



# START YOUR SAFETY AND HEALTH @ WORK

A guide for small and medium sized enterprises



WSHCOUNCIL

Tripartite Alliance for  
Workplace Safety and Health

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# Introduction

The impact of work incidents are multifold. They hurt your employees and reduce morale, thus affecting your company's operations and productivity. They may also harm your company's reputation and reduce future business opportunities.

This book will guide you through START, a simple five-step approach to ensuring that your workplace is safe and healthy for your employees:

**S**et up a WSH Team

**T**hink and Plan

**A**ct on Your Plan

**R**eview Your Plan

**T**rain Your Employees

If you need free on-site advice by a WSH consultant, sign up for **StartSAFE** at [wshc.sg/startsafe](http://wshc.sg/startsafe).

For training on a structured way to do risk management, sign up for **bizSAFE** at [wshc.sg/bizsafe](http://wshc.sg/bizsafe).

# Quick Check

## SET UP A WSH TEAM

YES NO

1. Do you have a WSH team? .....   **GO TO PAGE 3**

## THINK AND PLAN

2. Do you have a WSH policy? .....   **GO TO PAGE 4**

3. Have you done your Risk Assessment? .....   **GO TO PAGE 6**

## ACT ON YOUR PLAN

4. Have you developed Safe Work Procedures? .....   **GO TO PAGE 8**

5. Do you keep your employees informed of WSH matters? .....   **GO TO PAGE 11**

## REVIEW YOUR PLAN

6. Do you investigate and report WSH incidents? .....   **GO TO PAGE 12**

## TRAIN YOUR EMPLOYEES

7. Do you provide WSH training for your employees? .....   **GO TO PAGE 13**

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**YES** .....If you have answered "YES" to all seven questions, well done! Please continue your efforts on WSH.

**NO** .....If you have answered "NO" to any of the questions, follow the steps in the pages stated to get started on your WSH journey.

# Set up a WSH Team

## Do you have a WSH Team?



### DO YOU KNOW?

- It is mandatory to form a WSH Committee if your company has 50 or more employees and is regarded as a factory<sup>1</sup> under the WSH Act.
- The WSH Committee must meet at least once a month.
- Minutes of meeting must be recorded.
- Factories with 100 or more employees must appoint a WSH Officer.

Handling and addressing all workplace safety and health (WSH) issues across an organisation is a group effort.

It is recommended that you form a WSH committee (or WSH team) to plan, develop and promote WSH.

If your company has fewer than 10 employees, forming a committee may not be practical. Consider including WSH issues in the agenda of your company meetings and appointing a representative to manage and oversee WSH in your company.

<sup>1</sup> Refer to Section 5(2) of the WSH Act for the definition of a factory. For [Factory Notification and Registration](#), find out more at [mom.gov.sg](http://mom.gov.sg).

# Think and Plan

## Do you have a WSH policy?



### DO YOU KNOW?

- The WSH policy should be communicated to your staff.
- Place it in a visible location, such as notice boards.

After forming a WSH team for your company, the next step is to formulate a WSH policy statement.

A clear and concise policy statement will reflect your company's commitment and support towards managing the well-being, safety and health of your employees. This statement should be signed by the business owner, managing director or CEO equivalent, to demonstrate senior management's commitment.

A sample WSH policy may be found on the next page.

## SAMPLE WSH POLICY

COMPANY LOGO

ABC Company is a leading consumer product factory in the metal industry. We are committed to providing staff, contractors and visitors with a healthy and safe environment.

The company strives to fully integrate health and safety into all aspects of its activities through a continuous improvement of processes. This will be achieved by:

- Systematically managing workplace health and safety by complying with legal requirements and adopting best practices;
- Setting measurable objectives and targets aimed at reducing all WSH risks to as low as possible; and
- Ensuring a high standard of competency on health and safety of our employees.

Our principal goal is to improve well-being, health and safety management and to eliminate injuries and illnesses at our workplaces.

We promote a proactive health and safety management philosophy based on two-way communication that builds on trust and “a no-blame culture”.

SIGNATURE

Managing Director  
ABC Company  
May 2023



## Have you done your Risk Assessment?



### DO YOU KNOW?

- It is mandatory to carry out risk assessments under the WSH (Risk Management) Regulations.
- Risk assessments should be reviewed at least once every three years, when there is a workplace injury, or when there is a significant change in work practices or procedures.
- The WSH Council's bizSAFE programme helps companies to build risk management capabilities. Find out more at [wshc.sg/bizsafe](http://wshc.sg/bizsafe).

By identifying the hazards at your workplace, you can determine and apply the appropriate controls to eliminate or reduce WSH risks.

