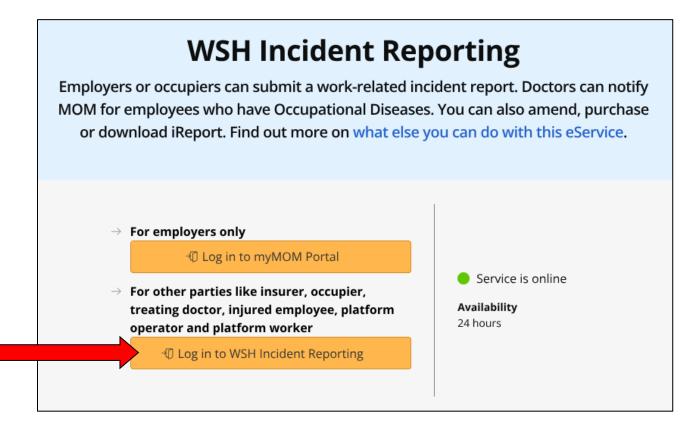
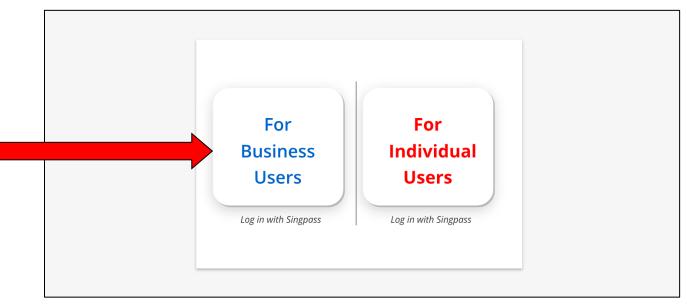
FOR PLATFORM OPERATORS A GUIDE TO FILE WSH INCIDENT REPORT VIA WSH IR eSERVICES

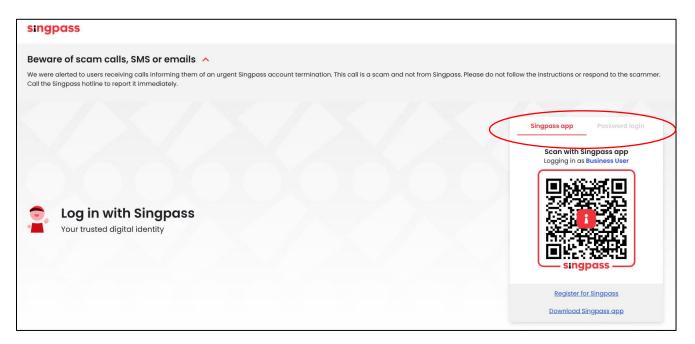
- 1. To report work-related accidents, submit a WSH Incident Report at the following link: https://www.mom.gov.sg/eservices/services/wsh-incident-reporting
- 2. Click "Log in to WSH Incident Reporting".



3. Click "For Business Users".



4. Scan QR code with your 'Singpass app' or use 'Password login' to login.



5. Click 'Create Report' to submit an incident report.

WSH Incident Reporting
() You can file incident report, check work injury claim status and upload documents related to claims (WicSubmit) within this dashboard.
Draft incident reports Check out what and when to report. Draft application will be discarded after 14 days from the creation date.
① Draft record(s)
Submitted incident reports
You can edit accident reports within 30 days from the date you submitted it. You can amend the medical leave days within one year from the date you submitted it.
① Submitted record(s)
WicSubmit & check claim status If you want to view the WIC claim details related to you/your organization, please click here to login to the work injury compensation system(EmPOWER).

- 6. At the **'Create report'** page, gather the information and documents required before proceeding.
 - Select **'Platform Operator'** when reporting an incident involving a platform worker from your organisation.
 - Select and fill in all the mandatory fields.
 - Click **'Continue'** to go to the next page.
 - Click 'Cancel' to discard your information.

