



SINGAPORE KARATE-DO FEDERATION

STANDARD OPERATING PROCEDURES (SOPs)

On

INCIDENT REPORTING AND INVESTIGATION

By Order of the Management Committee

31 OCTOBER 2011

SINGAPORE KARATE-DO FEDERATION

STANDARD OPERATING PROCEDURES ON MAJOR INCIDENT REPORTING

1 INTRODUCTION

- 1.1 This Standard Operation Procedure (SOP) details the immediate and follow-up reporting on all major incidents. It is applicable to all affiliates within the Federation.
- 1.2 A **major incident** is defined as significant event that caused serious injuries, life threatening or loss of life, disruption or extensive damage to any organization's property. This is a result from uncontrolled developments in the course of its operation or work activity and demands a response beyond the routine.
- 1.3 Please see **Annex A** for the list of examples.

2 MAJOR INCIDENT REPORTING PROCESS

- 2.1 The occurrence of any major incident during competition, training and events, and how it is managed subsequently will affect public confidence and reputation of the organization. Incident management is most effective when potential crises are detected and dealt with quickly before they have an impact. When a major incident has already occurred, it must be managed quickly and decisively, to contain disruption and damage.
- 2.2 The senior management and/or management committee of the organization must be alerted immediately on the occurrence and progress of the incidents. This enables senior management and/or management committee to provide guidance or advice on any action to be taken to manage the incident or to activate any necessary assistance. Please see **Annex B** for the reporting and management process.
- 2.3 The senior management and/or management committee to be notified is usually the Key Appointment Holders such as the President, Hon. Secretary, Vice President, Technical Director and/or the Safety Officer and/or the Department's Supervisor that is directly involved in the incident. The other members of the management will also be alerted for information.
- 2.4 The Communications Team of the organization will prepare a holding statement if required for issue to the media. They will also advise on the spokesperson

(whether it is the President, Hon. Secretary, Vice President, Technical Director and/or the Safety Officer and/or any other members) of any interviews.

- 2.5 It is recommended that the a senior Official to commence immediate investigation to gather critical information of the incident.
- 2.6 **1st Notification:** The first alert should be sent immediately upon knowledge of a major incident especially those that are likely, or have already attracted public or media interest or which involve the ambulance and police. The In-Charge / most Senior Member in the Facility / Training Area / Event concerned must immediately inform the respective Key Appointment Holders like the President, Hon. Secretary, Vice President, Technical Director and/or the Safety Officer by SMS or Phone calls. The message must be headed with the title '**Incident Alert**'. Please refer to format in **Annex B**.

If unsure, one should nevertheless send out the Incident Alert first and then a correction / cancellation of alert later if necessary.

- 2.7 Upon being notified of an incident, the Key Appointment Holders like the President, Hon. Secretary, Vice President, Technical Director and/or the Safety Officer In-Charge would have to disseminate the information to the relevant parties. A call tree of the organization would help in this process.
- 2.8 In the event of an incident at the different locations or training areas, the facility owners should be informed accordingly.
- 2.9 **Escalation:** Following the initial alert, the relevant personnel shall continue to provide updates for the next hour and thereafter as and when there are changes in the status of the incident (such as victim passed away etc). The same reporting format in **Annex C** applies. Key Appointment Holders like the President, Hon. Secretary, Vice President, Technical Director and/or the Safety Officer would be updated as and when necessary.
- 2.10 **Incident Response:** Depending on the incident, the In-Charge will activate the necessary emergency response procedures, including evacuation, damage mitigation, medical assistance and personnel counseling, facility stabilization and crisis communications plan.
- 2.11 **Monitoring:** The In-Charge must submit a **preliminary incident report** and the report from any personnel involved to the Key Appointment Holders like the President, Hon. Secretary, Vice President, Technical Director and/or the Safety Officer **within 12 hours of the incident**. Please see **Annex D** for preliminary report template.
- 2.12 The organization involved in the incident or responsible for the facility / training area / event where the incident occurred shall initiate an investigation to

determine the cause and the corrective actions needed to prevent recurrence. Thereafter, the In-Charge must submit a detailed incident report to the Key Appointment Holders like the President, Hon. Secretary, Vice President, Technical Director and/or the Safety Officer In-Charge within 3 working days of the incident. Please see Annex E for detailed report template and Annex F for guidelines to complete detailed incident report.

