




Risk Management  
Policies and Procedures  
**First Aid Policy**



Policy No.	RMD-PP-2024-007
Version No.	1
Revision No.	1



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**Policy Statement**

**Policy Objective**


This First Aid Policy is established to ensure that DigiPlus Interactive Corp. (“DigiPlus”) provides a safe and healthy work environment for all employees, contractors, customers and visitors, in compliance with the Republic Act No. 11058, the Philippines Labor Code, and relevant issuances by the Department of Labor and Employment (DOLE). This policy is tailored to address the specific needs of the leisure and online/offline gaming industry, recognizing the unique hazards and risks present in these environments.

**Policy Scope**

This policy applies to all employees, contractors, customers and visitors across all facilities and locations operated by DigiPlus, including its subsidiaries and affiliates. It covers the provision of first aid equipment, facilities, and trained personnel to respond effectively to incidents requiring immediate medical attention.

DigiPlus commits to the following:

- I. Compliance with Legal Requirements - Adhering to all applicable legal obligations as stipulated under the Occupational Safety and Health Standards and other relevant regulations issued by the Philippine government. This includes ensuring all first aid responders are trained and certified in accordance with DOLE regulations.
- II. Availability of First Aid Resources - Ensuring that appropriate first aid kits are available and easily accessible throughout all company premises. The contents of these kits will be regularly inspected and replenished to maintain readiness and compliance with the guidelines provided by the DOLE.
- III. Training and Certification - Providing regular training and certification for designated first aid responders, ensuring they are competent to handle a range of potential injuries and health incidents, with a focus on risks specifically associated with the leisure and gaming industry.
- IV. Emergency Procedures - Developing and maintaining clear, written procedures for managing different types of emergencies that may occur on company premises. These procedures will be regularly reviewed and updated to ensure their effectiveness and compliance with the latest safety standards.
- V. Incident Reporting and Evaluation - Establishing a system for reporting and recording all incidents requiring first aid intervention. This system will be used to monitor effectiveness and identify opportunities for improvement in our first aid response and overall safety measures.
- VI. Communication and Awareness - Promoting awareness of first aid facilities and procedures to all employees and ensuring that information about how to respond in an emergency is readily accessible and clearly communicated.

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- VII. Review and Continuous Improvement - Regularly reviewing the effectiveness of the first aid policy and practices to ensure they remain effective and relevant to the needs of our operations in the leisure and online/offline gaming sectors.

### Responsibility

To ensure effective management, DigiPlus – Resilience and Emergency Action Team (D-REACT), in collaboration with top management, will oversee the Safety Officers. This partnership ensures that SOs receive the necessary guidance and support to fulfill their responsibilities, reinforcing DigiPlus's commitment to the safety and well-being of both its workforce and visitors, and ensuring a swift response to any health emergencies within our facilities.

The responsibility for implementing and adhering to this policy lies with all designated DigiPlus Safety Officers. Additionally, all employees are expected to cooperate fully with the first aid policy and assist with related duties as needed.

### Scope

#### Purpose

The primary purpose of this policy is to ensure that:

- I. Adequate first aid resources are available and accessible during all working hours.
- II. Employees are trained and capable of responding to health emergencies until professional medical assistance is available.
- III. The company complies with the specific requirements for first aid training, facilities, and equipment as per Philippine law.


### Coverage of First Aid Measures

This policy includes, but is not limited to:

- I. Provision of a sufficient number of first aid kits tailored to the specific hazards present in the leisure and gaming environments.
- II. Detailed protocols for the administration of first aid.
- III. Regular training and certification of selected employees in basic and advanced first aid techniques.
- IV. Establishment of Emergency Response Teams (ERTs) specializing in immediate medical response and coordination with local medical facilities.

### Implementation and Enforcement

The OSH Committee (D-REACT), DigiPlus Interactive Corp.'s Safety Committee, shall be responsible for the implementation, regular review, and enforcement of this First Aid Policy. This includes ensuring that all staff are familiar with the policy details, conducting periodic audits of first aid practices, and maintaining records of training and incidents to comply with DOLE reporting requirements. D-REACT

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ensures safety, emergency preparedness, and business continuity within the company. The OSH Committee (D-REACT) shall be composed of a chairman, secretary, and safety officers. The committee shall effectively plan, develop, oversee, and monitor the safety and health program.


D-REACT (DigiPlus – Resilience and Emergency Action Team) shall be composed of the following:

- Chairperson – Leads the committee, providing overall guidance on safety, resilience, and emergency preparedness.
- Secretary – Handles documentation, record-keeping, and communication within the committee.
- Central Office Safety Officer – Ensures implementation of safety protocols and compliance with OSH standards at the central office level.
- Strategic Business Unit Representatives – Serve as liaisons for their respective business units, helping implement safety measures and ensuring alignment with the overall safety program.
- This structure ensures effective planning, oversight, and monitoring of safety and health programs across the organization.

This policy shall be reviewed annually and updated as necessary to reflect changes in legal requirements and best practices in workplace safety and health management.