Create I	report		
You are reporting O Employer	as:		
O Occupier			
 Injured person' Platform Opera 	s legal representativ	ve	
O Treating Doctor			
What are you repo	orting? accident with injure	ed nerson	
O An occupationa		ea person	
When did the accide	ent happen?		
10/10/2024			Ħ
Hour Minu 01 v 00		AM/PM PM	
How was your em	ployee injured in th	e accident?	?
O Died in the acc			
 Hospitalised fo O Issued Medical 	or at least 24 hours I leave		
Continue >	$\mathbf{)}$		
	-		

- 7. At the 'Injured Person' page,
 - Click 'Add injured person'.

Create re	eport			
1 Injured person	2 Accident details	3 Contact details	4 Preview & declare	5 Acknowledgement
Injured pers ⊕ Add injured pers				
NAME	NRIC	PROFILE	ТҮРЕ	ACTION
There are no recor	ds yet.			
Continue >	Save as draft			× Cancel

8. At the 'Add Injured person details' page,

- Enter their NRIC number in the text box and click the 'Retrieve' button.
- Check that all the personal particulars are correct.
- Fill in all the other mandatory fields.

Personal part	culars	
NRIC		
	Retri	rve
	SARAH TAN	
Name:		
Name: Date of birth:	10/03/1007	
Date of birth: Gender:	Female provide a Singapore-registered hand	hone no.)
Date of birth: Gender: Handphone No. (Please	Female provide a Singapore-registered hand	
Date of birth: Gender: Handphone No. (Please Platform worker's Emai	Female provide a Singapore-registered hand (Please get platform worker's email f	
Date of birth: Gender: Handphone No. (Please	Female provide a Singapore-registered hand (Please get platform worker's email f	

- 9. At the 'Platform work details' section,
 - Fill in all the mandatory fields.
 - If you select **'Yes'**, click button to search for the organisation. If unapplicable, select **'No'**.

Platform work details	
Start date of service with platform operator 🛛 🛱	
Are you aware that the platform worker is also perform	ing jobs for other platform operator(s) in last 90 days when the accident happened?
Yes O No	
Provide name(s) of platform operator(s):	Q Search organisation
Average monthly earning in SGD:	Calculation of AME
Gross Earning in SGD:	

• Select the mode of transport registered with the platform operator.

What is the mode of transport registered with the platform operator:
Please Select
Cars, Vans, Lorries, Trucks
Motorcycles, Power-assisted Bicycles, Motorised Personal Mobility Devices
Bicycles, on foot
Public transport

10. Steps for non-fatal accidents involving the injured person. (Skip to Point 14. for fatal accidents steps)

- At the 'Injury details' section.
- Select 'No' for "Did the accident result in death of platform worker".
- Fill in all the other mandatory fields.
- Select the hospital/clinic where the platform worker was examined or treated.

Injury details	
Did the accident result in death of the platform worker? O Yes	
Was the platform worker hospitalised at least 24 hours? O Yes O No	
Medical leave (Days)	
Hospital/Clinic where the platform worker was examined or treated	Q Get Hospital/Clinic

11. At the 'Nature of injury' section,

• Click 'Add Injury'.

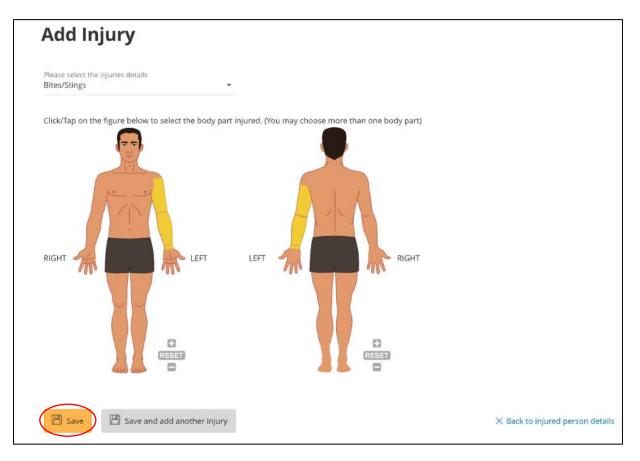
• Add injury		
NATURE OF INJURY	ASSOCIATED BODY PART INJURED	ACTION
There are no records yet.		

12. At the 'Add Injury' section,

• Select the injuries details.

