

Practical Guides to Building a Strong WSH Culture



Goh Chye Guan
Managing Director

Who are we?

A network of passionate safety and health professionals, each with our own areas of subject matter expertise.

What's in our name

Besides Small and Medium Enterprises, SME also means Subject Matter Experts.

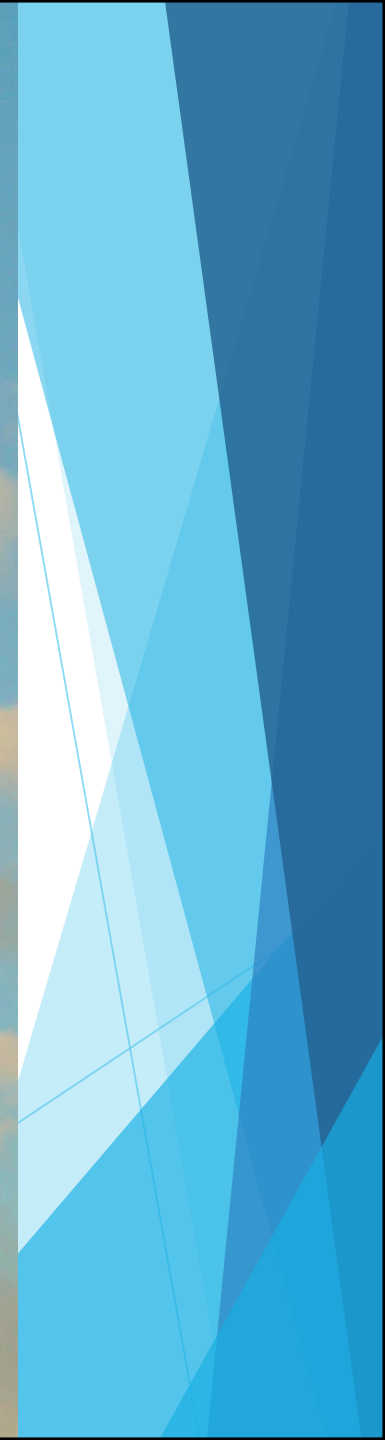
8 Practical Guides / Tips for WSH Culture

1. Unlearn Your Idea of “Safety”
2. Look - Think - Do
3. The Perception of Your Employees Counts
4. Plan-Do-Check-Act / Check-Check-Check
5. Go Beyond Causes of Lo\$\$
6. Know What You Don't Know
7. Where to Look for Information
8. Capability Building

“Culture is how we do
things around here”



dreamstime.com



Who has a Stronger Safety Culture?



Courtesy of hameln.pharma

This?

Or This?



How About This?





Guide 1

Unlearned Your Idea of “Safety”

Safety is not just about guarding of machines, wearing of safety harness, and so on

It is about avoidance of lo\$\$ to People, Property and the Environment

People



Property



Environment

Is Property Damage Safety Problem?

Committee says shortcomings in SingTel's fire safety practices require 'immediate rectification'



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BY TAN WEIZHEN

PUBLISHED: DECEMBER 16, 6:46 PM

SINGAPORE — The flames from the unauthorised blowtorch used by a SingTel employee, which caused the fire at the telco's Bukit Panjang Exchange in October, were almost twice as hot as those from a blowtorch issued by the telco, an independent board committee of inquiry has found.

