


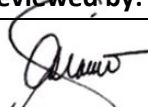



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Document Title:	Incident Report and Submission Handling	Creation Date:	28-Aug-2025
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Document History Log

Status	Effective Date	Description of Change(s)	Initiated by
Initial	05-Sep-2025	Creation of Standard Operating Procedure	Arianne Mongoc

Prepared by:	Reviewed by:	Approved by:
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1. PURPOSE

To establish a standardized and efficient process for the submission, documentation, and handling of incident reports, ensuring timely response, accountability, and resolution of reported incidents.

2. SCOPE

This SOP applies to all personnel involved in the incident reporting process.

including but not limited to:

Customer Concierge, Administrative Staff (Admin), Customer Care, Safety Officer and Recovery Specialist.

3. RESPONSIBILITIES

3.1 Customer Concierge

- 3.1.1 Initial investigation
- 3.1.2 Submits the initial incident report within the prescribed timeframe
- 3.1.3 Notify admin and business unit head

3.2 Administrative Staff (Admin)

- 3.2.1 Files and coordinates the processing of incident reports
- 3.2.2 Log and file the incident report in ClickUp
- 3.2.3 Attend admin hearing, issuance of notice to explain and notice of decision

3.3 Customer Care

- 3.3.1 Conduct further investigation in addition to the initial investigation
- 3.3.2 Prepares official notices and communicates decisions (NTE, NOD and other documentation that relates to due process implementation)
- 3.3.3 Execute due process based on labor standards
- 3.3.4 Initiate requisition of budget for major and severe accident cases



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3.4 Safety Officer

- 3.4.1 Reviews and oversees safety-related incidents
- 3.4.2 Create safety assessments
- 3.4.3 Conduct safety training refresher

3.5 Recovery Specialist

- 3.5.1 Handles monitoring of damage and claims deductions
- 3.5.2 Secure all documents needed for deductions

4. PROCEDURE

4.1 Submission of Incident Report

- 4.1.1 Submit using the standard incident report form
 - 4.1.1.1 Identify if accident, incident, or damage
 - 4.1.1.2 For major incident, accidents, or damage, an immediate verbal report to admin, business unit head
 - 4.1.1.4 Written incident report must be submitted within 24 hours.

4.2 Filing and Tracking

- 4.2.1 Log and file the incident report in ClickUp for monitoring and documentation.

4.3 Preparations of Notices

- 4.3.1 Prepare notice to explain, and notice of decision applicable for all offenses



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4.4 Investigation

4.4.1 Customer Concierge conduct initial investigation

4.4.1.1 Collect witness statements and CCTV footage (if possible)

4.4.2 Hearings shall be conducted with all relevant parties present to ensure fair and transparent proceedings.

4.5 Issuance of Notice of Decision

4.5.1 After the investigation, a Notice of Decision will be formally issued to the involved customer or personnel.

4.6 Handling of Damage and Claims-Related Incidents

4.6.1 Identification of Damage

4.6.2 Initial assessment

4.6.1 Check and verify required attachments for deductions (IR, ATDs, and other needed attachments).

4.7 Documentation and Record Keeping

4.7.1 All incident-related documents must be uploaded and properly organized in click up

4.7.2 These records shall be maintained for auditing, reference, and compliance purposes.




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4.8 Attachments

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INCIDENT REPORT FORM

Incident Details

Type of Incident	<input type="checkbox"/> Accident	<input type="checkbox"/> Property Damage	<input type="checkbox"/> Major Offense	<input type="checkbox"/> Grave Offense	<input type="checkbox"/> Grievance
Location				Date of Incident	

Involved Customer

Full Name					Profile ID		
Site Code			-		-	Date Hired	


Description of Incident/Property

Immediate Actions Taken

Possible Cause

Expedise Representative

Signature over Full Name/Date

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Incident Investigation Report	
Site Code:	Incident No:
Date reported:	Department:
Name of Injured Person:	
Types of Incidents	
Accident <input type="checkbox"/> Near Miss <input type="checkbox"/> Damages <input type="checkbox"/> Unsafe Act <input type="checkbox"/>	
Impact of Incident	
Injury-Related <input type="checkbox"/>	Non-injury related <input type="checkbox"/>
Road traffic incident <input type="checkbox"/>	Environmental impact <input type="checkbox"/>
Root Cause Analysis (5 Whys and Fishbone Analysis)	
5 Whys	
What happened? :	
When did it happen? :	
Where did it happen? :	
Who is involved? :	
Why did it happen? :	
How did it happen? :	
Fishbone Analysis	
Methods: a. b.	Materials: a. b.
Machine: a. b.	Manpower: a. b.
Measurements/Parameters a. b.	Mother Nature/Environment a. b.

Investigation Team		
Name:	Position:	Signature:
1.		
2.		
Immediate action:		
Long Form Recommendation:		Responsible department or person
Engineering:		
Administrative:		
PPE:		
Overall Case Summary (To be filled up by Safety Officer)		
Total Accident Expense:		
Customer Concierge Signature over Full Name/Date	Safety Officer Signature over Full Name/Date	Business Unit Head Signature over Full Name/Date



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