Add Injury			
Please select the injuries details	•		
Please select the injuries details		Cuts/Bruises	Paralysis
Amputations		Deafness	Puncture Wounds
Bites/Stings			
Blindness		Drowning	Sprains/Strains
Burns		Electric Shock	Stroke
Concussions/Unconsciousness		Heart Attack	Virus Outbreak (SARS, H1N1)
Crushing/Fractures/Dislocations	-	Mosquito-Borne Disease	Others

- Click on the body parts based on the injured area.
- Once done, click **'Save'**.
- Click 'Back to injured person details' to exit without saving.



13. At the 'Insurance details' section,

- Select the insurer name, fill in the insurance policy no.
- Once done, click 'Save'.

Platform operator's insurer name	Ŧ
Insurance policy no.:	
Bave	

14. Steps for **fatal accident** involving the injured person.

- At the 'Injury details' section.
- Select 'Yes' for "Did the accident result in death of platform worker".
- For the **'Cause of death (Optional)'**, this is based on the accident description in the death certificate. Leave the field blank if the option is not applicable.
- Select the hospital/clinic where the platform worker was examined or treated.

Injury details	
Did the accident result in death of the platform worker?	Cause of death (Optional)
You have reported a fatal accident. Please submit death certificate as soon as possible.	Cause of death (Optional) Drowning
Cause of death (Optional)	Heart Attack
	Mosquito-Borne Disease
Hospital/Clinic where the platform worker was examined or treated Get Hospital/Clinic	Stroke
<i>k</i>	Virus Outbreak (SARS, H1N1)

15. At the 'Insurance details' section,

- Select the insurer name, fill in the insurance policy no.
- Once done, click **'Save'**.

Insurance details	
Platform operator's insurer name	•
Insurance policy no.:	
Save	

- After saving is complete,
- Click **'Continue'** to save your injured person's information.

ТҮРЕ	ACTION
Norker Non-Fatal	Select action •

16. At the 'Accident details' page,

Create repo	ort			
	2	3	4	5
Injured person	Accident details	Contact details	Preview & declare	Acknowledgement
Accident details	>			
When did the accident happen	?			
09/09/2024				
dd/mm/yyyy Hour Minute				
Hour Minute 01 • 00	▼ PM ▼			
Please select the Platform s	ervice(s) that the platform worker v	vas performing: 👻		
Which stage did the accider	t hannon?	_		
which stage did the accider	it happen?	•		
Are you aware if the platfor	m worker was also performing jobs	for other platform operator(s)	when the accident happened?	
O Yes O No				
	m worker was also performing Emp	loyee jobs/duties when the acc	ident happened?	
O Yes O No				
Where did the accident happ	en?	.		
How did the accident happe	2	~		
What objects or environmen	ts lead to the accident?	•		
Describe the events leading	to the accident			
	achinery or substance involved			
 what the platform worked 	er was doing at the time of the acci	dent		
 name of supervisor or w 	itnesses			
Please specify				
		0.42500		
		0/2500 /2		
< Back Continue >	🗒 Save as draft			× Cancel
S Back Continue /	ouve us undit			

17. Select the platform service(s) that the platform worker was performing.

F	Please select the Platform service(s) that the platform worker was performing:		
_		•	
	Please Select		
	Ride-hail of passenger(s)		
	Delivery of good(s)/food		
	Both ride-hail of passenger(s) and delivery of good(s)/food	5)	

18. Select at which stage the accident happened.

Which stage did the accident happen?	
Please Select	
Stage 1: Pick-up passenger/good(s)	5)
Stage 2: Drop-off passenger/good(s)	
Stage 1 & Stage 2: Pick-up & drop-off passenger/good(s)	

19. If the injured person worked for multiple platform operator(s) when the accident happened,

- Select 'Yes' and search for the organisation's name.
- If unapplicable, select 'No'.

Are you aware i	the platform worker was also performing jobs for	or other platform operator(s)	when the accident happened?
Yes	O No		
Provide name(s) of other platform operator(s):		Q Search organisation	

20. If the injured person was performing both employee duties and platform service(s),

- Select 'Yes' and inform the injured person to ask their employer to submit the Incident Report.
- If unapplicable, select 'No'.