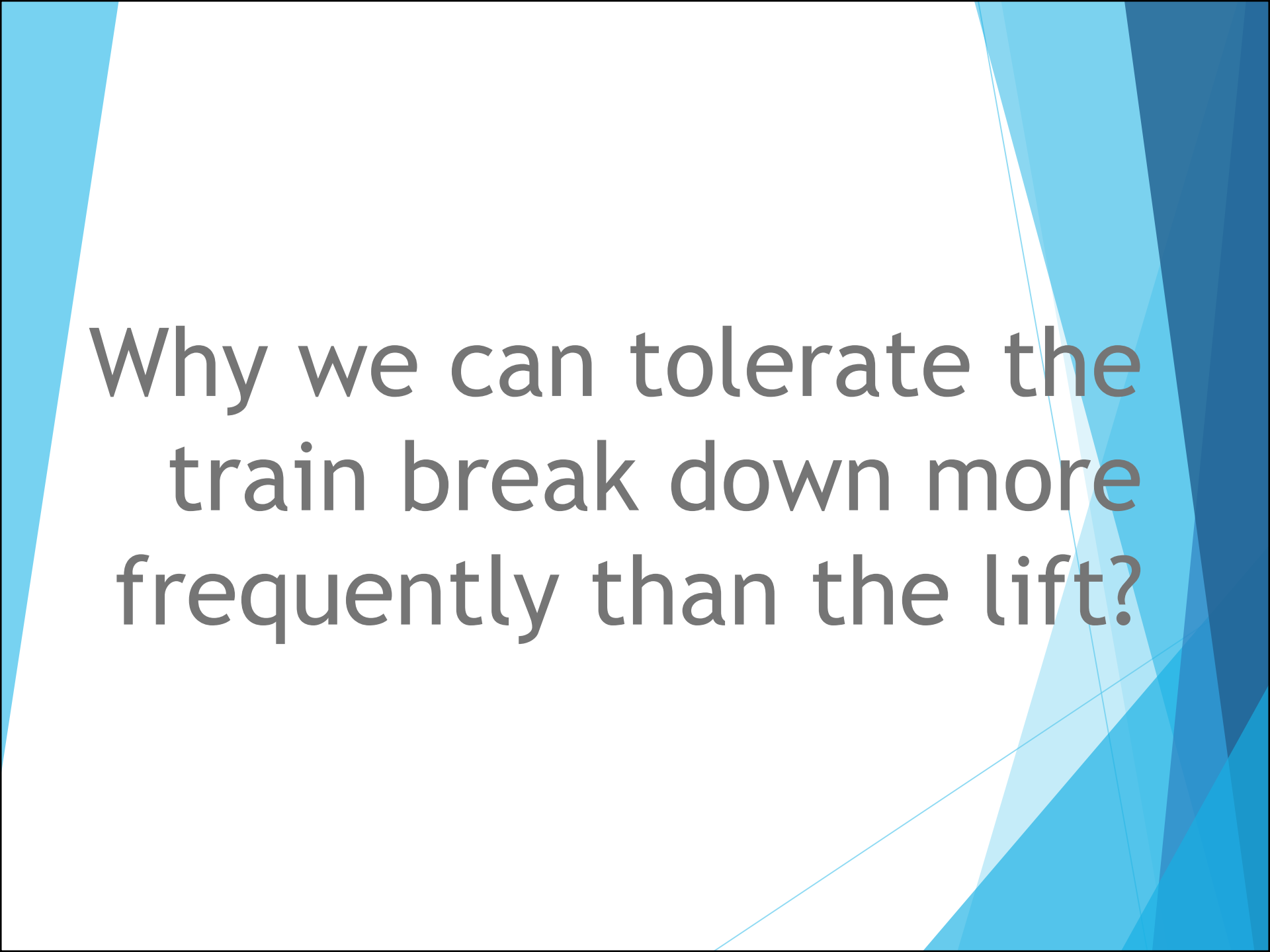
Following a full investigation of the SingTel fire which brought down services for tens of thousands of customers, the board committee said there were shortcomings in SingTel's fire safety practices that require "immediate rectification".

Following a full investigation of the SingTel fire which brought down services for tens of thousands of customers, ...

Property Damage

- ▶ If you start to investigate property damage costs, equipment maintenance costs, costs of breakdown, you might be surprised that many of the costs are avoidable if you have good control of such events that lead to that failure



The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to dark navy blue, set against a white central area.

Why we can tolerate the
train break down more
frequently than the lift?