These are the basic steps to conduct a risk assessment<sup>2</sup> (RA):

1. Form a team with members who are familiar with the work.
2. Gather information such as:
  - a. the layout or floor plan of your workplace;
  - b. a list of all work activities; and
  - c. a list of equipment, tools and chemicals used at work.
3. Identify all possible hazards associated with the work activities. Considerations for personal health risk factors, mental well-being and disease outbreaks at the workplace should also be included.
4. Evaluate the risks based on how likely an incident will happen and how serious it can be.
5. Implement controls to eliminate or reduce the risks.
6. Keep RA records and review them when needed.

<sup>2</sup> Refer to the [Code of Practice on WSH Risk Management](#) for more information.



## SAMPLE RISK ASSESSMENT

Department, Activity, or Trade Assessed:		RA Leader: Nelson Koh		Approved by		RA Reference Number:								
Wood Processing		RA member 1: Daniel Chan		Signature: <i>Jacky Ong</i>		27032023RA-001								
Process/Design Consideration: Cutting of wood pieces		RA member 2: William Goh		Name: Jacky Ong										
Process/Activity Location: Woodworking Workshop		RA member 3: Wong Lye Beng		Designation: Operations Manager										
Original RA Date: 27 March 2021		RA member 4: Muhammad Rahim		RA Approval Date: 28 March 2023										
This RA Review Date: 27 March 2023		RA member 5: Muthu Saravanan												
Next RA Review Date: 27 March 2026														
Hazard Identification (LOOK)				Risk Evaluation (THINK)				Risk Control (DO)						
Ref	Work Activity/ Subwork Activity	Hazard	Possible injury /ill Health	Existing controls	S	L	RPN	Additional Controls (First Consideration: How to design out this hazard)	S	L	RPN	Implementation person	Due Date	Remark
1	Cutting wood pieces using table saw	Cut by saw blade	Hand injuries / amputation	<ul style="list-style-type: none"> <li>- Only trained and authorised worker can operate table saws.</li> <li>- Machine guard must be in place before starting table saw.</li> <li>- Worker is not wearing excessively loose clothing.</li> <li>- No wearing of accessories such as watch, bracelet and necklace.</li> </ul>	4	3	12	Use pusher to guide wood pieces towards saw blade where required, e.g. for smaller pieces of wood.	4	2	8	Wong Lye Beng	30 March 2023	NIL
		Saw dust/ flying debris	Eye injury	<ul style="list-style-type: none"> <li>- Wear safety goggles.</li> <li>- Ensure that the Local Exhaust Ventilation mechanism is activated.</li> </ul>	4	2	8	NIL	-	-	-	Wong Lye Beng	30 March 2023	NIL
		Noise emitted during cutting	Noise Induced Hearing Loss	<ul style="list-style-type: none"> <li>- Wear ear plugs</li> </ul>	4	2	8	NIL	-	-	-	Wong Lye Beng	30 March 2023	NIL

# Act on Your Plan

## Have you developed Safe Work Procedures?



### DO YOU KNOW?

Safe work procedures must be:

- Documented;
- Communicated; and
- Reviewed when there are changes to the work activities, RA or when there are WSH incidents.

It is insufficient to perform a task just based on a correct sequence. Safety must be built into the procedure so that the work can be carried out safely.

Safe Work Procedures (SWPs) detail a step-by-step sequence of actions with safety as the primary concern.

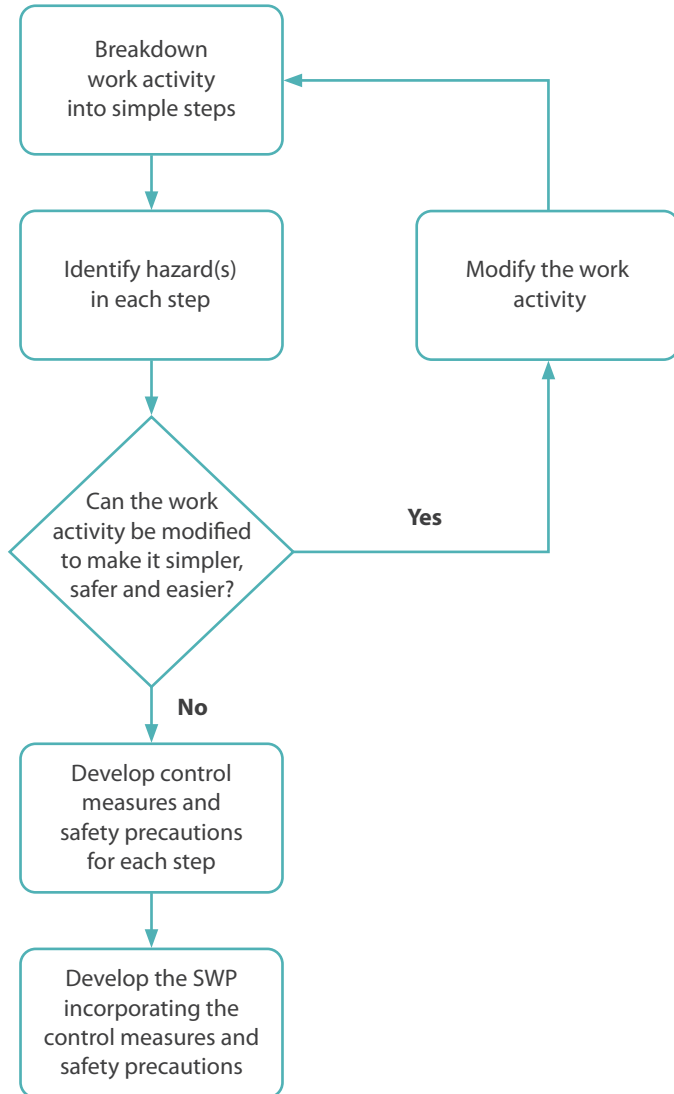
Once a draft SWP is ready, test it out with a group of workers and seek constructive feedback to refine it.

