo of Block 4 canteen salad stall vendor whom she identified as misusing the toilet at Block 5 Level 3 Female Toilet. The argument quickly escalated when Block 4 salad stall vendor confronted Cleaner Yuni on 20th February at Blk 4 canteen during her breaktime at 10am. In the heat of the moment, both started to threaten and spew profanities at each other and Block 4 canteen stall vendor asked her to delete her photo otherwise she would

	lodge a police report. Cleaner Yuni assured her that the photo had been deleted. There have been recurring instances of toilet misuse, including excessive use of toilet paper, and littering on the floor, and basin top. The incidents were previously reported to Supervisor Maran, and the supervisor advised her to clean up, monitor, and update if this happened again.
Cause:	

Immediate Corrective Actions *(immediate actions taken after incident occurrence)*:

Primech A&P's site management team has done counseling on her actions and potential consequences. Cleaner Yuni was issued a final warning letter.

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

Root Cause Analysis:

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

Primech A&P's site management team has conducted a toolbox briefing to remind all the team of the sensitivity and PDPA concern on photo taking and to immediately report any incident that is happening in their area.