

Fact Sheet on SNAP@MOM

Overview

SNAP@MOM is a free and simple-to-use mobile application offered by the Ministry of Manpower (MOM) to encourage and drive industry and community ownership in managing workplace safety and health (WSH).

2 Using the latest mobile phone technology platform for iPhones and Android phones, members of the public or the workforce can take photographs of unsafe work practices and immediately send them to the occupiers¹ of workplaces registered on the application. Occupiers can use this channel to be better aware of WSH concerns within their premises so that they can take immediate corrective actions. Public and the workforce can also send photographs of good work practices for purpose of sharing.

How SNAP@MOM works

3 SNAP@MOM is supported on iPhone (IOS 4.3 and above) and Android (Android OS v2.2 and above) mobile devices. Anyone can search for “SNAP@MOM” at iTunes Apps Store or Google Play, download and install this free application on their mobile devices.

- Users who launch SNAP@MOM for the first time will be required to register their contact information².
- Thereafter, users can start to use this application by taking a photo of the work practice, identifying the location via the application’s GPS feature, adding details and sending it. The feedback, including the photographs sent by the users, can only be viewed by the respective participating workplace occupiers and MOM.
- For occupiers which are not yet registered with the application, MOM will channel the feedback to the occupiers for them to take the first step to address the concerns. Where required, MOM will look into the feedback³.

¹ The occupier of the workplace is the person who has control of the premises regardless of whether he is the owner of these premises.

² Such information can only be viewed by MOM for purpose of verifying details of the feedback where required.

- The sent feedback will be saved on the user's mobile device. The application will show an acknowledgement on the user's application when the corrective action has been taken on the feedback.

4 Please refer to Annex for a step-by-step guide on using SNAP@MOM.

Conclusion

5 SNAP@MOM aims to facilitate the building of a progressive and pervasive WSH culture. The public is encouraged to install and use this application to feedback on unsafe work practices. For more information about SNAP@MOM, please email to mom_snap@mom.gov.sg.

6 For members of the public who do not possess either of these mobile devices, they can still continue to send feedback on unsafe work practices to MOM through our Occupational Safety and Health Hotline at **6317 1111** or email to mom_oshd@mom.gov.sg.

³ MOM may review the feedback submitted and contact or inspect selected workplaces to ensure that the necessary appropriate corrective actions are taken by the occupiers.

Annex

Simple Steps to Submit WSH Feedback

- 1) Search for “SNAP@MOM” at iTunes Apps Store or Google Play, download and install this free application.
- 2) Launch SNAP@MOM. One time registration of user’s contact information.
- 3) Click on “Report Issues”.
- 4) Take a photo of unsafe WSH practice or choose from photo library.
- 5) Navigate on the map to exact location where unsafe WSH practice is observed.
 - SNAP@MOM provides a map which instantly populates the user’s current location.
 - If user is not at the exact location populated, use the centre crosshair on the map to navigate to exactly where the issue is observed and the corresponding location will be populated again.
 - Users can also choose to type the location address of the issue observed.
- 6) Type in a short description on what is observed, e.g. worker seen working at height of building under construction without harnesses or fall protection measures.
- 7) Verify and submit the feedback.
- 8) Go back to the application to check on the status of the feedback.