- 2.13 **After recovery**, the In-Charge involved in the incident or responsible for the facility / training area / event where the incident occurred shall facilitate investigations by the Investigating Officer of the Singapore Police Force and attend any Court hearings if required.
- 2.14 The organization shall also consult legal counsel (internal / external) for any legal implications and inform their respective insurer, if any, with regards to insurance claims.
- 2.15 The organization involved in the incident or responsible for the facility / training area / event where the incident occurred shall implement improvements to prevent recurrence and also monitor subsequent progress reports from the facility / training area / event after implementation of improvement or corrective actions.
- 2.16 The In-Charge involved shall also provide updates or improvement implementations to the Committee of Inquiry (COI) through their Safety Officer. Other updates such as legal or liability issues should be updated to the Key Appointment Holders like the President, Hon. Secretary, Vice President, Technical Director and/or the Safety Officer through organization / committee meetings until the incident is closed.
- 2.17 The In-Charge involved shall conduct a debrief and learning session with their team on the incident.

3 COMMITTEE OF INQUIRY

- 3.1 For all major incidents, the President and/or Hon. Secretary of the affiliates shall facilitate the convening of a Committee of Inquiry (COI) in consultation with the Key Appointment Holders like the President, Hon. Secretary, Vice President, Technical Director 4 weeks within occurrence of incident. The COI shall comprise of 3 members and/or subject matter experts who may be from other organizations. The members should not be from the same group as the person(s) involved in the incident.
- 3.2 A detailed report which covers any other recommendations, practices to be avoided and areas of improvement, commendation of staff, or member of public or follow-up appreciation to external bodies who may have assisted in some way shall be prepared.

- 3.3 Upon approval, the COI report shall be extended to the relevant personnel and/or department to implement improvement and preventive measure recommended in the COI report.
- 3.4 The In-Charge involved should also provide updated or improvement implementations to the COL. The COL shall validate the implementation plans before the case is closed.

4 IMPLEMENTATION

- 4.1 All SKF affiliates should disseminate this protocol to their respective staff / members / volunteers / coaches for the compliance with immediate effect.

Annex A

SAMPLE LIST OF MAJOR INCIDENTS

These may include (but not confined to) the following:

- Serious injury, deep cuts with continuous bleeding, fractures and suspected spinal injury, total permanent disability and person in an unconscious state or coma.
- Near-drowning resulting in the person in a vegetative state
- Death or life-threatening injury by accident or use of force
- Unnatural or sudden death of person visiting the organization's premises
- Unnatural or sudden death of an employee / staff / volunteer / coaches
- Serious crimes committed in the premises (e.g. suspected murder or suicide)
- Mass outbreak of contagious or infectious diseases and mass food poisoning. (involving 3 or more persons)
- Major natural or man-made civil emergencies which cause significant injuries or property damage
- Major structural damage or collapse (e.g. temporary canopy)
- Terrorist activity: actual, attempted or planned terrorist activity, sabotage or other hostile acts against persons or property
- Rioting involving 5 or more persons
- Any fire of deliberate or suspicious origin
- Serious damage to property including malicious destruction
- Bomb threat, anthrax scare or other potential life-threatening related incident

Annex B

1st NOTIFICATION FORMAT

(To be sent via SMS immediately on receiving an alert and within 1st hour of an incident)