Are you aware if the platform worker was also performing Employee jobs/duties when the accident happened?

Yes
No

Please inform the injured person to ask the employer to submit the Incident Report.

21. Workplace name and full addresses **are required** if the accident happened at another organisation's premise or at a public place or road.

١	Where did the accident happen?	•
	Where did the accident happen?	
	At premises under management or control of employer's	
	At another organisation's premise	
	In a public place or road	

22. Refer to Page 15 for the lists of 'How did the accident happen'.
23. Refer to Page 21 for the lists of 'What objects or environment led to the accident'.

 How did the accident happen?
 •

 What objects or environments lead to the accident?
 •

24. Please specify the full accident description that led to the accident.

- **Do not** indicate **'NA'** only.
- Do not indicate 'Refer to attachment' only. (e.g. Police report, Company investigates report or etc.)
- Click **'Continue'** once done.

Γ	Describe the events leading to the accident
	the name and type of machinery or substance involved
	what the platform worker was doing at the time of the accident
	name of supervisor or witnesses
	Please specify
1	0 / 2500 /
	K Back Continue Save as draft X Cancel

<u>Note</u>: Click **'Save as draft'** if you're unable to complete the report and you may retrieve the draft for amendments within 30 days from the date of the incident report was created. Otherwise after 30 days, the draft will automatically be deleted from the system.

Please note that once submitted, you can only amend certain fields in the iReport within 30 days. Those fields with boxes greyed-out are not amendable. Therefore, please ensure all details are accurate before clicking 'Submit'.

25. At 'Organisation contact details' page,

- Select the no. of platform workers.
- Fill in the contact person's Email address and Contact no.
- Click **'Continue'** once done.

Organisation contact details	
Organisation UEN	
Organisation name	
Mailing address	
No. of platform workers:	
O 1 - 10	
O 11-50	
O 51 - 100	
○ 101 - 200	
201 & above	
Contact person	
NRIC	
Name	
Email address	
Contact no.	
K Back Continue >	× Cancel

26. At 'Preview and Declare' page,

• Please scroll down and check that all information is filled in correctly before clicking submit.

Create repo	rt			
Injured person	Accident details	Contact details	4 Preview & declare	5 Acknowledgement
Preview & declar	e			🖨 Print
Report reference no.:				
Report type:	Work	c-related accident		
Submitted by:	Platf	orm Operator		

• Click 'Edit' if you wish to amend a certain field in the report.

Injured person				
Injureu person	1			
NAME	NRIC	PROFILE	ТҮРЕ	ACTION
SARAH TAN	CCT (21 C2)	Platform Worker	Non-Fatal	Edit
i accordance with	your obligations under Section	ve notice of this notification to your insu n 35(3) of the Work Injury Compensation k injury claim based on the contact detai	Act 2019. You are also deemed	
Accident detai	ils			
When did the accident h	happen?			
The Platform service(s) t was performing	that the platform worker	Ride-hail of passenger(s)		
Which stage did the acci	ident happen?	Stage 2: Drop-off passenger/good(s))	
Are you aware if the plat performing jobs for othe when the accident happ	ner platform operator(s)	NO		
Are you aware if the plat performing Employee jo happened?	atform worker was also obs/duties when the accident	NO		
Where did the accident h	happen?	At another organisation's premises	j	
Address or location whe	ere the accident happened:			
How did the accident ha	appen?	Traffic Accidents		
What mode of transport taking at the time of the	rt was the platform worker e accident?	Bicycles, on foot		
Where was the platform	n worker travelling from?			
Where was the platform	1 worker travelling to?			
Did the platform worker location(s)?	r make any detour to other	No		
What objects or environ	nment led to the accident?	Others/Motor vehicles (e.g. lorries,	prime movers)	
Describe the events lead	ding to the accident:			
Organisation c	contact datails			
Organisation	Joniaci uetans			
Organisation UEN:				
Organisation name:				
Mailing address:				
No. of platform workers:	:	201 & above		
NRIC:				
Name:				
Email address:				
Contact no.:				

• Click 'Select a file from your computer' if you wish to upload any of the documents listed (where applicable).