People Losses:

- Injuries and death due to safety lapses
- Workplace health issues (e.g. exposure to chemicals)
- Stress (Work Life Balance)
- Ergonomics
- Absence from Work
- Infectious Diseases
- Rehabilitation
- Personal Health and Age



Costs of Accident

- Medical
- Compensation costs
- Property damage
- Production stoppages
- Replacement of equipment
- Additional labour cost to replace injured personnel
- Emergency supplies, cleanup costs
- Investigation costs
- Legal procedures and costs
- Penalties, fines, future liabilities and additional conditions
- Administrative costs
- Morale and motivation of workers and new hires
- Loss of reputation, goodwill and business opportunities

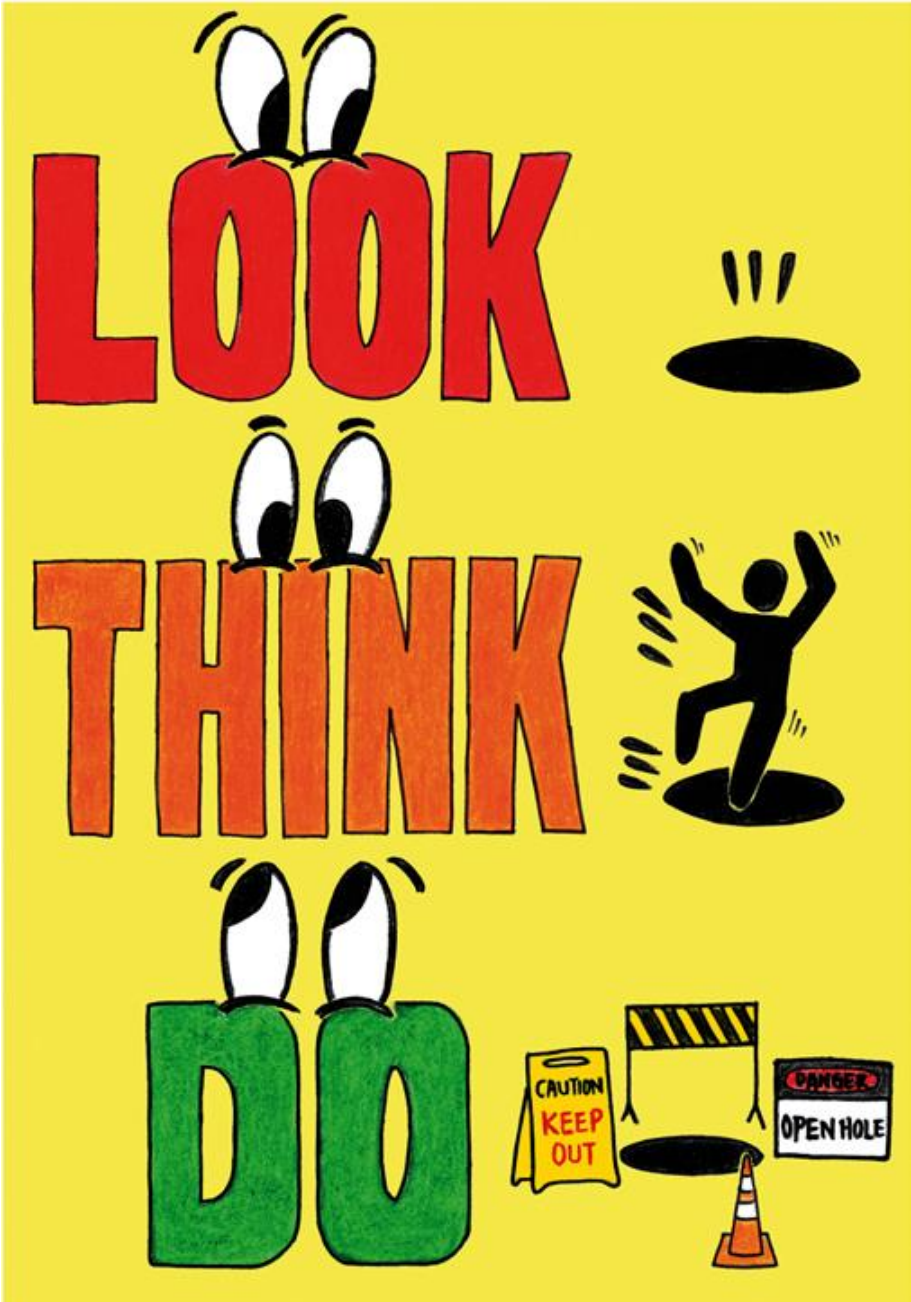
Injury and Illness Costs (insured)

