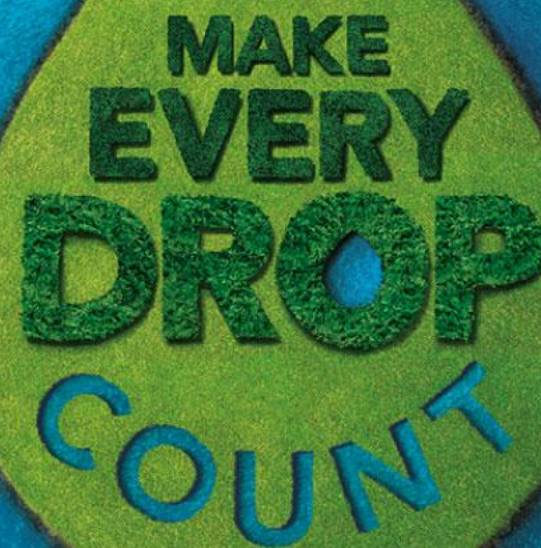



# UPDATE ON INCIDENT REPORTING PROCEDURES



MAKE  
EVERY  
DROP  
COUNT



# Incident Reporting Procedures – Revision to the incident reporting procedures

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Following the commencement of the Transport Safety Investigations Act 2018 and the Transport Safety Investigations (Marine Occurrences) Regulations (collectively “TSI Legislation”) on 1 January 2024, PUB has revised the incident reporting procedures for the purposes of Part III of the Public Utilities (Reservoirs, Catchment Areas and Waterways) Regulations 2006.

## (i) Immediately Reportable Incidents

### Initial notice:

- You are required to alert PUB and TSIB **within 2 hours** from the time you become aware of an incident in respect of an immediately reportable matter, and in the case of pollution incidents, **within 1 hour**.
- This initial notice shall be submitted to PUB and TSIB via either phone call, SMS or WhatsApp.

### Subsequent written notice:

- A full written report of the incident is to be submitted to PUB and TSIB via email **within 7 days** from the time you become aware of the incident.

## (ii) Ordinary Reportable Incidents

### Initial notice:

- You are required to alert PUB and TSIB **within 2 hours** from the time you become aware of an incident in respect of an ordinary reportable matter.
- This initial notice shall be submitted to PUB and TSIB via either phone call, SMS or WhatsApp.

### Subsequent written notice:

- A full written report of the incident is to be submitted to PUB and TSIB via email **within 7 days** from the time you become aware of the incident.

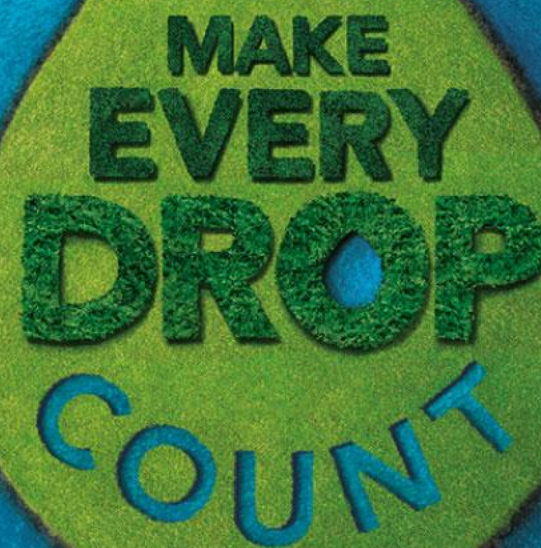
**To note:** For incidents where a vessel sank, the operator / vessel owner shall make necessary arrangements to salvage or retrieve the vessel. Any salvage operations requiring divers will require PUB’s approval.

# Incident Reporting Procedures –

## When and how to report?

No.	Type of matter (as defined in the TSI Legislation)	How to report to TSIB	How to report to PUB
i.	<p><b>Immediately reportable matter</b> (a very serious marine casualty)</p> <p>E.g. loss of vessel, severe damage to the environment, or fatal ship-related injury.</p>	<ul style="list-style-type: none"> <li>Initial notice: 2 hours (either phone call, SMS or WhatsApp)</li> <li>Subsequent written notice: 7 days (via email)</li> </ul> <p><u>Contact Details:</u> TSIB Duty Officer : 9628 3593</p> <p>Email: <a href="mailto:notification_of_marine_occurrences@mot.gov.sg">notification_of_marine_occurrences@mot.gov.sg</a></p>	<ul style="list-style-type: none"> <li>Initial notice: 2 hours* (either phone call, SMS or WhatsApp)</li> <li>Subsequent written notice: 7 days (via email)</li> </ul> <p>* Exception for pollution incidents (to facilitate timely clean-up of oil / pollutants spillages)</p> <ul style="list-style-type: none"> <li>Initial notice: 1 hour</li> </ul> <p><u>Contact Details:</u> PUB Marina Barrage Duty officer : 9298 1398</p> <p>Email: <a href="mailto:PUB_Water_Activities@pub.gov.sg">PUB_Water_Activities@pub.gov.sg</a> <a href="mailto:PUB_MB_Ops@pub.gov.sg">PUB_MB_Ops@pub.gov.sg</a></p>
ii.	<p><b>Ordinary reportable matter</b> marine casualty (other than a very serious marine casualty) or marine incident</p> <p>E.g. fire, man overboard, personal injury, etc.</p>	<ul style="list-style-type: none"> <li>Initial notice: 7 days (either phone call, SMS or WhatsApp)</li> <li>Subsequent written notice: 7 days (via email)</li> </ul> <p><u>Contact Details:</u> TSIB Duty Officer : 9628 3593</p> <p>Email: <a href="mailto:notification_of_marine_occurrences@mot.gov.sg">notification_of_marine_occurrences@mot.gov.sg</a></p>	<ul style="list-style-type: none"> <li>Initial notice: 2 hours (either phone call, SMS or WhatsApp)</li> <li>Subsequent written notice: 7 days (via email)</li> </ul> <p><u>Contact Details:</u> PUB Marina Barrage Duty officer : 9298 1398</p> <p>Email: <a href="mailto:PUB_Water_Activities@pub.gov.sg">PUB_Water_Activities@pub.gov.sg</a> <a href="mailto:PUB_MB_Ops@pub.gov.sg">PUB_MB_Ops@pub.gov.sg</a></p>

# PUB WHISTLEBLOWING CHANNEL



MAKE  
EVERY  
DROP  
COUNT

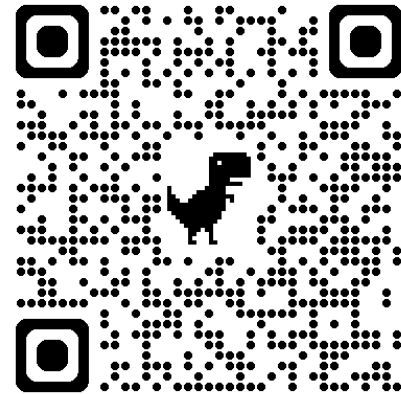


# Whistleblowing Channel

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- PUB has created a whistleblowing channel to provide reservoir users to raise concerns or make reports on unsafe observations.
- Reservoir users may use the FormSG link or scan the QR code below:

URL: <https://form.gov.sg/66fb7b959baf06fd1f511cc6>



- Any reports or disclosures should be made in good faith.
- All reports will be treated with utmost confidence and every effort will be made not to reveal the reporting party's identity, to the extent feasible and permissible under the law.
- Any reports made anonymously might not be investigated if insufficient information is provided.