#### Definition of Terms

- I. Automated External Defibrillator (AED) – A portable device that checks the heart rhythm and can send an electric shock to the heart to try to restore a normal rhythm/
- II. Basic Life Support (BLS) - A level of medical care which is used for victims of life-threatening illnesses or injuries until they can be given full medical care at a hospital.
- III. D-REACT (DigiPlus – Resilience and Emergency Action Team) is DigiPlus Interactive Corp.'s Safety Committee. It oversees safety, emergency preparedness, crisis management, and business continuity, ensuring compliance with DOLE, OSHS, and National Privacy Commission standards.
- IV. Emergency Care - Emergency care provided for injury or illness before professional medical treatment is available.
- V. Emergency Response Team (ERT) - group of employees designated and trained to manage emergency situations in the workplace.
- VI. First Aid Facilities - Includes first aid kits and rooms equipped for emergency medical care.
- VII. First Aid Kit - A collection of supplies and equipment that is used to give medical treatment.
- VIII. First Aid Officer/First Aider (FAO) - An individual trained and certified to administer first aid, recognized by the Philippine Red Cross or the Department of Labor and Employment.
- IX. First Aid Treatment Room - A room equipped with first aid supplies and equipment, designed for administering emergency care in the workplace.
- X. Injury/Illness Assessment - The initial evaluation of the injured or ill person to determine the severity of the condition and the necessary first aid measures.


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- XI. Medical Professional - A healthcare practitioner, such as a nurse or doctor, who has received formal training and certification in medical care.
- XII. Non-Emergency - A situation where there is no immediate threat to life, allowing for first aid to be administered without the need for emergency medical services.
- XIII. OSH Nurse - Occupational Safety and Health Nurse, responsible for the provision of first aid and overseeing health-related issues within the workplace.
- XIV. Personal Protective Equipment (PPE) - Equipment worn to minimize exposure to hazards that cause serious workplace injuries and illnesses.
- XV. Republic Act No. 11058 - Philippine legislation that strengthens compliance with Occupational Safety and Health standards and provides penalties for violations.
- XVI. Safety Officer - A person appointed to oversee and ensure the implementation of safety protocols within the workplace.
- XVII. Stabilization - The process of applying medical techniques to prevent a patient's condition from worsening while waiting for full medical treatment.
- XVIII. Witness/Companion - An individual present at the scene who assists the First Aid Officer by providing additional information and helping manage the situation.

### Objectives

- I. Compliance with Legal Standards - Ensure full compliance with the Philippine Occupational Safety and Health Laws, including Republic Act No. 11058, the provisions of the Labor Code relevant to workplace health and safety, and all pertinent regulations issued by the Department of Labor and Employment (DOLE). This policy is dedicated to adhering to the highest standards of safety to protect all employees and visitors.
- II. Prompt and Effective Response - Establish procedures for the immediate and efficient response to any medical emergencies within the workplace. This includes the provision of first aid treatment and the management of incidents until professional medical care is available.
- III. Training and Awareness - Provide comprehensive first aid training for designated personnel, ensuring they possess up-to-date knowledge and skills to address potential injuries or health issues that may occur in the leisure and gaming environment. Additionally, the policy aims to enhance general employee awareness of first aid measures.
- IV. Adequate First Aid Resources - Maintain well-equipped first aid kits that are easily accessible throughout the company's facilities. Regular audits will be conducted to ensure that these kits are fully stocked with the necessary supplies and are in compliance with the latest safety standards.
- V. Health and Safety Enhancement - Continuously improve the health and safety environment of the workplace by integrating first aid procedures into the broader health and safety management system. This integration will help mitigate risks associated with the company's specific operations in the leisure and gaming industry.



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- VI. Documentation and Reporting - Implement a robust system for documenting and reporting all first aid incidents, in accordance with DOLE requirements. This system will not only ensure compliance but also facilitate the analysis of incident data to improve future health and safety strategies.

### Legal Requirements

Under the Philippine Occupational Safety and Health Standards, as well as Republic Act No. 11058, "An Act Strengthening Compliance with Occupational Safety and Health Standards and Providing Penalties for Violations Thereof," and relevant provisions of the Labor Code of the Philippines, all employers are required to uphold certain minimum standards in the implementation of effective first aid procedures. This section outlines the legal requirements that must be met by a company in the leisure and online/offline gaming industry for their First Aid Policy.

### Provision of First Aid Kits

Employers must ensure that adequate first aid supplies are readily available for all employees. These supplies should be appropriate to the size of the workforce and the specific hazards present in the workplace environment.

### Training and Qualification of First Aid Officers (FAOs)

In accordance with the Department of Labor and Employment (DOLE) issuances, the company must provide training for a sufficient number of employees to ensure that first aid can be administered competently and efficiently. The training should be conducted by a certified organization and must include CPR, basic emergency responses, and management of common workplace injuries.

### Accessibility and Identification

First aid kits and facilities should be placed at strategic and accessible locations within the workplace. Signs should be prominently displayed to direct employees to the nearest first aid resources. First aiders should also be clearly identified so that they can be quickly located during an emergency.


### Regular Review and Audit

The First Aid Policy, along with its procedures and practices, must be reviewed regularly to ensure compliance with existing laws and regulations. Updates should be made in accordance with any changes to the legal requirements or to address any workplace-specific risks identified during internal audits or external inspections.

### Reporting and Documentation

All incidents requiring first aid treatment must be recorded in an official logbook as part of the company's accident reporting procedure. This documentation helps in monitoring injury trends and can be vital for continuous improvement of safety measures. It also serves as compliance with DOLE requirements for workplace accident reporting.