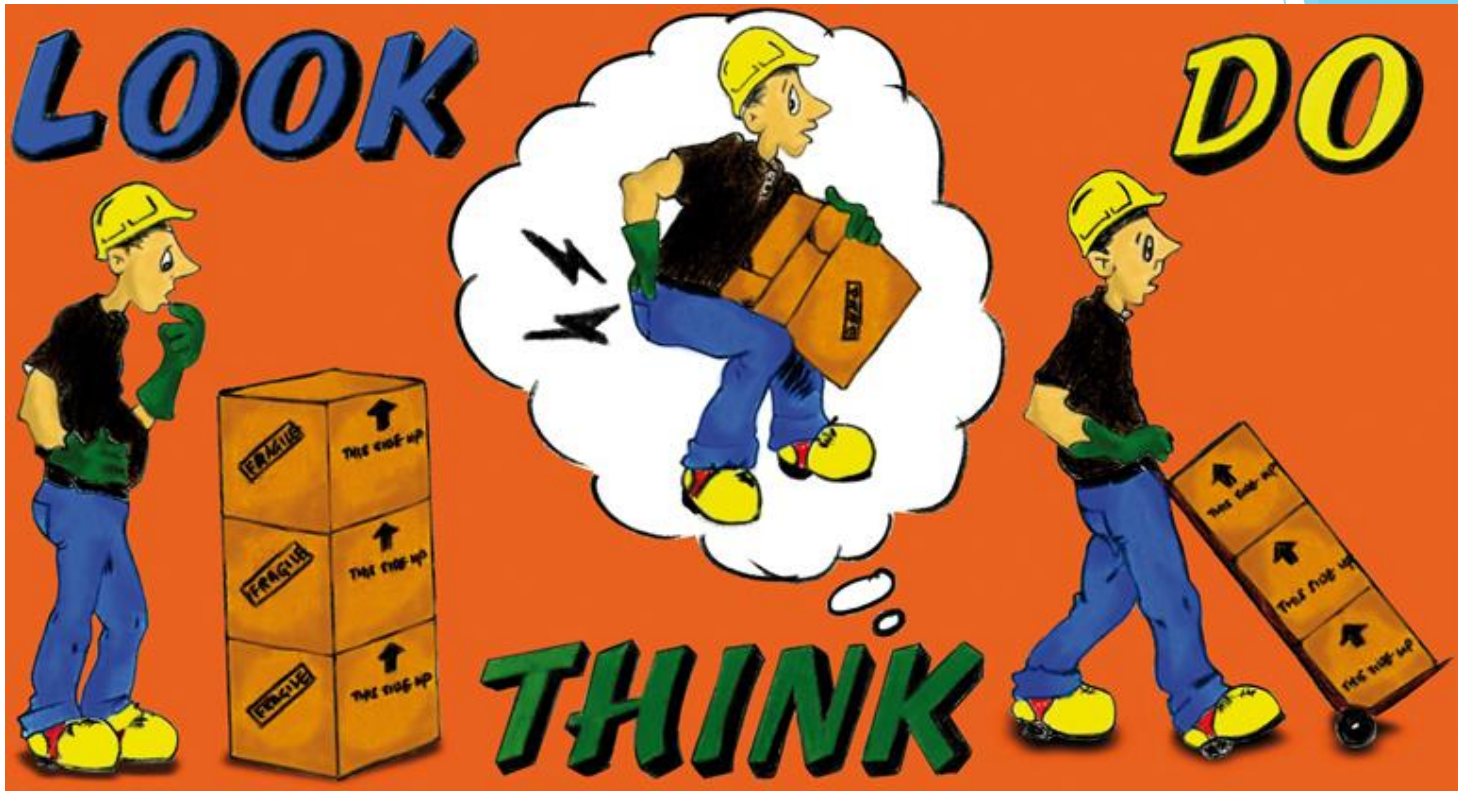




Guide 2

Look-Think-Do





What Exactly are you

Lking?