Linland Support	na de cumento				
	Upload Supporting documents				
Please upload these docum	ents (where applicable):				
1. Company's investigatio	n report				
2. Death certificate					
Hospital discharge sum	mary				
4. Insurance policy schedu	le				
5. Medical certificates					
6. Salary vouchers					
7. Worksheet on how the	AME is calculated				
8. Other relevant docume	8. Other relevant documents				
	Coloria - Ela Gran vicia - en estas				
	Select a file from your computer				
· · · · ·	The uploaded file must be in PDF and under	3MB in size.			
Supporting docum	ents				
DOCUMENT	DOCUMENT TITLE	UPLOAD INFO	ACTION		
No supporting document	s found				

27. <u>Tick the box</u> after reading all the declarations.

•	Click 'Submit' .	
•		
D	Declaration	
	By submitting the incident report.	
	 * I declare that the information given is accurate to the best of my knowledge. I will update MOM if there are further medical leave given. * I am aware that legal action may be taken against me for knowingly providing false information. * I agree that the above information given by me may be used or disclosed by MOM to other government agencies for carrying out their public function. 	
Ci	Please note that providing a false declaration to the Commissioner may constitute an offence under the Work Injury Compensation Act or t Workplace Safety and Health (Incident Reporting) Regulations.	ne
	Submit > B Save as draft	N. Canad
< B		X Cancel

<u>Note</u>: Click **'Save as draft'** if you're unable to complete the report and you may retrieve the draft for amendments within 30 days from the date of the incident report was created. Otherwise after 30 days, the draft will automatically be deleted from the system.

Please note that once submitted, you can only amend certain fields in the iReport within 30 days. Those fields with boxes greyed-out are not amendable. Therefore, please ensure all details are accurate before clicking 'Submit'.

28. At 'Acknowledgement' page,

• Check if the report has been successfully submitted.

reate repo	rt			
Injured person	Accident details	Contact details	Preview & declare	Acknowledgeme
Success Your report has been su	bmitted.			
Acknowledgemer	nt			🖨 Pri
bu may amend certain field bu will be informed on the o you do not hear from us wi	outcome when the assessment fo	n for e.g. to update additional me or Work Injury Compensation is c submission date, or to view the	edical certificates issued to the inju	
ubmitted date:	20/10/202101.11 PM			
eport reference no.:	AC2 ::::::::::::::::::::::::::::::::::::			
(j) Note It is a legal requireme	nt to keep a copy of all reports fo	r 3 years from the time of the re	port.	
i of participants succes		ime costs are claimable under yo	to Work programme. This program our work injury compensation insu	

29. Optional: Scroll down the page and fill up to 2 email addresses to receive a copy of the incident report details.

Email a copy to concerned parti	es of the incident (optional)
Email address1	
Email address2	
Send	
Go to Homepage >	

'How did the accident happen' &

'What objects or environment lead to the accident' list

30. These are the types of events which resulted in the injury of a victim.

- Select the most appropriate accident type from the dropdown list.
- **<u>Please specify clearly</u>** if selected 'Others'.

How did the accident happen?	
How did the accident happen?	
Traffic Accidents	
Falling From Heights	
Injured by Moving, Fixed or Stationary objects	Collapse / Failure of structures
Fires / Explosion	Slips and Trips
Exposure to Extreme Temperatures, Electric Current, Biological Materials and Hazardous Substances (including	Over-exertion/Strenuous Movements
discharge of dangerous substances)	Others

31. For **'Traffic Accidents'**, select the mode of transport that the platform worker took.

• Refer to scenarios table in Page 20.

What mode of transport was the platform worker taking at the time of the accident?
Please Select
Cars, Vans, Lorries, Trucks
Motorcycles, Power-assisted Bicycles, Motorised Personal Mobility Devices
Bicycles, on foot
Public transport

• Fill in the details as to where the platform worker travelled and if there was a detour.

Where was the platform worker travelling from?	
Where was the platform worker travelling to?	Did the platform worker make any detour to other location(s)?
Did the platform worker make any detour to other location(s)? O Yes No 	Was the detour related to the ride-hail or delivery job purpose? 〇 Yes

• Select the objects or environments that led to the accident. (Refer to the full list in Page 21).