Incident Alert: <Location/Venue>

<Gender/ age of victim>

<Player or spectator>

<What happened (collapsed, injured)>

<Estimated time of incident>

<Other information such as activity engaged in, who detected victim>

<Rescue efforts rendered by staff/bystanders/paramedics (No of AED shocks)>

<Estimated time of arrival of ambulance>

<Condition of victim when carried to ambulance (Conscious/Unconscious)>

<Name of hospital>

<Estimated time of next report>

<Name of person sending alert>

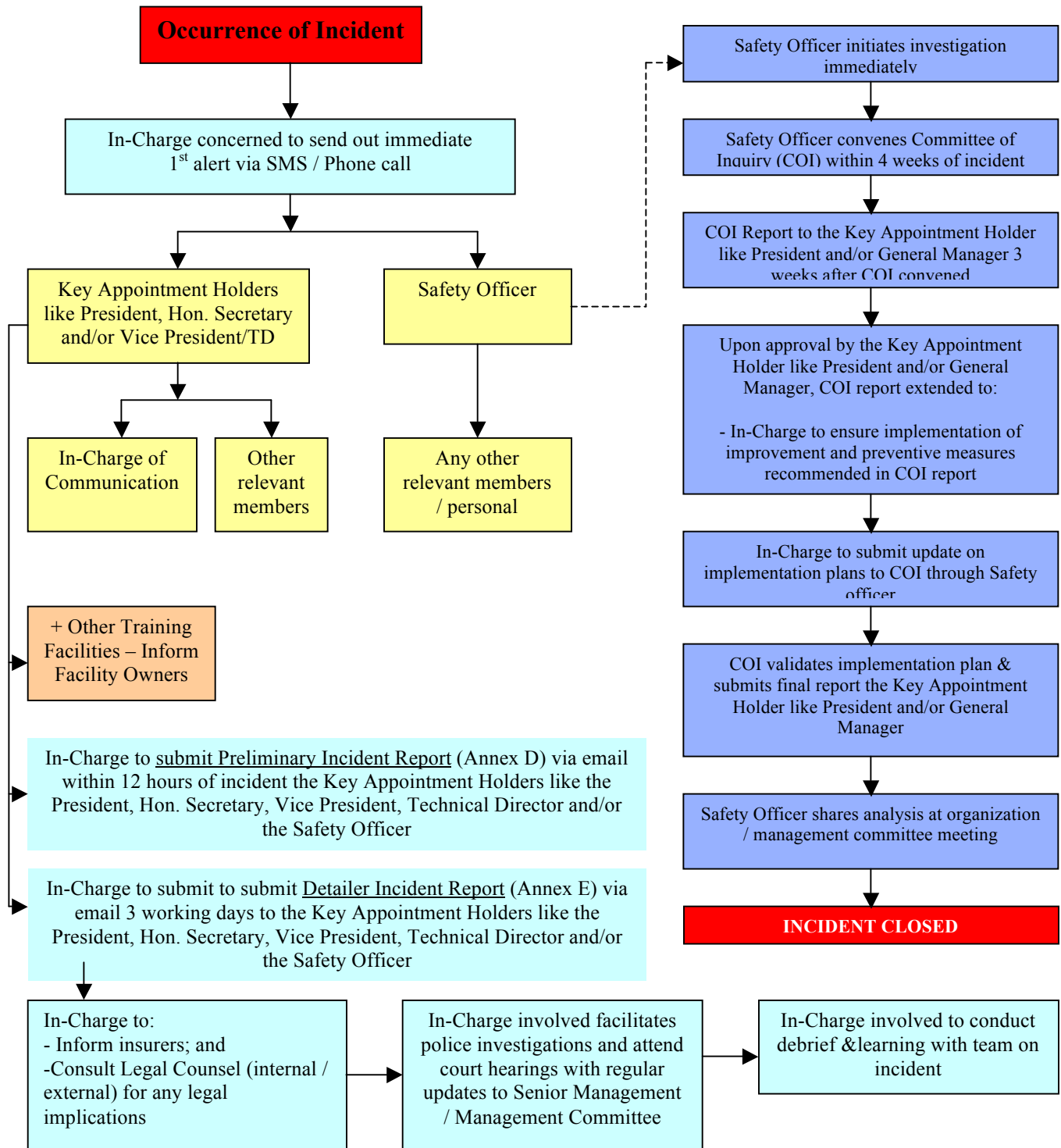
Example:

Incident Alert: XYZ Sports Complex

Female participant athlete abt 15 yrs old was hit and unconscious at 5 pm by another athlete during normal training session. Staff carried out CPR/AED. No shock given. Ambulance arrived at 5.15pm. 2 shocks delivered by the paramedic' AED. Victim unconscious. Send to TTSH. Next update an hour later. Fr ABC

Annex C

INCIDENT REPORTING & MANAGEMENT FLOWCHART



+ In the event of incidents at other training or event facilities, the respective Facility Owners will be informed accordingly.