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### Coordination with Health Institutions

The company should establish relationships with nearby hospitals and emergency services to ensure that comprehensive medical treatment can be rapidly accessed when on-site first aid is insufficient. This includes ensuring that emergency contact numbers are updated and readily available.

### Employee Awareness and Education

All employees must be informed about the first aid policies and procedures. Regular training sessions and drills should be conducted to ensure that employees know how to act in an emergency, further promoting a culture of safety within the workplace.

These requirements are designed to foster a safe and responsive working environment in compliance with the legal mandates set by the Philippine government. Adhering to these guidelines will not only comply with the statutory obligations but also enhance the overall welfare and safety of the employees in the leisure and gaming industry.

### Roles and Responsibilities

#### Objective

The objective of this section is to define the roles and responsibilities of all employees in implementing an effective First Aid Policy that complies with Philippine Occupational Safety and Health (OSH) laws, including Republic Act No. 11058, the Labor Code, and relevant issuances by the Department of Labor and Employment (DOLE). This policy is specifically tailored to address the unique needs of the leisure and gaming industry, encompassing both online and offline environments.


#### Safety Officers and First Aiders

##### 1. Safety Officers:

- Primary Role: Safety officers are responsible for overseeing and ensuring the implementation of all health and safety protocols within the organization. They focus on accident prevention, risk assessments, compliance with safety regulations, and promoting a safe work environment.
- Key Responsibilities:
  - Conduct hazard identification and risk assessments.
  - Ensure compliance with occupational safety and health (OSH) regulations.
  - Conduct regular safety audits and inspections.
  - Provide training and safety awareness programs for employees.
  - Investigate workplace accidents and recommend corrective actions.

##### 2. First Aiders:

- Primary Role: First aiders are responsible for providing immediate medical assistance in the event of an injury or illness in the workplace. Their role is more focused on direct response to health emergencies rather than overseeing safety procedures.
- Key Responsibilities:
  - Administer first aid during emergencies.

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- Maintain first aid kits and ensure that they are fully stocked and accessible.
- Assist injured or ill employees and coordinate with medical professionals when necessary.
- Keep records of all first aid treatments and incidents.
- Participate in regular first aid training to remain certified.

### Composition and Appointment of Safety Officers


- Composition of Safety Officers:
  - Safety officers must meet the requirements set by DOLE and Republic Act No. 11058. They must undergo training in Occupational Safety and Health (OSH) courses and are required to be accredited by DOLE.
  - Safety officers are classified into different levels (e.g., Safety Officer 1, 2, or 3) based on their qualifications and experience, with specific training hours required for each level.
  - Each site or office within the organization must have at least one designated safety officer, with the number and level of safety officers determined by the company's size and risk classification as outlined in the OSH Law.
- Assignment of Safety Officers:
  - Safety officers are appointed by the company's management, typically by the Human Resources Department or the Safety Committee (D-REACT). The appointments are based on qualifications, training, and the needs of each office or site.
  - Larger sites or those with higher safety risks may require more than one safety officer, with the number determined according to DOLE regulations on workplace safety and health compliance.

### Employer Responsibilities

- I. Compliance and Provision - Ensure compliance with all applicable OSH laws and regulations. D-REACT, in collaboration with relevant departments, will provide and maintain adequate first aid supplies and facilities as required by the nature and size of the workplace.
- II. Training - D-REACT will collaborate with relevant departments to arrange for regular first aid training for designated FAOs, ensuring certifications are kept current and relevant to the needs of the industry.
- III. Incident Documentation - D-REACT, through its Safety Officer and Medical Personnel, are responsible for maintaining records of all first aid treatments and incidents, ensuring they are documented in compliance with legal requirements.

### Designated First Aiders' Responsibilities

- i. Ensure Readiness - Regularly inspect and maintain first aid kits and facilities to ensure they are fully stocked, accessible, and functional.
- ii. Immediate Response - Administer first aid treatment to injured employees and visitors in the event of an accident or illness.

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- a) Conduct Initial Assessment - Quickly and accurately assess the severity of injuries or illnesses to determine the necessity of further medical assistance or emergency services.
  - b) If non-emergency - provide first aid and refer to medical professional for reassessment.
  - c) If emergency -provide emergency care and trigger emergency response cascade.
  - d) Administer First Aid -Provide immediate care within the scope of their training, using first aid techniques and equipment available until professional medical help arrives or the situation is stabilized.
- iii. Certification and Training - Hold valid first aid certification and engage in ongoing training as provided by the employer to keep skills up-to-date.
- iv. Reporting - Report all incidents requiring first aid treatment to management and complete required documentation.
- v. Maintain Records - Given the sensitivity of medical information, the responsibility for documenting all first aid interventions, including assessments, treatments provided, and recommendations for follow-up care, will be handled by the Medical Personnel. This ensures that the privacy and confidentiality of all medical data are strictly maintained. Records should include:
- a) Date and time.
  - b) Name and location of injured person.
  - c) Nature of injury/illness, if known.
  - d) Assistance provided.
  - e) Supplies used
  - f) Urgency of matter.
  - g) Name of attending FAO.
  - h) Determination if another FAO is required.

