

# Frequently Asked Questions

---

## About EHS360

1. [What is EHS360?](#)
2. [What are the components of EHS360?](#)

## About AIMS

1. [What is AIMS?](#)
2. [What has changed from AIRS to AIMS?](#)
3. [What are the different roles in the system?](#)

## Using AIMS – Informant

1. [What are incidents, accidents, near misses and safety concerns?](#)
2. [Who can report incidents and safety concerns?](#)
3. [What kinds of incidents and safety concerns have to be reported to AIMS?](#)
4. [What is the timeframe for reporting an incident? Will there be any penalty if I report late?](#)
5. [Can I make an anonymous report without logging into the system?](#)
6. [I have made an error in the report. How can I amend my submission?](#)
7. [How do I update the system with additional medical leave?](#)

## Using AIMS – Investigator

1. [Which department should be leading the investigation?](#)
2. [Can I reassign an investigation to another person?](#)
3. [Who can be appointed as a lead investigator?](#)
4. [Can an informant be appointed as an investigator?](#)
5. [What is the difference between an incident assessment report and an incident investigation report?](#)
6. [Can I change the impact level assessment in Part 2 of the form?](#)
7. [Who are the “People to notify”?](#)
8. [Can I save the incident report as draft before submission for approval?](#)
9. [Who do I select as the approver for the incident assessment/investigation report?](#)

## Using AIMS – Approver

Coming soon...

## Using AIMS – Action Owner/Assignee

Coming soon...

## About legal requirements

1. [What is the Workplace Safety and Health Act?](#)
2. [What are the WSH \(Incident Reporting\) Regulations?](#)
3. [What are the legal obligations of NUS under these regulations?](#)
4. [Who will do the reporting to authorities on behalf of NUS?](#)
5. [What do you mean by “MC for more than 3 days \(whether consecutive or not\)”?](#)

## About EHS360

### What is EHS360?

EHS360 is the naming of the new integrated IT system that NUS has implemented for managing safety and health risks holistically on campus. The system comprises of modules that will provide different IT services for staff and students. Majority of the modules are to assist PIs and Departments in managing the documentation related to safety and health compliance in laboratories, workshops or other workspaces in NUS.

[Return to top](#)

### What are the components of EHS360?

EHS360 will be implemented in phases, the first phase consists of the following modules:

1. Accident & Incident Management System (AIMS)
2. Workplace Safety and Health Information Registry (WSHIR)
3. Audits & Inspection (A&I)
4. Training

The AIMS module will be launched on 2 August 2016. The other modules are targeted to be launched by the end of 2016.

[Return to top](#)

---

## About AIMS

### What is AIMS?

AIMS stands for the Accident & Incident Management System module in EHS360. It is an online application used for the following:

1. Reporting of accidents, near misses and safety concerns
2. Management of incident investigation processes
3. Real-time tracking and reporting of incidents by departments

[Return to top](#)

### What has changed from AIRS to AIMS?

AIMS replaces AIRS (Accident & Incident Reporting System) as the platform used for reporting incidents in NUS. There will be minimal changes to the existing incident reporting and investigation process. The platform will also include the following enhancements:

1. Intuitive interface for users (informants, investigators and approvers).
2. Integrated incident reporting and investigation process in a digital platform to minimise the manual work involved in following up and tracking of incident reports
3. Analytical tools for PIs and departments to analyse the accident and incident trends in their respective areas.

[Return to top](#)

### What are the different roles in the system?

These are the following roles in the system:

S/No	Roles	Responsibilities	Who
1	Informant	Report an accident or incident in NUS. The informant can be the injured or the person involved in an incident.	Any staff or student in NUS
2	Investigator	Conduct the incident investigation	Safety Lead, Department Safety

			Coordinator, or other as appointed by Department
3	Approver	Approve the incident investigation report as submitted by the incident investigator. This person has responsibility for managing the lab or workspace	Principal Investigator, Lab Supervisor, or Head of Department/ Director
4	Action owner/assignee	Assigned or have been assigned to perform an action (namely corrective actions and/or preventive actions) from an incident investigation	Any staff or student in the lab group or workspace
5	Department Safety Coordinators	Oversight of incidents in their respective departments	Department Safety Coordinators

Note 1: Due to the access logic design in the system, the roles of informant and investigator cannot be performed by the same person.

Note 2: Approvers and Department Safety Coordinators are location-specific roles. Due to the design of the system, these roles will not be able to report incidents happening outside of his/her assigned location.

[Return to top](#)

## Using AIMS – Informant

### What are incidents, accidents, near misses and safety concerns?

An incident is a broad term for an undesired event which can refer to either an accident or a near miss.

An accident is an undesired event which resulted in an injury, ill-health or fatality.

For example, a person slipped and fell and sprained his/her ankle.

A near miss is an undesired event which no injury, ill-health or fatality occurs, but had the potential to do so.

For example, a person slipped and fell but managed to avoid injury by grabbing hold of a handrail.

A safety concern refers to an unsafe act or environment which has the potential to lead to an incident.