After the SWP is rolled out, closely supervise its implementation and check regularly to ensure the SWP is strictly followed.

NOTE: You must ensure detailed plans are in place for work-at-height and lifting activities<sup>3</sup>.

<sup>3</sup> Refer to the [Code of Practice on Working Safely at Heights](#) and [Code of Practice on Safe Lifting Operations in the Workplaces](#) for more information.

## FLOWCHART FOR DEVELOPING SAFE WORK PROCEDURES



COMPANY LOGO

DOC NO. : SWP-001  
REV. : 02  
Effective Date : 03 Jan 2023

## Sample Safe Work Procedure (SWP)

### Work Activity: Driving of Forklifts

#### Scope

SWP-001 covers the driving procedure of forklifts by trained and authorised operators.

#### Site Supervisor Notes

- Only allow workers to operate a forklift if they:
  - have completed “WSQ Operate Forklift” course and attended refresher training within the last 3 years; and
  - are authorised to operate company forklifts.
- Supervise the forklift operations to ensure:
  - speed limit is adhered to;
  - forklift SWPs are followed;
  - work areas are adequately lit;
  - work areas and walkways are clearly marked; and
  - the forklift is not used to carry passengers.
- Ensure forklifts are maintained in accordance with the manufacturer's recommendations.
- Ensure forklift operator conduct a daily safety inspection using “Forklift Operator Daily Checklist”.

#### For Forklift Operator

**Step 1:** Climb into the driver seat and wear the safety belt.

- 3-point contact when climbing into forklift. Do not grab the steering wheel.
- Once seated, adjust the mirrors to ensure a clear view of the rear and sides.

**Step 2:** Insert and turn the ignition key to start the forklift.

**Step 3:** Raise the forks slightly to clear the road surface.

- The forks can be raised further by tilting them backwards.

**Step 4:** Step on the foot brake before releasing the parking brake.

- Confirm that no pedestrians are around before doing so.

**Step 5:** Use the gear stick to control the drive direction.

- Always restore the gear stick to neutral after stopping the forklift to prevent any unwanted or sudden movement.
- When reversing, always look in the direction of travel and look out for pedestrians.

**Step 6:** Step on the accelerator to begin driving.

- Observe a speed that allows the forklift to be stopped in a safe manner, especially on wet, slippery surfaces, sloping and uneven ground.
- Maintain a sufficient clearance distance from other vehicles or pedestrians.
- Slow down and sound the horn when approaching intersections, aisle ways, blind corners, where doors open to an aisle and dock areas.
- Give way to pedestrians.

**Step 7:** Turn the steering wheel in the desired direction of travel.

- Always initiate turns gradually and slowly. Avoid making sharp turns to prevent toppling.

#### Attachment:

- Forklift Pre-operation Daily Inspection Checklist

#### Related SWP:

- SWP-002 for loading of forklift
- SWP-003 for unloading of forklift
- SWP-004 for parking of forklift
- SWP-005 for emergency procedures

## Do you keep your employees informed on WSH matters?



### DO YOU KNOW?

Your employees should be informed of the following:

- WSH policy;
- Employees' roles and responsibilities;
- Hazards, risks and control measures for the operations that they are involved in;
- Safe work procedures;
- Emergency procedures; and
- Contact numbers of the first-aider and fire warden.

With good communication and consultation, employees can be informed of and involved in WSH issues at the workplace.

Suggested methods of communication include:

- Providing a WSH notice board;
- Incorporating WSH into orientation training for new employees;
- Conducting refresher WSH training for existing employees;
- Sending WSH info through email or to text chatgroups;
- Holding WSH briefings before starting work;
- Holding regular WSH talks;
- Distributing WSH handbooks and brochures;
- Displaying WSH signs and posters at locations relevant to the work carried out; and
- Organising a WSH Day at least once a year.

