INRS ROLLOUT & ADMINISTRATION GUIDE

Incident & Near-Miss Reporting System (INRS): An Initiative by the Outdoor Adventure Education (OAE) Council



DISCLAIMER

- The Incident & Near-Miss Reporting System (INRS) and its supporting resources have been prepared with care and in good faith to support organisations in the consistent documentation of incidents and near-misses in Outdoor Adventure Education.
- The INRS is a reporting resource. It does not replace an organisation's Emergency Action Plan (EAP), crisis management arrangements, emergency response procedures, incident escalation or investigation processes. Organisations remain responsible for determining and implementing the appropriate response to each occurrence.
- The materials do not constitute legal, medical or other professional advice. Injury, illness, presenting symptom and severity guidance is intended to support consistent reporting and classification and should not be used as a substitute for assessment or advice by an appropriately qualified professional.
- The guidance is not intended to cover every possible occurrence or operating context. Organisations should apply appropriate judgement, seek professional advice where necessary, and comply with applicable laws, standards, policies and other requirements relevant to their operations.
- Organisations are responsible for the access, storage, sharing and management of information collected through INRS, in accordance with their applicable data-management and privacy requirements.
- While reasonable care has been taken in preparing these materials, no guarantee is given that the information is complete, accurate or current. The members of the Outdoor Adventure Education Council do not accept liability or responsibility for loss or damage arising from reliance on or use of these materials.

ABOUT THE INCIDENT AND NEAR-MISS REPORTING SYSTEM (INRS)

The INRS is a digital incident and near-miss reporting system developed by the OAE Council for providers offering outdoor education programmes. It provides a structured and consistent way to record incidents and near-misses, supporting post-occurrence documentation, follow-up, and organisational learning.

Built on Google Workspace, the system consists of two forms – a Statement Form for capturing individual witness accounts, and a Final Report Form for the Camp Chief to consolidate available information into a single comprehensive report.

The INRS sits within a broader safety management framework, complementing organisations' Emergency Action Plans (EAPs) and crisis management processes. It supports providers in meeting the incident documentation requirements set out in the Singapore Standard Code of Practice for OAE Activities (SS 710), providing a structured and auditable record of occurrences.

INRS was developed through a user-centred approach, with pilot testing conducted by local OAE providers. Their feedback directly shaped the forms, reporting workflow, and supporting resources to ensure the system reflects how reporting works in practice. The OAE Council extends its sincere appreciation to all providers[1] and practitioners who contributed their time and insights to the development of INRS.

PURPOSE

This guide is for Organisation Heads and Administrators responsible for setting up and maintaining the INRS within their organisation. It covers organisational readiness, system setup, rollout, and ongoing administration.

QUICK START GUIDE

If you need help with...	Go to...
Preparing your organisation for INRS	Before You Begin
Receiving, setting up, and testing the INRS Forms	Setting Up INRS
Managing access, submitted records, updates to the system after rollout or proposed changes	Managing & Maintaining INRS
Checking readiness before going live	Organisation Self Check

[1] *Participating organisations include AmplitudeU, Aktivate, HA Academy, Innotrek, SerendipET, and Ventured.*

BEFORE YOU BEGIN

A successful INRS rollout starts before the system is set up. Ensure the following arrangements are in place before going live.

1. Existing reporting and emergency processes

The INRS is designed to complement, not replace, your organisation's existing policy, process and plan. This includes crisis management plan, EAP, incident management plan and incident reporting processes. Before going live, ensure that staff are clear on when immediate escalation is required and how INRS fits into the subsequent reporting process.

2. Data Protection & Access Management

INRS records may contain personal information about witnesses and participants, including identification and medical details. Organisations are responsible for managing this information in accordance with the Personal Data Protection Act (PDPA), their internal data-protection policies and applicable client requirements.