Phases of Hazards



Dormant



Armed



Active



Mobile.acesse.com/362677

1. Draw on a piece of paper the three phases of hazards
2. Take a photo of your drawing
3. Use your browser to access mobile.acesse.com/362677
4. Send photo through “Send Photos of Work Conditions”

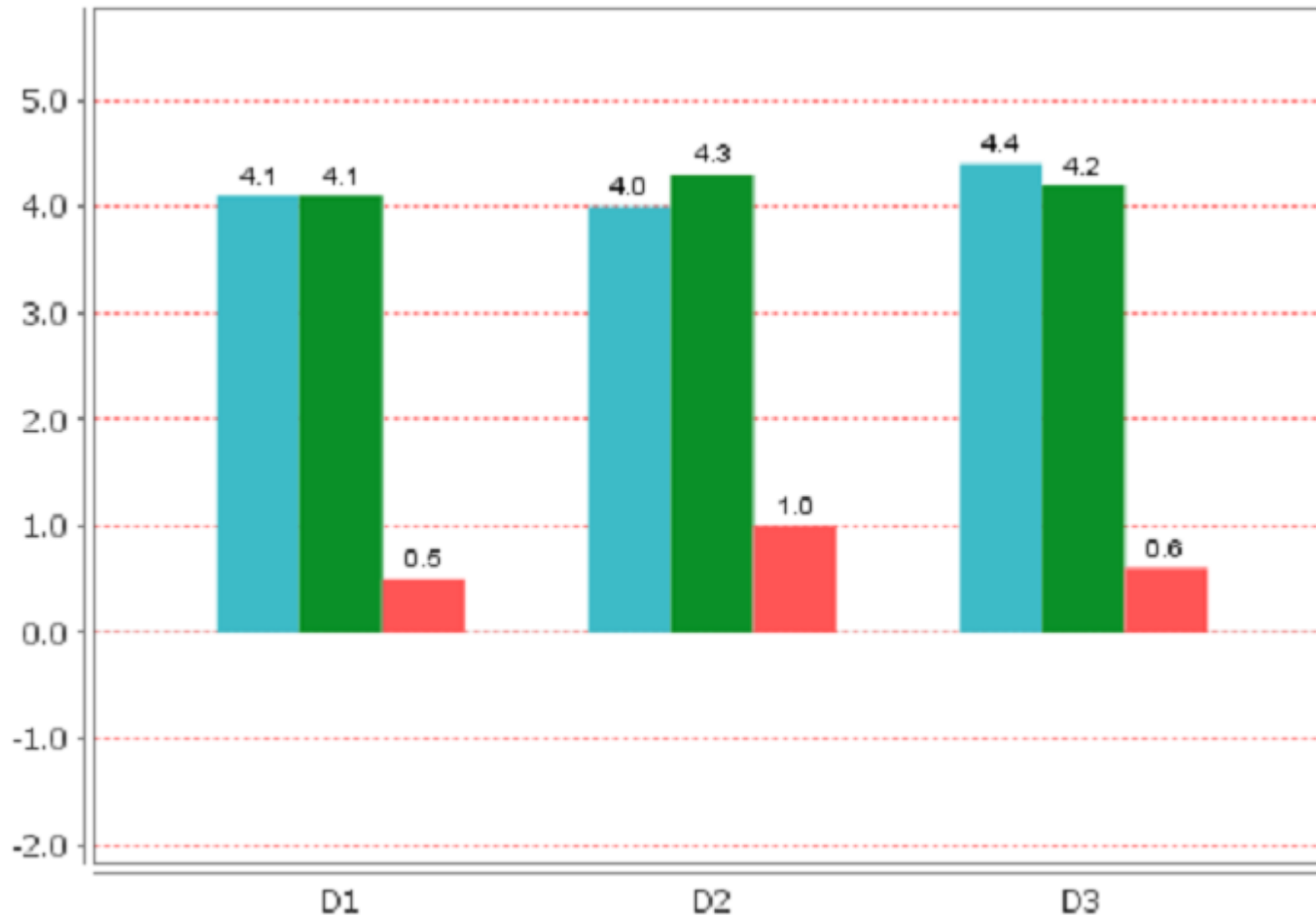




Guide 3

The Perception of your Employees Counts

Attribute 5: Ownership & Teamwork Comparison by Job Level



D1:Stakeholder Perception of the Organizational Value for WSH & Teamwork
D2:Stakeholder Ownership of WSH
D3:Extent of Stakeholder Engagement & Empowerment

Managers Supervisors Workers



Guide 4

Plan - Do - Check - Act
Check and Check and
Check



小心坠河

Carefully fall
to the river

餐厅 translate server error

餐厅



Guide 5

Go Beyond Causes of Lo\$\$\$

The Case of a Borrowed Blowtorch

REPORT OF THE BOARD COMMITTEE OF INQUIRY

FIRE AT THE [REDACTED] EXCHANGE ON 9 OCTOBER 2013



Unauthorised blowtorch
Heat generated: 800 deg C



Standard issue blowtorch equipment
Heat generated: 450 deg C

Instead, he borrowed a non-SingTel blowtorch from a contractor assisting in the cable diversion works. The said worker had, on at least one previous occasion, used a blowtorch other than a SingTel standard-issue blowtorch to carry out hot works without incident.

http://www.eyeopening.info/2014/03/13/the-ant-story/#.Uyic__mSx8k

3. SUMMARY OF FINDINGS AND RECOMMENDATIONS

- Review and tighten protocols relating to disabling and re-activation of smoke detectors during and after hot works.

Summary

- ▶ You don't need a fire of this scale to know your problem
- ▶ The repeated behaviour of borrowing blowtorch from contractor is already a tell tale sign
- ▶ Such behaviour can be picked up by many safety management programs, example safety inspection, task observation, ...





Guide 6

Know What You Don't Know