#### Witnesses/Companion's Responsibilities

- I. Support First Aid Efforts: Provide assistance to First Aid Officers by relaying critical information about the incident and the condition of the injured or ill person.
- II. Scene Management: Help secure the area, ensuring a safe environment for the First Aid Officers to work and for emergency services to access if needed.
- III. Communication: Assist in informing management and, if applicable, emergency contacts of the injured or ill person, respecting privacy and confidentiality protocols.

#### Employees' Responsibilities

- I. Awareness and Cooperation - Familiarize themselves with the first aid procedures and cooperate fully with designated first aiders during emergencies.
- II. Reporting Hazards - Proactively report potential safety hazards to prevent accidents and injuries.

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- III. Assistance - Assist designated first aiders if needed during emergency situations, within the limits of their training and capabilities.

**Safety Officer’s Responsibilities**

- I. Policy Implementation and Updates - Oversee the implementation of the first aid policy and suggest updates in compliance with changes in legal and operational requirements.
- II. Training Programs - Coordinate first aid training programs and ensure that all designated FAOS and other relevant participants attend and successfully complete the training.
- III. Audit and Compliance - Regularly audit the workplace's compliance with first aid requirements and address any deficiencies.

**D-REACT (DigiPlus – Resilience and Emergency Action Team) Responsibilities**

- I. Support and Oversight - Collaborate with top management to provide strategic oversight and support for the implementation of the First Aid Policy.
- II. Emergency Response Coordination - Assist in coordinating the emergency response cascade in the event of a serious incident, ensuring a seamless and efficient response.
- III. Review and Continuous Improvement - Participate in the regular review of first aid practices and suggest improvements based on incident reports and feedback from Safety Officers and employees.
- IV. Resource Allocation - Work with management to ensure that adequate resources, including first aid supplies and trained personnel, are available and maintained.

**Communication**

- I. Information Dissemination - Ensure that all employees are informed about the first aid policies, the location of first aid kits, and the identity of designated first aiders.
- II. Feedback Mechanism - Establish a feedback mechanism to improve the effectiveness of the first aid measures implemented.

**First Aid Facilities and Equipment**


To ensure compliance with the Philippine Occupational Safety and Health Laws, including Republic Act No. 11058, the Labor Code, and relevant issuances by the Department of Labor and Employment (DOLE), this section outlines the requirements for first aid facilities and equipment appropriate for a company in the leisure and online/offline gaming industry.

**First Aid Facilities**

**Designation and Accessibility**

- I. A designated first aid room shall be established, accessible during all working hours. The location should be central to the workplace environment, ensuring quick accessibility for all employees.



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- II. The room should be clearly marked and easily reachable in case of emergencies, equipped with means for emergency communication to external emergency services.

**Facility Requirements**

- I. The first aid room should be adequately ventilated, well-lit, and maintained at a hygienic standard. It should have running water and be furnished with a washable couch or bed with disposable covers, a workstation, and secure storage for first aid supplies.
- II. Privacy for the injured or ill persons must be ensured, particularly during treatment and recovery periods.

**First Aid Equipment**

**Standard First Aid Kits**

- I. First aid kits shall be stocked and maintained in accordance with DOLE standards and shall include, but not be limited to: sterile dressings, bandages, antiseptics, gloves, splints, scissors, tweezers, ice packs, pain relief medication, and emergency blankets.
- II. Kits should be tailored to address the specific risks associated with the leisure and gaming environment, including items for electrical, chemical, and physical injuries.

**Automated External Defibrillators (AEDs)**

- I. AEDs shall be available, especially in areas identified with high risk such as physical activity zones in leisure facilities or large common areas. Training on how to use AEDs will be provided to selected personnel.
- II. Regular maintenance checks on AEDs should be scheduled, and usage logs should be maintained.

**Specialized Equipment**

Depending on the specific activities and facilities offered by the company, additional specialized equipment may be necessary. This includes eye wash stations for areas where chemicals are used and burn kits for kitchen areas or electronic equipment rooms.


**Maintenance and Inspection**

Regular inspections and maintenance of first aid facilities and equipment shall be conducted monthly to ensure they are in good working condition and supplies are within their expiry dates. Records of these inspections should be maintained as part of compliance documentation.

**Training and Awareness**

- I. Employees will receive regular first aid training, including basic life support and CPR, appropriate to the level of risk identified in the workplace. Refresher training shall be conducted annually or whenever updates to first aid practices are introduced.



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- II. First aid signs and instructions shall be displayed prominently near all first aid kits and facilities, guiding employees on immediate actions and how to access the first aid team or emergency contacts.

### Compliance Monitoring

The company’s Safety Officer is responsible for the regular review and monitoring of first aid facilities and equipment to ensure compliance with current laws and regulations. An annual audit will be conducted and findings will be reported to management for corrective action.

### First Aid Training

#### Training Requirements

- I. All designated FAOs shall receive certified First Aid Training upon induction and triennially thereafter. This training will include practical skills on how to administer CPR, use an AED, and manage both minor injuries and major emergencies until professional medical help is available.
- II. Special attention will be given to risks identified within the gaming and leisure industry, such as repetitive strain injuries, psychological stress, and emergency evacuation procedures.