What objects or environments lead to the accident?
Lifting Equipment including cranes
Forklift, Excavators and other industrial trucks
Pressurised Equipment
Industrial Hand tools
Industrial Machines
Means of Access
Other Physical Workplace
Others

• Explain in detail the events leading to the accident.

Describe the events leading to the accident

- the name and type of machinery or substance involved
- what the platform worker was doing at the time of the accident
- name of supervisor or witnesses

Please specify

32. Types of 'Falling from Heights',

• For 'Other Locations', please select the objects/environments that led to the accident.

0/2500 /

From Roof
From Mobile Work Platform (e.g. cherry pickers, mast climbing work platform, suspended scaffolds)
From Scaffold
From Ladder
From Stairs/Steps
From Structure
From Vehicle
Other Locations (e.g. holes in the ground, machines, trees, hoist towers)

What objects or environments lead to the accident?
Lifting Equipment including cranes
Forklift, Excavators and other industrial trucks
Pressurised Equipment
Industrial Hand tools
Industrial Machines
Means of Access

33. For types of **'Injured by Moving, Fixed or Stationary objects'**, please select the objects/environments that led to the accident.

Struck by falling objects (e.g. worker struck by falling debris)
Struck by moving objects (e.g. worker hit by hammer or son	ne flying object) excluding falling objects
Cut/Stabbed by objects (e.g. knives, needles)	
Striking against fixed or stationary objects (e.g. worker walk	red into glass door)
Stepping on objects (e.g. worker stepped on nails)	
Caught in/between objects (e.g. worker sandwiched betwee	en machine and walls)
What objects or environments lead to the accident?	
Lifting Equipment including cranes	
Forklift, Excavators and other industrial trucks	
Pressurised Equipment	
Industrial Hand tools	
Industrial Machines	Other Physical Workplace
Means of Access	Others

34. For types of 'Fires/ Explosion', please select the objects/environments that lead to the accident.

What objects or environments lead to the accident?	
Lifting Equipment including cranes	
Forklift, Excavators and other industrial trucks	
Pressurised Equipment	
Industrial Hand tools	
Industrial Machines	Other Physical Workplace
Means of Access	Others

35. Types of **'Exposure to Extreme Temperatures, Electric Current, Biological Materials and Hazardous Substances (including discharge of dangerous substances)'**.

• Please select the objects/environments that lead to the accident.

Exposure to/contact with extreme temperatures (heat/cold))
Exposure to/contact with electric current	
Exposure to/contact with biological materials (e.g. animals,	people, plants, insects, virus, bacteria)
Exposure to/contact with hazardous substances (e.g. chem	icals, dusts, gases, solids, radiations)
Discharge of Dangerous Substances	
What objects or environments lead to the accident?	
Lifting Equipment including cranes	
Forklift, Excavators and other industrial trucks	
Pressurised Equipment	
Industrial Hand tools	
Industrial Machines	Other Physical Workplace
Means of Access	Others

36. Types of 'Collapse/Failure of Structures',

• Please select the objects/environments that lead to the accident.

Collapse/Overturning of cranes and other lifting equ	ipment
Collapse of scaffolds	
Collapse of formwork/Failure of its supports	
Cave-in of excavation, tunnel, etc	
Collapse of building, walls under construction	
Failure of dry dock or floating dock leading to accide	ntal flooding
What objects or environments lead to the accident?	
What objects or environments lead to the accident? Lifting Equipment including cranes	
Lifting Equipment including cranes	
Lifting Equipment including cranes Forklift, Excavators and other industrial trucks	
Lifting Equipment including cranes Forklift, Excavators and other industrial trucks Pressurised Equipment	Other Physical Workplace

37. For types of 'Slips and Trips' and 'Over-exertion/Strenuous Movements',

• Please select the objects/environments that lead to the accident.

What objects or environments lead to the accident?
Lifting Equipment including cranes
Forklift, Excavators and other industrial trucks
Pressurised Equipment
Industrial Hand tools
Industrial Machines
Means of Access

38. Types of 'Others',

• Please describe if selected 'Other accident types not elsewhere classified'.

