



Incident & Injury Report Procedure

Objective: To ensure all incidents and injuries within UAC clubs are reported, documented, investigated, and acted upon in compliance with safety, legal, and operational standards. This procedure protects members, staff, and the brand by maintaining accurate records, ensuring timely treatment, and preventing recurrence of similar incidents.

Scope: This SOP applies to all UAC club staff, managers, and contractors across all operating hours. It covers:

- Member and staff injuries
- Facility-related incidents (equipment failure, hazards)
- Safety breaches or near-misses

Definitions / Tools

- **Incident Report** – A detailed account of what happened, completed immediately after the event.
- **Register of Injury** – A centralized log of all injuries sustained in the club (staff and members).
- **Incident Investigation Form** – A deeper analysis conducted by the Club Manager to determine root cause and corrective actions.
- **First Aid Treatment Record** – Documentation of all first aid administered, including who provided it and the treatment given.

Procedure

Step 1: Immediate Response & Care

1. Attend to the injured person immediately.
2. Call for medical assistance (first aider, ambulance) if required.
3. Administer First Aid Treatment where appropriate.
4. Ensure the area is safe and hazard is controlled before continuing operations.

Step 2: Initial Reporting

1. Staff member involved completes an Incident Report Form before the end of shift.
2. Record injury details in the Register of Injury.
3. Log all First Aid provided in the First Aid Treatment Record.

CLUB OPERATIONS STANDARDS

Step 3: Notification

- 1.Club Manager must be notified within 1 hour of the incident.
- 2.Serious injuries (hospitalization, major hazard) must be escalated to UAC HQ immediately.

Step 4: Investigation

- 1.Club Manager completes an Incident Report Investigation Form within 48 hours.
- 2.Collect statements (injured party, witnesses, staff).
- 3.Identify root cause (e.g., equipment fault, staff error, member misuse).
- 4.Recommend corrective/preventive actions (maintenance, retraining, signage, policy update).

Step 5: Review & Follow-Up

- 1.Club Manager reviews incident during monthly safety meetings.
- 2.Ensure corrective actions are implemented and monitored.
- 3.HQ reviews Register of Injury quarterly for compliance trends.
- 4.Update member/staff if further support or follow-up is required.

Responsibilities

- **All Staff:**
 - Provide immediate assistance and first aid.
 - Complete Incident Report and log First Aid Treatment.
- **Club Manager:**
 - Ensure Register of Injury is maintained.
 - Complete Incident Investigation Form within 48 hours.
 - Implement corrective actions and follow-up.
- **HQ / Compliance Team:**
 - Review Register of Injury quarterly.
 - Monitor trends and escalate high-risk cases.
 - Ensure corrective actions align with UAC safety standards.

INCIDENT & INJURY REPORT FLOW