(SAMPLE)

PRELIMINARY – MAJOR INCIDENT REPORT

(To follow up with detailed Major Accident Report)

Definition of Major/Minor Incident, Rescue & Ambulance Call

Event	Definition
<i>Major Accident</i>	Fatal, Head & Face/Facial Injury, Serious Body Injury, Deep Cuts with Continuous Bleeding, Fractures and Suspected Spinal Injury, Total Permanent Disability and in a State Of Unconsciousness.
<i>Minor Accident</i>	Irritation, Ill-health with Temporary Discomfort, Bruises and Minor Cuts requiring only First Aid Treatment.
<i>Rescue</i>	Rescue activities carried out at that instant to prevent/minimize/isolate the victim from the danger zone/activities to avoid further injury. <i>(Assessment on the severity of the victim's condition to classify the rescue leading to a Major or Minor Accident)</i>
<i>Ambulance Call</i>	Classification of Ambulance Call as Major or Minor Accident depends on the severity of the victim's condition for follow-up treatments under the definition of Major or Minor Accident.

Note: Personnel to seek their In-Charge for clarifications when in doubt or handling complicated accident.

☒ *Tick where applicable* ☐ Land Accident ☐ Water Rescue Reference No: _____

Location: _____ Date: _____ Day Mth Yr

Victim's Particulars:

Name: _____ Sex: ☐ M ☐ F Age: _____

Address: _____ Singapore _____

NRIC No.: _____ Nationality: ☐ Local ☐ Foreigner

Contact No.: _____ ☐ Res ☐ Off. ☐ Hp ☐ Pg. Profession: _____

Race : ☐ Chinese ☐ Malay ☐ Indian ☐ Eurasian ☐ Others: _____

Details of Incident:☐ National athlete ☐ Normal Practional ☐ Others:

Location: _____ Time: _____ No. of Bather: _____

Condition of victim before attend: ☐ Conscious ☐ Semi Conscious ☐ UnconsciousRescued by: ☐ Staff ☐ Others Name & contact no.(of others)Attach Detailed Major Incident Report_____
Signature of ☐ Injured ☐ Rescued Person_____
Name and Signature of Reporting OfficerAmbulance Summoned ☐ No ☐ Yes: _____ QX _____ HospitalPolice Notified: ☐ No ☐ Yes (If yes), _____ : _____
Name of Officer attended _____ Car No. QX _____