For example, worn-out floor tiles which become extremely slippery during wet weather.

[Return to top](#)

### Who can report incidents and safety concerns?

Any staff and student in NUS may report an incident or a safety concern. If a staff/student is unable to do so, another staff/student may report on his/her behalf. For example, if a staff is hospitalised and unable to do an incident report, his/her supervisor or colleagues may report on his/her behalf.

[Return to top](#)

### What is the timeframe for reporting an incident? Will there be any penalty if I report late?

We encourage all occupational safety and health related incidents to be reported within 24 hours of occurrence or as soon as reasonably practicable. This is to facilitate timely investigations and reporting to authorities, if required. However, we understand that there are circumstances where this may not be possible. Please be assured that there will be no penalty in reporting late.

[Return to top](#)

### What kinds of incidents and safety concerns have to be reported to AIMS?

Generally, the following can be reported to AIMS:

1. Accidents, near misses and safety concerns which arise from work or academic related activities (inside and outside of campus)
2. Accidents, near misses and safety concerns which do not arise from work or academic related activities, but had taken place within the campus

Examples of incidents which can be reported (list is non-exhaustive):

1. Staff or student had an accident while performing an experiment in a laboratory on campus
2. Staff or student had an accident while doing research field work out of campus
3. Staff or student suffered an injury while participating in a University-sanctioned activity
4. Staff or student slipped and fell at a staircase within the campus
5. Staff or student suffered an injury while using a NUS-provided transport, such as internal shuttle bus
6. Staff had an accident while travelling between Bukit Timah Campus and Kent Ridge Campus for work
7. Student had an accident while on industrial attachment as part of his academic curriculum

Examples of incidents which do not need to be reported (list is non-exhaustive):

1. Staff or student suffered injury while participating in a non-University-sanctioned activity outside NUS
2. Staff or student slipped and fell on an escalator at the MRT station
3. Staff or student suffered an injury at home while performing housework
4. Staff or student suffered an injury on public or personal transport while commuting to or from work/school
5. A patient is injured as a result of clinical work performed by a staff or student in a hospital or clinic

To report crimes or security-related incidents, please contact Office of Campus Security at 6874 1616.

If you are in doubt whether an incident needs to be reported, you may continue to report or [ehs360@nus.edu.sg](mailto:ehs360@nus.edu.sg) for clarifications.

[Return to top](#)

### Can I make an anonymous report without logging into the system?

We encourage named reporting in order for a more effective follow-up with the respective departments and informants. However, we recognise that in certain situations, the informant may wish to remain anonymous. We have provided the functionality to provide anonymous feedback on safety concerns. Please note that this is limited to safety concerns only. For accidents and near misses, named reporting is still required. To access the anonymous safety concern reporting form, click [here](#).

[Return to top](#)

### I have made an error in the report. How can I amend my submission?

Please email [ehs360@nus.edu.sg](mailto:ehs360@nus.edu.sg) with the incident reference number and details of the amendments. You do not need to resubmit the report.

[Return to top](#)

### How do I update the system with additional medical leave?

Please email [ehs360@nus.edu.sg](mailto:ehs360@nus.edu.sg) with the incident reference number and details of the additional days of medical leave in your subsequent medical consultations. You do not need to resubmit the report.

[Return to top](#)

## Using AIMS – Investigator

### Which department should be leading the investigation?

In most cases, this should be straightforward and is based on the department of the academic supervisor whom is overseeing the research or workspace.

In exceptional cases where cross-departmental research work is involved, it may be the host department of the research or workspace that may be leading the investigation. For example, when an incident happens in Department A, which is hosting the research of an academic supervisor from Department B, it is the responsibility of Department A to conduct the investigation.

Please refer to the NUS Accident/Incident Reporting and Investigation Standards for further guidance. Contact your respective Department or Faculty's Safety and Health Officer for assistance if you need clarification on whom to conduct the investigation.

[Return to top](#)

### Can I reassign an investigation to another person?

Yes, you may reassign an investigation to another person. Please seek the consensus of the respective stakeholders before reassigning to the new lead investigator. For details on how to reassign the investigation, please refer to the User Guide for Investigators on the AIMS Homepage.

[Return to top](#)

### Who can be appointed as a lead investigator?

The appointment of the lead investigator depends on the impact level assessment. In general, the investigator will be as follows:

1. Level 1 incidents – Safety Lead for lab group or workspace
2. Level 2 and 3 incidents – Department Safety Coordinator

For details on whom to reassign the investigation to, please refer to the NUS Accident/Incident Reporting and Investigation Standard on the AIMS Homepage.

[Return to top](#)

### Can an informant be appointed as an investigator?

Due to restrictions in permissions accorded in the system, the informant cannot be appointed as an investigator. If the informant is required to become the investigator, it is recommended that another person submit the initial incident report to AIMS.

[Return to top](#)

### What is the difference between an incident assessment report and an incident investigation report?

An incident assessment report is used for Level 1 impact level incidents. It is a shortened version of an incident investigation report, and is intended to provide investigators with a quick and easy way to close a relatively simple incident case.