Know What You Don't Know: How Great Leaders Prevent Problems Before They Happen, Michael A. Roberto

MH370

MH370: Co-pilot entertained women in cockpit on previous flight



Two Types of Reaction:

1. Don't rub salt into wound - pray for the passengers
2. Can we learn something from this disclosure?

The two points do not conflict with one another



Guide 7

Where to Look for Information?

Home

About WSHC

Resources

Events

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News Room

Useful Links

Browse WSH Resources

By Industry

By Topic

WSH 2018

Promote Safety and Health

Set Acceptable Practices

Build Industry Capability

Tools and Applications

Bouquets

Promote Safety & Health

Set Acceptable Practices

Build Industry Capability

Workplace Health Resources



Please click on the following:

- [WSH Guidelines on Management and Removal of Asbestos](#)
- [WSH Guidelines on Statutory Medical Examinations \(Revised in Jan 2013\)](#)
- [Workplace Health Resources](#)

Activity Based Checklist



To help Small and Medium Enterprises (SME) implement Risk Assessment, you can use our [checklists](#) as a guide to keep you and your workers safe.

Globally Harmonised System of Classification and Labelling of Chemicals (GHS)

Industry is advised to adopt GHS, a UN-developed system that enhances the management of chemicals ... [Read More](#)

Risk Management

Risk assessment is the process of identifying safety and health hazards associated with work, assessing the level of risks involved...[Read More](#)



Guide 8

Capability Building: Manpower & Enterprise Capability

Manpower Capability:

1. WSH Training
2. Strategic and Visioning
3. Communication
4. Teamwork
5. Workplace Health and Wellbeing

Enterprise Capability:

1. bizSAFE
2. CultureSAFE
3. WSH Advocates
4. Mentorship
5. Operational Excellence
6. Process Safety Management
7. Design for Safety

Thank You