Witness : _____ Name _____ Address / Tel : _____

In-Charge Report_____

Designation : _____ Signature : _____ Date : _____

Supervisor Report_____

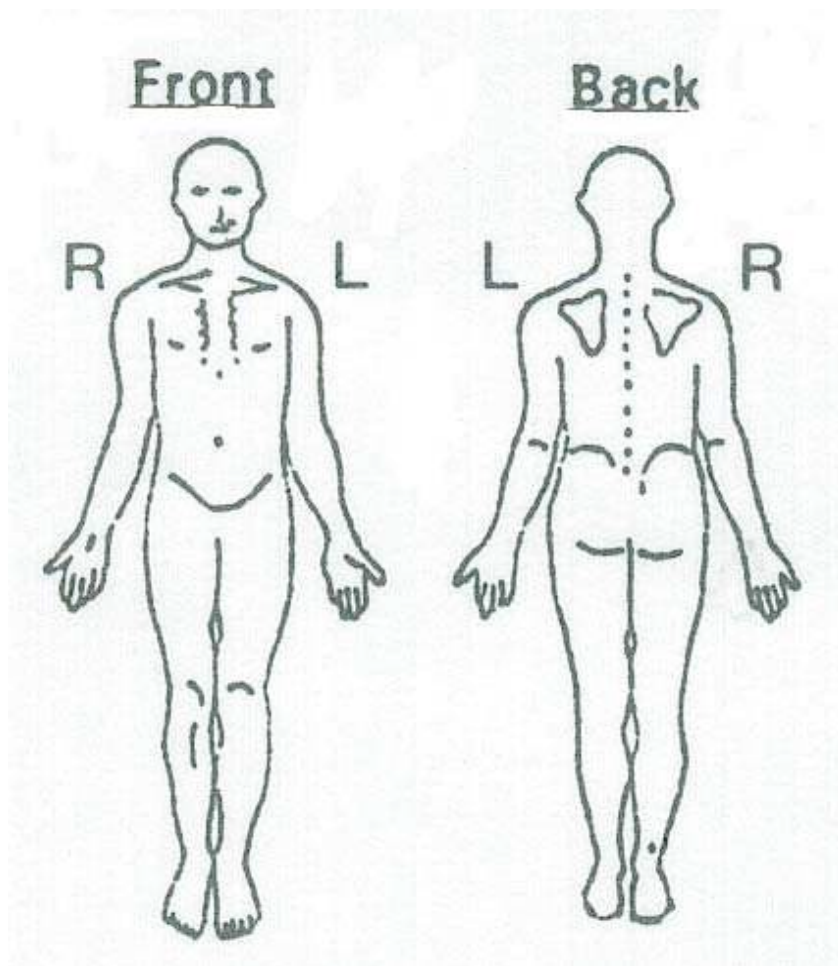
Verified & closed by: _____
Name / Designation Signature Date

OTHER INFORMATION

Victim's Height: _____ Build: [Big / Medium / Small](#) Abnormality: _____

Attire / Dress Color: _____ ☐ One Piece ☐ Two Piece ☐ Others Victim's

Medical History:
(if applicable) _____



**PLEASE MARK A CROSS (ES) (X) AT INJURED AREA ON DIAGRAM
BELOW**

***All Water Rescue & Major Land Accident Report must be submitted to the respective President, Hon. Secretary, Vice President, Technical Director and/or the Safety Officer*

Detailed Major Incident Report (WITHIN 24 HRS OF INCIDENT)

Date / Time:

To: Key Appointment Holder like the President, Hon. Secretary, Vice President,
Technical Director and/or the Safety Officer

Facilities / Event Name	
Subject (what happened)	
Incident Sighted by	
Date of Incident	
Time Incident Was Noted	
Details	<p><u>Timeline of Incident (in chorological order):</u></p> <p><u>Findings:</u></p> <p><u>Before the Incident:</u></p> <p><u>During Incident:</u></p> <p><u>Information gathered from Witness (include witness particular & contact nos, time of contact):</u></p>
Persons Notified (List all particular with contact nos, time of contact)	

Follow-up Action	<u>Investigation:</u> <u>Operation SOP (any Non-Compliance, Recommendation etc):</u> <u>Victim Condition After Accident:</u>
Any feedback/complaints	

Prepared by: _____
(Name & Designation)

Approved by: _____
(Name & Designation)

GUIDELINES TO COMPLETE DETAILED INCIDENT REPORT

- 1) Location of Incident: Address, identity of the premises e.g. office building, service centre, which part of the property (if within the building) or exact location (if outside the building), sporting event/activity
- 2) Incident Information:
 - a) First information report (how it was discovered / who reported)
 - b) Briefly summarize the incident:
 - Chronology of events
 - Persons involved – name, age, race, etc
 - Staff reaction and immediate action taken
 - How situation was brought under control
 - c) State number and extent of injuries and death. Identity the victims
- 3) Current status of situation: Situation in the facility / event at the time of reporting; What is being done and / or will be done next to contain the situation. Measures taken to inform family and relatives of victim (s). The need to put up a daily situation report (if necessary).
- 4) Findings of preliminary investigation conducted if available
- 5) Police Report: Were the Police called in or any police report made
- 6) Media: Were there reporters? Indicate the level of media interest and involvement
- 7) Any Other Comments: Include other recommendations, requests or comments
- 8) Contact: Name and 24-hr contact number of person who can be contacted for additional information