An incident investigation report is used for Level 2 and 3 impact level incidents. The report requires more details than an incident assessment report and follows through the root cause analysis process.

[Return to top](#)

### Can I change the impact level assessment in Part 2 of the form?

Yes. Please contact [ehs360@nus.edu.sg](mailto:ehs360@nus.edu.sg) with the justification for the change.

[Return to top](#)

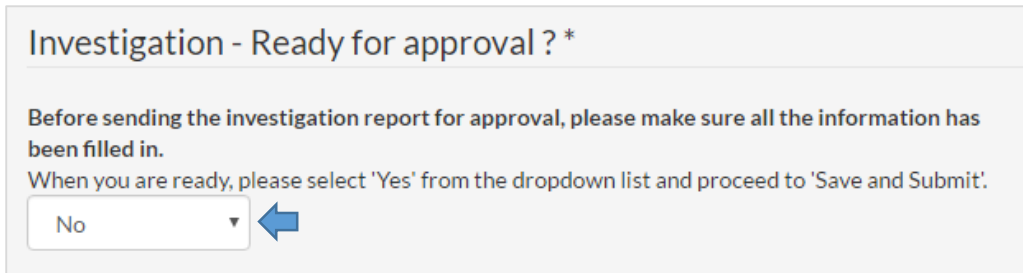
## Who are the “People to notify”?

This field is provided for additional notifications to stakeholders who may be interested in the incident. For example, you may want to notify the Head of Department and Department Safety Chairperson using this field.

[Return to top](#)

## Can I save the incident assessment/investigation report as draft before submitting for approval?

Yes, the incident assessment/investigation report is saved as draft when you click on the “Save and Submit” button at the bottom of the form. The approval stage is only triggered when the “Investigation – Ready for Approval?” field is flagged as “Yes” (see screenshot below).



[Return to top](#)

## Whom do I select as the approver for the incident assessment/investigation report?

This depends on the procedure within your department on the approving authority. In general, the approving authority is as follows:

1. Level 1 – Principal Investigator or Academic Supervisor of the lab group/workspace
2. Level 2 and 3 – Head of Department

Contact your respective Department or Faculty’s Safety and Health Officer for assistance if you need clarification on whom to be approver for the incident assessment/investigation report.

[Return to top](#)

---

## Using AIMS – Approver

Coming soon...

[Return to top](#)

---

## Using AIMS – Action owner/assignees

Coming soon...

[Return to top](#)

---

## About legal requirements

### What is the Workplace Safety and Health Act?

The Workplace Safety and Health Act (WSHA) is a legislation of Singapore relating to the safety, health and welfare of persons at work in a workplace. It requires stakeholders to take reasonably practicable steps for the safety and health of workers and others affected by work. The full text of the legislation can be found at this [link](#).

[Return to top](#)

## What are the WSH (Incident Reporting) Regulations?

The Workplace Safety and Health (Incident Reporting) Regulations is one of many subsidiary legislations under the Workplace Safety and Health Act. Essentially, it covers the requirement for stakeholders to notify the Ministry of Manpower on the occurrence of certain accidents, occupational diseases and dangerous occurrences. The full text of the legislation can be found at this [link](#).

[Return to top](#)

## What are the legal obligations of NUS under these regulations?

As an employer and occupier, NUS is required to notify the Ministry of Manpower (MOM) on the following occurrences:

1. Employee was injured in a work accident or contracted a disease due to work exposure to biological or chemical agent, resulting in one of the following:
  - a. Hospitalisation for at least 24 hours.
  - b. MC for more than 3 days (whether consecutive or not).
2. An employee dies during work or at a workplace as a result of work.
3. Self-employed person or member of public dies at a workplace as a result of works done.
4. Self-employed person or member of public is injured as a result of works done at a workplace and is sent to hospital for treatment.
5. Employee contracts an [Occupational Disease under Workplace Safety and Health Act](#).
6. Employee contracts an [Occupational Disease under Work Injury Compensation Act](#).
7. Any event in the [list of Dangerous Occurrences](#).

An incident report has to be submitted to MOM within 10 days of the accident or diagnosis.

For the purpose of clarity, students are not categorised as employees of NUS under the legal definition.

[Return to top](#)

## Who will do the reporting to authorities on behalf of NUS?

The Office of Safety, Health and Environment (OSHE) will be the main correspondent between NUS and the authorities. All incidents are to be reported to AIMS. OSHE will then determine if an incident is reportable and facilitate the reporting to the relevant authorities on behalf of NUS. Subsequent correspondences between NUS and the authorities shall be made through OSHE.

[Return to top](#)

## What do you mean by “MC for more than 3 days (whether consecutive or not)”?

The reference to this is in the WSH (Incident Reporting) Regulations. All the medical leave obtained by the staff for the *same* work-related injury shall be taken in totality to determine whether an accident is reportable or not. For example, a staff is initially given 2 days of medical leave for an injury, but is subsequently given another 2 days after further consultation. Hence, there is a total of 4 days of medical leave, which is a reportable accident under the regulations.

[Return to top](#)