### Certification

First Aid Training must be conducted by a Philippine Red Cross-accredited Safety and Health Training Organization. Employees must successfully complete the training and obtain certification, which should be renewed every three years in compliance with the latest safety and health standards.

### Record Keeping

The Central Office Safety Officer/s, on behalf of the OSH Committee, will maintain a log of all First Aid training sessions, participant lists, and certification expiries. These records will be auditable and made available during internal audits or DOLE inspections.


### Trainer Qualifications

Trainers must be certified by the Philippine Red Cross or any recognized organization authorized to conduct First Aid and Basic Life Support training. They must also stay current with their training techniques and knowledge by attending annual refresher courses.

### First Aid Responders

A sufficient number of employees, based on the total employee count and per shift, must be trained and designated as First Aid Responders. This number should align with DOLE’s minimum requirements for Emergency Medical Teams or First Aid Providers.



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### Compliance and Monitoring

Compliance with this policy will be regularly monitored by the OSH Committee. Non-compliance with the training schedules or failure to maintain valid certification may lead to disciplinary actions in line with the company’s standard disciplinary procedures.

### Considerations for Specific Groups

#### Employees


- I. Workplace-Specific Risks and First Aid Measures - Given the unique hazards in the leisure and gaming industry, including extended screen time, exposure to electrical equipment, and potentially crowded environments, it is crucial to identify and mitigate these risks with specific first aid measures. This policy includes training employees in handling electrical shocks, ergonomic-related injuries, and crowd control injuries. Regularly scheduled drills and refresher training sessions are mandatory to ensure readiness in emergency scenarios.
- II. Emergency Response Team (ERT) - An ERT led by Safety Officers/First Aid Officers shall be established. Members shall receive basic first aid training, focusing on scenarios most likely to occur in operation settings. The ERT will also conduct quarterly reviews of first aid procedures and kit contents.

#### Visitors and Customers

- I. Accessibility of First Aid Information and Facilities - Clear signage indicating the location of first aid kits and the availability of trained first aid personnel will be prominently displayed throughout the facilities. Information pamphlets and digital signages will also guide visitors and customers on how to access first aid resources.
- II. Training for Frontline Staff - All customer-facing employees will receive basic first aid training from DigiPlus’ certified First Aid Officers to ensure an immediate response to incidents, enhancing the organization’s capability to manage potential emergencies without delay.
- III. Communication Channels - Establish robust systems for reporting and responding to emergencies involving visitors or customers, including dedicated lines and mobile applications for quick communication with on-site security and medical teams.

#### Contractors

- I. Alignment with Company Safety Standards - Contractors working on-site must comply with DigiPlus’ first aid policy, which aligns with the safety standards of the entire conglomerate. Contractor companies are required to provide evidence of first aid training for their employees as part of the contracting process.
- II. Integration into Emergency Protocols - Contractors must participate in emergency drills and briefings specific to their roles and the areas where they will work. This integration ensures all personnel on-site are familiar with our emergency response procedures and can act cohesively in a crisis.

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- III. **Monitoring and Compliance** - Regular audits will be conducted to verify that contractors adhere to our first aid and safety protocols. Non-compliance will be addressed through immediate corrective actions and, if necessary, contractual penalties.

#### General Public

- I. **Preparation for Large Events or High-Traffic Periods** - For events attracting a large public presence or during peak operational periods, DigiPlus' policy mandates increased first aid resources. This includes additional first aid stations, increased number of ERT members on duty, and pre-event safety briefings to the public when necessary.
- II. **Collaboration with Local Health Authorities and Emergency Services** - DigiPlus will coordinate with local health services and emergency responders to ensure an integrated approach to public safety during large-scale events. This collaboration may include joint drills and sharing of best practices in crowd management and emergency medical response.
- III. **Public Awareness Campaigns** - Engagement in ongoing public awareness campaigns to educate the general public on safety practices within DigiPlus' premises, particularly focusing on preventative measures to reduce the risk of incidents.

This section of the first aid policy ensures that all groups interacting within our premises are considered and provided with appropriate and effective first aid measures, in compliance with the Philippines' Occupational Safety and Health Laws, including Republic Act No. 11058, the Labor Code, and other relevant issuances of the Department of Labor and Employment. By implementing these strategies, we aim to create a safe and responsive environment for all.


#### Incident Reporting and Record Keeping

This section outlines the procedures for reporting and record keeping of first aid incidents in compliance with the Occupational Safety and Health Standards (OSHS), Republic Act No. 11058, and other relevant regulations issued by the Philippine Department of Labor and Employment (DOLE). These procedures are designed to ensure a systematic approach to the reporting, recording, and analysis of workplace injuries and illnesses to facilitate continuous improvement in our safety and health practices. This policy applies to all employees, contractors, customers and visitors within the company's premises, including both online and offline gaming environments.

#### Incident Reporting Procedures

- I. **Immediate Response** - Any injury or illness occurring within the company premises or during work-related activities must be reported immediately to the designated first aid responder or the safety officer on duty.
- II. **Notification** - The safety officer must be notified of the incident as soon as possible, and no later than 24 hours from the occurrence. This notification should include initial details of the incident and the injured or ill person's name.
- III. **Documentation** - The safety officer must complete an Incident Report Form within 24 hours. This form should include detailed information about the incident, such as the date,



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time, location, description of the incident, and immediate actions taken. Photographs or diagrams can be added for clarity.