Before rollout, ensure the following arrangements are in place:

- Collection and purpose – Confirm that the information collected is relevant to incident reporting and follow-up, with particular care for NRIC/FIN numbers and medical information.
- Access and security – Determine who can access, review or update reporting records, and establish appropriate safeguards.
- Storage and retention – Establish how records will be securely stored, retained and disposed of.
- Client requirements – Check for any additional data-handling or platform requirements under existing client arrangements.

3. Plan for rollout and adoption

A successful rollout depends on users understanding why INRS is being introduced, what is expected of them, and where to get help. Before launch, plan for the following:

<u>Purpose and Buy-in</u>
Explain why consistent reporting matters and how INRS supports organisational learning and safety improvements.

<u>Roles and Expectations</u>
Clarify who is responsible for submitting Statement Forms, preparing the Final Report, and what your organisation's internal reporting and escalation expectations are.

User Resources

Ensure each user group has access to the resources relevant to their role:

- Group Facilitators / Support Staff → Statement Form Guide
- Camp Chiefs → Final Report Guide
- Relevant videos or quick-reference resources, where available.

Organisation-Specific Information

Supplement the OAE Council's resources with your organisation's documents such as emergency contacts, internal timelines and other operational references users may need when reporting.

Rollout Timeline

Plan when users will be briefed, when resources will be issued, when the system will be tested, and the go-live date.

Ongoing Support

Identify staff who can provide support for reporting or technical queries post rollout.

4. Technical readiness

Ensure your organisation has access to Google Workspace – including Google Forms, Sheets and Drive – along with reliable internet connectivity and a suitable device for administration.

While forms can be completed on mobile devices, a laptop or desktop is recommended for administration and for completing the Final Report. Camp Chiefs will likely need to reference other documents alongside the Final Report, such as programme records and Statement Form responses, making laptop capabilities more practical.

5. INRS Administrator

Appoint a designated person to set up and maintain INRS. The administrator should be familiar with Google Forms, Sheets and Drive, and capable of carrying out basic administrative tasks. They should have a clear understanding of which parts of INRS should remain standardised across organisations and how organisation-specific needs can be accommodated. For further information, please refer to the section on **Managing and maintaining INRS**.

SETTING UP INRS

Once your organisation's internal processes, access arrangements and rollout plan are in place, set up INRS using these six steps. You may also refer to the video walkthrough.

Step 1 — Receive and take ownership of the INRS Forms

The Secretariat will provide your organisation with its own copy of the Statement Form and Final Report Form. The Secretariat will first add your designated INRS Administrator as an Editor before transferring ownership of both Forms to the administrator's nominated Google account.

The administrator must accept the ownership transfer before it is completed.

Once accepted, confirm that:

- Both Forms are accessible from the designated account.
- Ownership has been successfully transferred.
- Access is limited to the appropriate administrators and collaborators.

Good practice: Use an organisation-managed account to maintain continuity when staff or responsibilities change.

Step 2 — Organise the INRS Forms

Store the Forms in accordance with your organisation's document-management practices. Ensure that authorised administrators can locate and manage the Forms easily.

Good practice: Keep the INRS Forms and related administrative resources together to simplify ongoing administration.