Suffocation/Drowning	
Other accident types not elsewhere classified	
What objects or environments lead to the accident?	
Lifting Equipment including cranes	
Forklift, Excavators and other industrial trucks	
Pressurised Equipment	
Industrial Hand tools	
Industrial Machines	Other Physical Workplace
Means of Access	Others

Scenarios for Traffic Accidents

	Accident Description	How did the accident happen (type):	What objects or environment led to the accident:
Scenario 1 If the accident happened on a public road which is not part of any occupier's premises.	The employee claimed that despite he had pulled the hand brake, the company lorry continues to move forward and hit a tree. This incident had caused his hand to be injured.	Traffic Accident	Cars, Vans, Lorries, Trucks
	A delivery driver was driving a van along Pioneer Road to deliver goods when he lost control of the van and crashed into a tree along the road.		
Scenario 2 If the accident happened on a public road but the area was part of the occupier's premises (road construction).	A worker was hit by a passing vehicle while assisting in the road construction works.	Struck by Moving Objects (Not to be classified as traffic accidents)	Others - Motor Vehicles (e.g. lorries, prime movers)
Scenario 3 If the accident happened within the occupier's premises (factory's car park).	A production worker took a nap by lying on a car park in the factory premises. A car hit him.	Struck by Moving Objects (Not to be classified as traffic accidents)	Others - Motor Vehicles (e.g. lorries, prime movers)

'What objects or environment led to the accident' list

39. List of 'Objects or Environments lead to the accident'.

- Objects/items that lead to the accident type (related to the accident and not injury).
- Select the most appropriate accident type from the dropdown list.
- Please specify if 'Others'.

What objects or environments lead to the accident?
Lifting Equipment including cranes
Forklift, Excavators and other industrial trucks
Pressurised Equipment
Industrial Hand tools
Industrial Machines
Means of Access
Other Physical Workplace
Others

40. Lifting Equipment including Cranes, please specify if 'Others'.

Mobile / Crawler Cranes
Tower Cranes
Overhead Cranes
Piling machines
Lifting appliances / gears (e.g. chain block)
Lifts and Hoists
Mobile Work Platform (e.g. cherry pickers, mast climbing work platform, suspended scaffold)
Others

41. Forklift, Excavators and other Industrial Trucks, please specify if 'Others'.

Forklifts	
Reach truck / stacker	
Automatic storage retrieval system	
Excavators	
Steam rollers	
Others	

42. Pressurised Equipment, please specify if 'Others'.

Pressurised Piping / Accessories (e.g. spray hose, pressure relief valves, gauges)
Air / Steam Receivers
Refrigerating Plant Pressure Receivers
Boilers
Gas Cylinders (e.g. oxygen tank, acetylene tank, LPG tank)
Heat Exchangers
Others

43. Industrial Hand Tools:

Non-electrical hand tools (e.g. hammer, screw driver)

Electrical hand tools (e.g. electrical drills)

44. Industrial Machines, please specify if 'Others'.

Power Press
Guillotine Machine
Lathes or Milling Machine
Drilling Machine
Bar Benders
Saws (e.g. table saws, band saws)
Transmission Machines (e.g. belts, gear, chain, pulley)
Others

45. Means of Access, please specify if 'Others'.

Scaffold (Metal/Bintagor)
Stairs or Steps
Ladders
Gangway
Mobile ramp
Others

46. Other Physical Workplace:

Floor/Level Surfaces			
Roof (including skyligh	t)		
Structures			
Form Work			
Confined Space			

47. Others,

• Please specify if selected 'Accident Agencies Not Elsewhere Classified'.

Motor vehicles (e.g. lorries, prime movers)
Furniture and Fittings (e.g. bed, cabinet, door, hatch cover)
Knives and Needles
Metal Items (excluding knives/needles)
Hot scalding liquid / Steam
Goods/Cargo
Dusts, Gas, Liquids and Chemicals
Accident Agencies Not Elsewhere Classified

Updated as at 02/01/2025.