- IV. Incident Report Recipients – Upon completion of the Incident Report Form, copies should be furnished via email to the safety officer’s immediate head, the head of the entity, and the OSH Committee through the Central Office Safety Officers.
- V. Serious Incidents: For serious injuries, illnesses, or dangerous occurrences, DigiPlus must immediately notify the nearest DOLE Regional Office in compliance with the Accident/Incident Reporting and Analysis (AIRA) system.
- VI. Occupational Safety and Health (OSH) Incident and Accident Policy.  
This policy ensures that all incidents, regardless of their severity, are reported, documented, and reviewed. It promotes a process for investigating incidents to help prevent them from happening again and improve overall safety. All required reports are submitted to DOLE as necessary, keeping the organization in compliance with safety regulations.

#### Record Keeping

- I. Incident Logs - All Incident Report Forms must be logged and maintained in a secure Incident Register. This register should be accessible to authorized personnel only and preserved for at least five years, as stipulated under Philippine law.
- II. Medical Records - Any medical treatment records should be confidentially maintained separate from other incident documentation to respect privacy and comply with the Data Privacy Act of 2012.
- III. Annual Reporting - DigiPlus shall prepare an annual report summarizing the number and types of incidents reported, analyses of the incidents, and preventive measures taken or planned. This report must be submitted to the DOLE as part of the mandatory annual Work Accident/Illness Report (WAIR).

#### Analysis and Review

The OSH Committee must review all incident reports quarterly to identify any trends or areas for improvement in the workplace safety measures. The committee will recommend changes to workplace practices based on the insights gained from the incident analysis.


#### Training

All employees will receive training on incident reporting and record-keeping procedures as part of their initial orientation and periodically thereafter. This training ensures that all personnel are aware of their roles and responsibilities under these procedures.

#### Confidentiality and Access

All incident reports and records will be treated as confidential. Access to these records will be restricted to individuals with a legitimate need to know as defined in our privacy policy and in accordance with applicable laws.



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### Emergency Response and Evacuation Procedures

This section outlines the Emergency Response and Evacuation Procedures for DigiPlus, ensuring compliance with Philippine Occupational Safety and Health Laws, including Republic Act No. 11058, the Labor Code, and relevant issuances by the Department of Labor and Employment (DOLE). These procedures are designed to effectively integrate first aid response within the overall emergency management framework, particularly tailored to the unique needs of the leisure and gaming industry, encompassing both online and offline environments.

### Integration of First Aid Response with Overall Emergency Plans

- I. Centralized Emergency Control – DigiPlus’ OSH Committee shall be the centralized Emergency Control Team (ECT) responsible for managing all emergency situations, including the coordination of first aid responses.
- II. First Aid Officers/First Aiders - Designate trained First Aid Officers (FAOs) who are well-versed in handling potential leisure and gaming industry-specific incidents.
- III. Regular Drills - Conduct bi-annual emergency response drills, integrating first aid scenarios to ensure preparedness and refine response strategies.
- IV. Communication Protocol - Implement a robust communication system to alert all employees and guests in the event of an emergency, providing clear instructions on actions to be taken.
- V. Coordination with Local Authorities - Establish links with local emergency services, hospitals, and relevant government bodies to support and enhance response capabilities.

### Specific Procedures for Different Types of Emergencies


#### Fire Emergencies

- I. Immediate Action - Activate the nearest fire alarm and call the local fire department immediately.
- II. Evacuation Protocol - Follow the prescribed fire evacuation routes displayed throughout the premises, which should be clear of obstacles and well-marked.
- III. First Aid - FAOs should be equipped to handle burns and smoke inhalation cases until professional medical help arrives. Ensure that first aid kits contain burn shields, sterile dressings, and inhalers.
- IV. Assembly Points - All employees and guests should gather at designated assembly points for headcount and further instructions.

#### Medical Emergencies

- I. Immediate Response - Employees should alert the nearest FAO or call the emergency hotline provided.
- II. First Aid Management - FAOs should administer first aid based on the nature of the medical emergency until the arrival of medical professionals. Common gaming-related injuries, such as repetitive strain injuries or psychological stress, should have specific first aid responses.



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- III. Emergency Transport - Maintain a procedure for safe and prompt transportation of the injured person to a medical facility, if needed.
- IV. Reporting - Document all incidents and first aid measures provided, following regulatory requirements and internal policies.

**Continuous Improvement**

- I. Feedback Mechanism - After each drill or actual emergency, gather feedback from participants and observers to identify areas for improvement.
- II. Policy Updates - Regularly review and update the emergency response and evacuation procedures to align with new safety standards, technological advancements, and changes in legal requirements.
- III. Training Updates - Ensure that all FAOs and emergency response team members receive ongoing training that includes updates on first aid procedures, use of new equipment, and refreshers on existing protocols.

**Documentation and Compliance**

Maintain comprehensive records of all emergency drills, training sessions, incidents, and responses as per the requirements of DOLE and other relevant authorities. Ensure that these records are readily available for inspection and review to demonstrate compliance with applicable laws and regulations.

