



LOOKING AHEAD

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Sustaining Measures



VISION ZERO

While 2014 recorded the lowest workplace fatality rate to date, it is crucial to ensure that this good WSH performance is sustainable. To this end, the National Workplace Safety and Health 2015 campaign focuses on the Vision Zero movement with the message "I can prevent all injuries and be healthy at work".

Vision Zero is a movement to bring about excellence in WSH. It requires a mindset that all injuries and ill health from work are preventable and a belief that zero harm is possible. The campaign aims to create the awareness and importance of

this mindset and focus on finding solutions to prevent injuries and ill health as well as improve the quality of our lives. The Vision Zero movement will help to align mindsets from compliance to commitment and unite all stakeholders to work together to improve WSH outcomes.

Going forward, we will continue to collaborate with industry partners and other stakeholders to build industry capabilities to implement action plans and focus on finding solutions to prevent injuries and ill health.

VISION ZERO

EXCELLENCE IN WORKPLACE SAFETY AND HEALTH



Short-term Goals

SHORT-TERM GOALS

THE WORKPLACE SAFETY AND HEALTH REGULATIONS IS UNDERGOING REVIEW TO EMPHASISE THE IMPLEMENTATION OF RISK ASSESSMENT AND RISK CONTROLS.

MAJOR HAZARD INSTALLATIONS

At the 2015 Committee of Supply debate in Parliament, Senior Parliamentary Secretary Hawazi Daipai announced that a safety case regime will be introduced for Major Hazard Installations (MHIs), with the aim of preventing major accidents. To implement the safety case regime, a set of MHI Regulations is targeted for enactment by 1H 2016. A National MHI Regulatory Office (NMRO) will be established as the single regulatory front for MOM, NEA and SCDF, in support of the safety case regime. Industry will be given a year to prepare and build up capabilities before the new safety case requirements come into effect in 2017.

RM 2.0

As part of OSHD's continuous efforts to enhance safety and health at workplaces, the Workplace Safety and Health (Risk Management) Regulations is undergoing review to emphasise the implementation of risk assessment and risk controls. This review will take into account the recently revised Code of Practice on WSH Risk Management. Public consultation will be conducted in the second half of 2015 for the proposed amendments, which are expected to be enacted by early 2016.

RM 2.0 places emphasis on pragmatic implementation through effective onsite risk controls; upstream risk controls through risk avoidance, elimination, substitution and engineering controls; and a holistic approach towards safety and health risk assessments. To help enhance industry's RM capabilities, a slew of new RM collaterals will be developed by end 2015. This includes a simplified RM guide for SMEs, educational posters and an RM awareness video for employees.



ENHANCEMENTS TO THE BUSINESS UNDER SURVEILLANCE (BUS) PROGRAMME

Enhancements to the BUS programme, in the form of structured continual improvement plans after exiting BUS, will add to its robustness and sustainability. The enhancement provides a feedback mechanism, wherein the Management Representatives (MRs) from the respective BUS companies will commit to a set of agreed-upon goals and provide periodic updates on their achievements after exiting BUS. This also allows for a critical assessment of the company's WSH standards to be carried out. Companies that have exited the programme but are found to have deteriorated in WSH standards may be considered for re-entry.

TO HELP ENHANCE INDUSTRY'S RM CAPABILITIES, A SLEW OF NEW RM COLLATERALS WILL BE DEVELOPED BY END 2015. THIS INCLUDES A SIMPLIFIED RM GUIDE FOR SMES, EDUCATIONAL POSTERS AND AN RM AWARENESS VIDEO FOR EMPLOYEES.

REVIEW OF WICA'S COMPENSATION LIMITS (INCLUDING RETURN-TO-WORK)

MOM conducts regular reviews on WICA compensation limits to ensure that payouts under the WICA remain relevant. The existing WICA compensation limits were set in 2012 based on the 2010 median wage of resident employees. Median nominal wage of resident employees has since increased by some 20 per cent. Medical bills for industrial accidents have also increased. In 2015, MOM will review the WICA compensation limits to reflect the increase in median wages of resident employees.

Besides ensuring that WICA's payouts remain relevant, it is also important to help injured employees recover and get back to work as quickly as possible. Early intervention to rehabilitate injured employees not only aids their recovery, it also gives them assurance in terms of job and income security. Employers benefit too when employees, especially the skilled and experienced, return to work early. To help rehabilitate injured employees back to work, MOM will review including expenditures that facilitate early return to work to be claimable as part of WICA medical expenses. Such costs could include those incurred in engaging a professional to develop a return to work plan, to assess the work environment and to provide recommendations to employers on how to better accommodate injured employees.

REDUCE OBJECTIONS TO WIC NOTICE OF ASSESSMENTS WITH BEHAVIOURAL INSIGHTS

WICD strives to uphold a simple and transparent work injury compensation system for our stakeholders so that eligible employees or their dependants can receive timely compensation under the WICA.