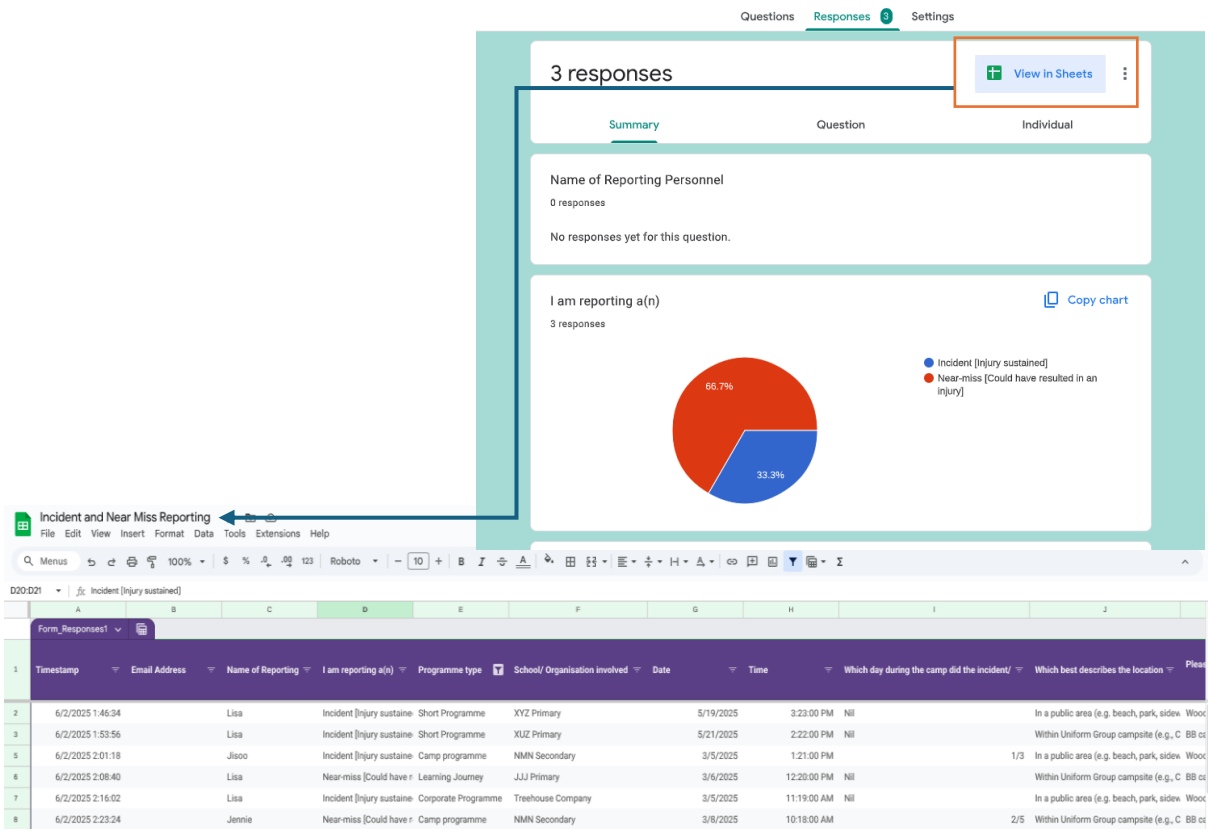
Step 3 — Link each Form to a response Sheet

Link the Statement Form and Final Report Form to their respective Google Sheets. Responses will remain accessible through the Form. The linked Sheet provides an additional way to review and manage multiple responses, supporting analysis over time.

For each Form, follow these steps:

1. Open the Google Form.
2. Select Responses.
3. Select Link to Sheets.
4. Create a new response Sheet.
5. Record the link

Repeat this process for both Forms.



Good practice: Give each linked Sheet a clear and distinct name so administrators can easily distinguish between Statement Form responses and Final Report responses.

Step 4 — Apply access permissions

Once the Forms and response Sheets are ready, assign access based on each user's role and responsibilities.

- Forms – Limit editing rights to authorised administrators or personnel responsible for managing the Forms.
- Response Sheets – Provide access only to personnel who need to review or manage submitted records.
- Form respondents – Provide submission access without granting access to the underlying response Sheets.

Check permissions for the Forms and linked response Sheets separately, as Form collaborators may also have access to the linked response Sheets.

Good practice**:** Review and update access permissions whenever there are changes in staff or responsibilities.

Step 5 — Test the full reporting workflow

Before going live, conduct a test run using clearly identified dummy occurrences to verify that full INRS workflow functions as intended:

Statement Form(s) → Statement responses captured → Camp Chief reviews available information → Final Report submitted → Final Report response captured

Verify that:

- All submissions are captured correctly in the linked Sheets;
- the appropriate users can access the information they need;
- restricted information remains inaccessible to unintended users; and
- the workflow integrates with your organisation's internal reporting and escalation processes.