By adhering to these structured Emergency Response and Evacuation Procedures, DigiPlus commits to ensuring the safety and well-being of all its employees and guests, thereby upholding the highest standards of safety as mandated by Philippine law.

**Monitoring and Review**

**Regular Audits**

To ensure continuous compliance with Republic Act No. 11058, the Labor Code, and relevant issuances from the Department of Labor and Employment (DOLE), regular audits of our first aid policies and practices will be conducted semi-annually. These audits will assess both the adherence to statutory obligations and the effectiveness of current first aid measures.

The audit will include, but is not limited to, the following checks:


- I. Availability and accessibility of first aid kits and equipment.
- II. Validity of first aid certifications of designated personnel.
- III. Adequacy of first aid procedures in addressing potential risks specific to the leisure and gaming industry.
- IV. Compliance with all regulatory updates and company-specific first aid protocols.

Audit findings will be documented meticulously, and corrective actions will be identified and tracked to completion. This process is essential to uphold the highest standards of safety and health within our operations.

**Feedback Mechanism**

A structured feedback mechanism will be established to capture insights from employees regarding the functionality and efficacy of the first aid measures. Employees can provide feedback through:



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- I. Regularly scheduled feedback sessions.
- II. An anonymous suggestion box, both digital and physical.
- III. Direct communication with designated health and safety representatives.

### Incident-Driven Updates

In the event of a first aid incident, a thorough review will be conducted to evaluate the response and effectiveness of the existing first aid protocol. This review will help identify any gaps or areas for improvement. The following steps will be undertaken:

- I. Immediate debriefing with all parties involved in the incident.
- II. Documentation of the incident and the efficacy of the first aid response.
- III. Analysis of the incident to determine whether the first aid measures were sufficient and if modifications are needed.

### Policy and Procedure Updates

Based on the outcomes from audits, feedback, and incident reviews, necessary updates to first aid policies and procedures will be drafted. The revision process will involve:


- I. Consultation with health and safety experts, legal advisors, and representatives from the leisure and gaming sectors.
- II. Presentation of proposed changes to the management for approval.
- III. Training sessions for all employees on the new first aid procedures once updates are approved.

This Monitoring and Review section ensures that our first aid policy remains dynamic and responsive to the needs of our employees, compliant with Philippine Occupational Safety and Health Laws, and effective in managing health emergencies in our unique industry setting.

### Effectivity

This Policy shall take effect immediately after its publication.

### Appendices


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**APPENDIX A**

**LEGISLATIVE REVIEW OF FIRST AID REQUIREMENTS**


LEGISLATION, REGULATION OR CODE OF PRACTICE		GENERAL REQUIREMENT IN RELATION TO FIRST AID OFFICERS / QUALIFICATIONS	
		Section	Descriptions
IRR of RA 11058	DO 198-18	Section 15	Every Employer shall provide medical services and facilities, such as first aid treatment room or clinic for workers. With minimum requirements base on Numbers of workers in sites.
Occupational Safety and Health Personnel	Article 162, Book IV of the Labor Code of the Philippines, the following amendments to Rule 1030	Rule 1032: Definitions (2)	Refers to Physician, Nurse, Dentist, Chemist, Engineers, Safety Officer, First-Aider and other persons engaged by the employer to provide occupational safety and health services as required by the Standards.
IRR of RA 11058	DO 198-18	Section 3	Certified First Aider refers to any person trained and duly certified first aid by the Philippines Red Cross or any Organizational



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			authorized by Secretary of Labor and Employment.
Occupational Safety and Health Personnel	Article 162, Book IV of the Labor Code of the Philippines, the following amendments to Rule 1030	1034.01: Requirements for Accreditation of a Practitioner in Occupational Safety and Health  Stated under Rule 1964.01 nos. 1 to 5, whichever may be applicable	1964.01: Qualifications: (1) A first-aider must be able to read and write and must have completed a course in first aid conducted by the Philippine National Red Cross or any organization accredited by the same



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**APPENDIX B**

**INJURY/INCIDENT/NEAR MISS REPORT FORM**

This form is to be used to report all injuries, illnesses, or near misses, whether an injury occurred or not, and to document the investigation into the accidents by the Occupational Health and Safety representative involved.

**Please complete within 24 hours of the accident. If the accident caused, or could have caused, serious injury or property damage, please contact the Safety Division under Risk Department immediately.**

**SECTION A: TO BE COMPLETED BY PERSON INVOLVED** (or by Occupational Health and Safety Officer if worker is incapacitated)

**PERSON INVOLVED IN ACCIDENT/INCIDENT** (Please print)

Title	Surname	First Name	Date of Birth
(please tick) Staff <input type="checkbox"/> Volunteer <input type="checkbox"/> Contractor <input type="checkbox"/> Visitor/Other <input type="checkbox"/>			Male <input type="checkbox"/> Female <input type="checkbox"/>
Department		Position	Contact telephone number

**DETAILS OF THE INJURY  INCIDENT  NEAR MISS**  (tick appropriate box)

Date injury/incident/near miss occurred:    /   /   .