WICD is collaborating with CPMD on a project to reduce objections to our Notice of Assessment for compensation. This project leverages on behavioural insights obtained

through analysis on statistical trends and interviews with our various stakeholders. We seek to identify the stakeholders' reasons for objecting and to come up with appropriate solutions in order to reduce the objections.

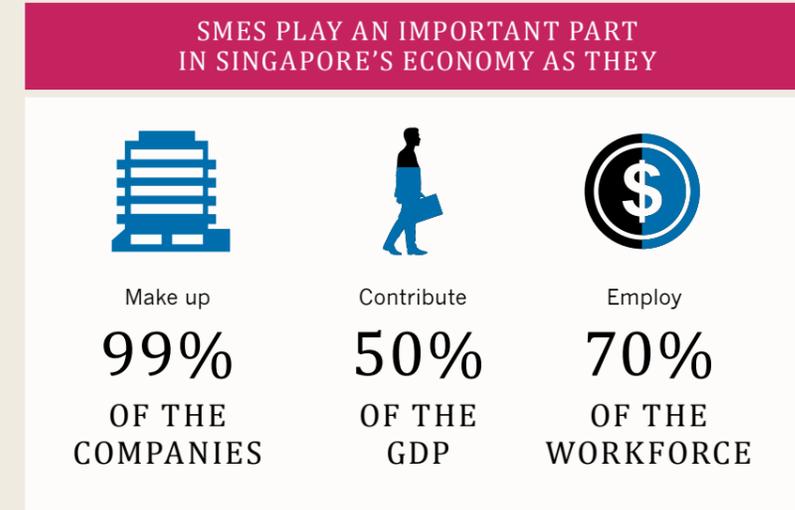
IMPROVE THE CUSTOMER JOURNEY IN CLAIMING COMPENSATION UNDER WICA

In today's increasingly demanding customer landscape, it is no longer sufficient for work injury compensation claimants to garner a good outcome in their claim, but to also receive a good customer experience on their road to recovery and settlement of their claim. Hence, WICD has been working with a design consultancy firm, ThinkPlace, since December 2014 to adopt a user-centred approach to gain a deep understanding of the experiences of injured employees, both local and foreign, who are pursuing WIC claims. Through the use of design thinking methodologies, the project will prototype initiatives that result in injured employees being better equipped to manage their claims confidently and independently, which will in turn improve their user journey and experience with the WIC system.

EMBARK ON BUSINESS PROCESS RE-ENGINEERING (BPR) TO MEET THE GROWING COMPLEXITY OF WIC CLAIMS

As part of an on-going effort to meet rising demands from customers and the growing complexity of work injury compensation claims arising from a growing workforce in Singapore, WICD has embarked on a Business Process Re-engineering project with PricewaterhouseCoopers Consulting (Singapore) Pte Ltd. This initiative will analyze and redesign workflows within WICD and its interaction with suppliers of key information such as the employers, employees and doctors, so as to optimise resources and reduce non-value-added tasks.

Long-term Goals



STRENGTHENING ENGAGEMENT WITH SMES

SMEs play an important part in Singapore's economy as they make up 99 per cent of the companies, employ 70 per cent of the workforce and contribute 50 per cent of the gross domestic product (GDP). With this in mind, WSH Council's commitment to the development of SMEs has been clearly evident since 2011 where one of the strategic priority areas was to enhance sectoral efforts in engaging SMEs. Various forms of assistance were developed by WSH Council since its formation in 2008 e.g., Risk Management Assistance Fund (RMAF), bizSAFE, Go-To-Engagement, Workplace Safety and Health Culture Funds (WCF), WSH Assist and electronic WSH bulletins, etc. to ensure that SMEs successfully incorporate WSH in their operations.

These initiatives have brought about higher levels of WSH awareness amongst SMEs. Moving ahead, it is necessary to deepen our engagement and enhance the effectiveness of our efforts by developing sector-specific approaches that take into account the distinct nature, challenges, and WSH landscape of the SMEs in each industry. A structured approach would be put in place to leverage on the work done by various agencies for SMEs, and to reap synergies for effective outreach and engagement. In addition, the WSH Council would continue to build partnerships beyond existing platforms, for e.g., with the SME Centres (under SPRING Singapore) for better outreach to a greater pool of SMEs.

DEVELOPER & DESIGNER EARLY ENGAGEMENT PROGRAMME (D2E2)

The Developer & Designer Early Engagement programme is developed by the OSH Inspectorate (OSHI) with a view of addressing WSH early at the start of a building project. It is an initiative to engage developers and designers in large scale projects and projects that may have significant WSH risks. OSHI will work with developers and designers of selected projects to set project's specific WSH performance targets in the early phases and recommends improvements to the design where possible. A planned schedule of worksite's joint visits by MOM will be developed to enable closer surveillance and identification of potential hazardous areas. Thematic inspection such as for lifting operations and health risk controls will also be initiated as part of the programme.

LONG-TERM GOALS

ENHANCE SECTORAL EFFORTS IN ENGAGING SMES

SHORT-TERM GOALS

IMPROVE THE CUSTOMER JOURNEY IN CLAIMING COMPENSATION UNDER WICA