# Review Your Plan

## Do you investigate and report WSH incidents?



### Incident Reporting

As an employer, you must notify the Ministry of Manpower of the following workplace incidents immediately or as soon as reasonably practicable<sup>4</sup>:

- Fatality;
- Injury where your employee is unfit for work, hospitalised, or placed on light duties as a result of the workplace incident;
- Occupational diseases; and
- Dangerous occurrences.

### DO YOU KNOW?

- RA and safe work procedures should be reviewed when a workplace incident has occurred.
- You can pick up important learning points from past incidents. Download WSH Alerts from [wshc.sg](http://wshc.sg).

### Incident Investigation

To prevent an incident from recurring, investigations must be conducted<sup>5</sup>. This will help you find the root cause of the incident and identify gaps in your safety and health system.

### Near-Miss Reporting

A near-miss is an unplanned event that did not result in any injury, illness or damage, but had the potential to do so. Rather than waiting for an accident to happen, companies should take pre-emptive action by tracking near misses.

<sup>4</sup> Refer to [Work Accident Reporting](#) for information on incident reporting for more information.

<sup>5</sup> Refer to [WSH Guidelines on Investigating Workplace Incidents for SMEs](#) for information on conducting investigations for more information.

# Train Your Employees

Do you provide WSH training for your employees?



## DO YOU KNOW?

Workers from the following sectors must attend compulsory safety orientation training:

- Construction;
- Oil and petrochemical;
- Metalworking; and
- Marine.

### Safety Induction Training

When new workers are hired, they should undergo in-house safety induction training to familiarise themselves with the new work environment.

Veteran workers should go for refresher courses.

When there are changes in work procedures, all workers should be informed and retrained as necessary.

### Other WSH Training







Many WSH training courses offered under the Singapore Workforce Skills Qualifications (WSQ) framework and the Learning Service Provider (LSP) scheme provide a range of relevant WSH courses for workers<sup>6</sup>.

By undergoing relevant WSH training, your workers can enhance their knowledge and skills, hence improving their work safety and job performance.



<sup>6</sup> A list of WSH courses offered under WSQ framework and LSP is available at [mom.gov.sg](http://mom.gov.sg)



# Annex A - WSH Resources

Category of WSH Resources	Description
<b>WSH Alerts</b>	<p>News on recent fatal accidents and serious accidents/ incidents along with recommendations on what companies can do to prevent recurrence.</p>  <p><a href="https://wshc.sg/wshalerts">wshc.sg/wshalerts</a></p>
<b>Approved Codes of Practice</b>	<p>Preferred work practices or standards that industry practitioners are expected to adopt when managing workplace risks.</p>  <p><a href="https://wshc.sg/acop">wshc.sg/acop</a></p>
<b>WSH Guidelines</b>	<p>Detailed WSH references that provide insight on hazard identification, good WSH practices and possible risk controls.</p>  <p><a href="https://wshc.sg/wshguidelines">wshc.sg/wshguidelines</a></p>
<b>Activity-Based Checklists</b>	<p>Basic WSH checklists to guide you and your workers on staying safe for a particular work activity.</p>  <p><a href="https://wshc.sg/checklists">wshc.sg/checklists</a></p>
<b>Case Studies</b>	<p>Repository of past WSH incidents with lessons learnt and recommended measures companies can take to prevent recurrence.</p>  <p><a href="https://wshc.sg/casestudies">wshc.sg/casestudies</a></p>
<b>Pictogram Posters</b>	<p>Series of pictogram posters companies can use for raising WSH awareness amongst workers and for WSH training.</p>  <p><a href="https://wshc.sg/pictograms">wshc.sg/pictograms</a></p>

# Annex B - WSH Programmes

WSH Programmes	Description
<b>StartSAFE</b>	<p>StartSAFE is a free WSH programme that offers onsite assistance in identifying workplace risks in your company's premises. Good WSH practices for your operations will also be recommended. It is the ideal programme to kickstart your WSH journey.</p> <p>Upon completion of StartSAFE, you will achieve bizSAFE Level 2.</p>  <p><a href="https://wshc.sg/startsafe">wshc.sg/startsafe</a></p>
<b>bizSAFE</b>	<p>bizSAFE is a five-step programme that helps companies to build risk management capabilities. The programme helps you in complying with the WSH (Risk Management) Regulations and improve your business' competitive edge.</p>  <p><a href="https://wshc.sg/bizsafe">wshc.sg/bizsafe</a></p>

**Revised in July 2023 by the Workplace Safety and Health Council in collaboration with the Ministry of Manpower.**

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