Time injury/incident/near miss occurred:        am/pm

Location where injury/incident occurred (please print):

**Part of body affected** (tick appropriate answers)

Head	Trunk	Internal	Arm	Hand	Leg	Foot
<input type="checkbox"/> eye	<input type="checkbox"/> neck	<input type="checkbox"/> heart	<input type="checkbox"/> left	<input type="checkbox"/> left	<input type="checkbox"/> left	<input type="checkbox"/> left
<input type="checkbox"/> ear	<input type="checkbox"/> hip	<input type="checkbox"/> lungs	<input type="checkbox"/> right	<input type="checkbox"/> right	<input type="checkbox"/> right	<input type="checkbox"/> right
<input type="checkbox"/> nose	<input type="checkbox"/> chest	<input type="checkbox"/> systemic	<input type="checkbox"/> shoulder	<input type="checkbox"/> thumb	<input type="checkbox"/> knee	<input type="checkbox"/> great toe
<input type="checkbox"/> mouth	<input type="checkbox"/> stomach		<input type="checkbox"/> upper arm	<input type="checkbox"/> fingers	<input type="checkbox"/> lower leg	<input type="checkbox"/> other toes
<input type="checkbox"/> Teeth	<input type="checkbox"/> groin		<input type="checkbox"/> elbow	<input type="checkbox"/> palm	<input type="checkbox"/> ankle	



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<input type="checkbox"/> face	<input type="checkbox"/> back	<input type="checkbox"/> forearm	<input type="checkbox"/> thigh
<input type="checkbox"/> skull	<input type="checkbox"/> multiple	<input type="checkbox"/> wrist	<input type="checkbox"/> upper leg
<input type="checkbox"/> not applicable			

Type of Incident which caused Injury (tick appropriate answers)

<input type="checkbox"/> striking against	<input type="checkbox"/> stumbling	<input type="checkbox"/> lifting	<input type="checkbox"/> pushing	<input type="checkbox"/> ingestion
<input type="checkbox"/> struck by	<input type="checkbox"/> slipping	<input type="checkbox"/> bending	<input type="checkbox"/> pulling	<input type="checkbox"/> absorption
<input type="checkbox"/> caught in	<input type="checkbox"/> tripping	<input type="checkbox"/> twisting	<input type="checkbox"/> jumping	<input type="checkbox"/> inhalation
<input type="checkbox"/> stepping on	<input type="checkbox"/> falling	<input type="checkbox"/> stress	<input type="checkbox"/> motor vehicle	<input type="checkbox"/> needlestick
<input type="checkbox"/> other: describe				
<input type="checkbox"/> not applicable				

If reporting an incident or near miss, please describe how this occurred:


**SECTION B: TO BE COMPLETED BY THE OCCUPATIONAL HEALTH AND SAFETY REPRESENTATIVE AND THE PERSON INVOLVED WITHIN 48 HRS**

This is an extremely important section as the aim of the accident/incident/near miss investigation is to identify preventative action that will avoid recurrence of a similar accident.

**Probable cause or causes of injury/incident/near miss (tick appropriate answers)**

<input type="checkbox"/> inadequate instruction	<input type="checkbox"/> fault of plant or equipment	<input type="checkbox"/> poor storage	<input type="checkbox"/> weather
<input type="checkbox"/> inadequate workspace	<input type="checkbox"/> equipment unavailable	<input type="checkbox"/> poor access	<input type="checkbox"/> terrain
<input type="checkbox"/> assistance unavailable	<input type="checkbox"/> lack of attention	<input type="checkbox"/> incorrect method	<input type="checkbox"/> work practices



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Describe how the incident occurred:

---



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**PREVENTION OF ACCIDENT/INCIDENT/NEAR MISS RECURRENCE**

Describe what action is planned or has been taken to **prevent a recurrence** of the accident, based on the key contributing factors (Please print)

---


Signed by Supervisor \_\_\_\_\_

Supervisor's name \_\_\_\_\_

Signed by Person Involved \_\_\_\_\_

Signed by OH& Safety Officer \_\_\_\_\_



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**APPENDIX C**

**FIRST AID KIT INSPECTION CHECKLIST**

**First Aid Kit Number:** \_\_\_\_\_

**First Aid Kit Location:** \_\_\_\_\_

PRODUCT	FIRST AID KIT QUANTITY	QUANTITY REMAINING	QUANTITY USED SINCE LAST INSPECTION
Packet of 50 individually wrapped adhesive strips			
Sterile eye pads			
Sterile coverings for serious wounds			
Triangular bandages			
Safety pins			
Small sterile un-medicated wound dressings			
Medium sterile un-medicated wound dressings			
Large sterile un-medicated wound dressings			
Roll adhesive tape, 1.25cm wide			
Crepe bandages			
Elastic bandages			
Scissors			
Pair disposable gloves			
Resuscitation mask			
Pair tweezers			
Small bottles of sterile eyewash solution			
Alcohol swabs			

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Hand towels			
First aid booklet			

1. Emergency services telephone numbers and telephone numbers and addresses posted next to the first aid kit: Yes  No

2. Name, photograph and telephone number of First Aid Officers posted on the outside of the First Aid Kit: Yes  No

Inspection completed by: \_\_\_\_\_ Date: \_\_\_\_\_



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**APPENDIX D**

**FIRST AID KIT LOGBOOK**

This log is to be completed for all incidents in the workplace

Date	Time	Injured Person	Nature of Injury/Illness	Treatment Provided	Supplies Used	Attending First Aid Officer	Injury/ Incident Form Number