Good practice: Clearly label all test submissions to avoid confusion with actual occurrence records.

Step 6 — Go live

Once testing is complete and the system is working as intended, activate the rollout plan prepared under **Before You Begin**. Your organisation is now ready to use INRS.

MANAGING & MAINTAINING INRS

Once INRS is live, good administration helps keep reporting records secure, accurate and usable over time.

1. Manage access and sensitive information

INRS records may contain personal and sensitive information, including witness, participant and medical details. Organisations should manage these records in accordance with their data-protection policies and applicable requirements.

As part of ongoing administration:

- Review access – Periodically review who has access to the Forms and reporting records, particularly when personnel or responsibilities change. Remove access that is no longer required.
- Manage sharing – Limit the sharing and duplication of identifiable reporting records to authorised personnel and legitimate reporting purposes.
- Manage retention – Retain and dispose of records in accordance with applicable requirements and organisational policies.

- Protect additional information – Consider the necessity and data-protection implications of any organisation-specific fields, photographs or attachments.

2. Preserve submitted Statement Forms

Statement Form responses are the original submitted record and must not be edited after submission. They may be reviewed through the linked response Sheet. If working notes are needed, store them separately in accordance with your organisation's process.

3. Update Final Reports transparently

Unlike Statement Forms, a Final Report may require updating when new information becomes available. Where an update is necessary, authorised users may amend the linked Final Report record in accordance with the organisation's reporting process. Each update must clearly record what was changed, when, by whom, and why. A sample format as follows:

Updated on [date] by [name/role]: [summary of change]. Reason: [reason for update].

For example: *"Updated on 8 Jan 2026 by Lila Tan, Camp Chief: Added confirmed clinic destination. Reason: Destination was unknown at time of initial submission."*

While Google Sheets version history provides an additional record of changes, a clear update note ensures ease of reference, particularly where multiple edits have been made.

4. Maintain the core INRS structure

The INRS uses standardised questions and response options to ensure consistent capture of occurrence information. This approach supports consistent reporting and analysis over time.

Prior consultation with the OAE Council Secretariat is advised before amending the existing INRS forms. Avoid the following:

- deleting or renaming core questions;
- changing the meaning of existing questions or response options;
- altering branching or question order where this affects the reporting flow; or
- modifying the response structure in a way that affects INRS data.

Organisations may add organisation-specific instructions, questions, or sections, provided these do not change the meaning of core fields. All additions should be kept separate from core INRS fields, wherever possible.

If your organisation identifies a question, response option, or workflow that could be improved, please share the feedback with the Secretariat for consideration in future versions of INRS.

ORGANISATION SELF CHECK BEFORE ROLLOUT

Before going live with INRS, confirm that the following are in place:

Organisational Readiness

☐ INRS fits within our existing processes **–** The INRS complements our incident management plan, incident reporting processes, EAP and crisis management plan.

☐ Roles and responsibilities are clear **–** Our staff are aware of who submits Statement Forms, prepares Final Reports, and administers the INRS.

☐ Data protection arrangements are in place – Appropriate safeguards have been implemented to protect INRS records, including access controls, secure storage, sharing and retention arrangements, in accordance with the PDPA and applicable organisational policies.

System Readiness

☐ Ownership of both INRS Forms has been transferred and accepted.

☐ Both Forms are linked to their response Sheets.

☐ Access permissions have been checked – Users can access what they need for their roles.

☐ The full workflow has been tested – We have completed a test submission of the Final Report through Statement Form responses to validate that the system works as intended.

User Readiness

☐ Relevant users have been briefed – They understand what is expected of their roles, why INRS is being introduced, and how it fits with existing reporting and escalation processes.

☐ Relevant resources have been disseminated – Statement Form Guide, Final Report Guide, INRS FAQ and other supporting resources have been shared appropriately.

☐ Organisation-specific arrangements have been communicated – Users are aware of internal timelines, escalation procedures, data-protection responsibilities, and who to approach for support.

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