

Verification Interview Scoring Template for Assessors

Item	Dimension		Assessor should Determine during the Evidence Based Assessment Protocol (Interview, Site, &/or Document Inspection) Which One of the Scenarios in L1 to L5 Prevails in the Organization						
#	2 01-01	L1 (Reactive)	L2 (Participative)	L3 (Proactive)	L4 (Pervasive)	L5 (Exemplary)			
A1: (Management) Leadership & Commitment	A1D1: Management Credibility	Managers "talk-the-talk" on WSH only when convenient and when project/production targets and deadlines are not tight.	When project deadlines are tight, managers are consistent in conscientiously reminding stakeholders that WSH remains the top priority.	Managers accept that they are ultimately responsible for WSH.	☐ Managers demonstrate personal enthusiasm towards continuous WSH improvement including learning from audits. ☐ Management allocates an additional budget for WSH whenever it is needed.	☐ Senior managers are exemplary in "walking-the-talk" on WSH by constantly upgrading their WSH competencies. ☐ Management has implemented an 'open door' policy for stakeholders to raise and discuss WSH issues and concerns at any time.			
To Pass Level, Black ☑ = 100% Blue ☑ > 50%		☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail			



Item	Dimension		ld Determine during the Evidence Bar Inspection) Which One of the Scenar			or Document
#	Dimension	L1 (Reactive)	L2 (Participative)	L3 (Proactive)	L4 (Pervasive)	L5 (Exemplary)
A1: (Management) Leadership & Commitment	A1D2: Management Involvement in Routine Day-to-Day WSH Assurance	 □ Managers seldom participate in WSH activities and supervision until an accident occurs. □ Managers conduct WSH meetings according to the planned schedule and agenda. 	 □ Managers perform site inspections with WSH representatives to identify potential hazards and review with stakeholders their WSH performance. □ Prior to safety critical work, managers conduct pre-job briefings detailing actions and responsibilities, recovery actions and contingency handling. □ Formal WSH communication initiated primarily by our management comprises (one-way) written memorandums and instructions. □ There is good interactive (two way) communication between management and stakeholders. 	To raise awareness and promote WSH, internal campaigns and competitions with incentives are organized regularly and led by management.	 □ Managers review organizational WSH initiatives, plans and goals with stakeholders, and convey to them the WSH performance expected. □ Managers monitor and assess equipment performance periodically to ensure that maintenance is performed on a predictive basis to avoid unplanned corrective actions. 	Senior Management reviews WSH performance regularly and convey to stakeholders the status, actions and effectiveness of specific measures taken.
To Pass Level, Black ☑ = 100% Blue ☑ > 50%		☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail



Item	Dimension	Assessor should Determine during the Evidence Based Assessment Protocol (Interview, Site, &/or Document Inspection) Which One of the Scenarios in L1 to L5 Prevails in the Organization							
#	Dimension	L1 (Reactive)	L2 (Participative)	L3 (Proactive)	L4 (Pervasive)	L5 (Exemplary)			
A1: (Management) Leadership & Commitment	A1D3: Management Engagement in Key WSH Initiatives	A mentoring system is implemente d by management to facilitate on the job training (OJT, including WSH) and the supervision of a newly recruited/ transferred staff.	 □ Managers lead the planning of strategic WSH enhancement initiatives (including setting goals & targets). □ Managers personally deliver WSH training after attaining technical competence. □ Managers customize a training roadmap to 	 □ WSH KPIs are reviewed by management at regular intervals followed by appropriate and timely actions for improvement. □ Incidents, near misses and accidents are investigated by management to uncover root causes and contributing factors so that enhancements can be made and lessons 	 □ WSH is regarded by management to be an essential part of business operations. □ External case studies are reviewed and analysed by management and shared with stakeholders. □ Managers lead periodic audits of the WSH Management System. □ Managers track and update regularly the 	 □ WSH performance, enhancement plans and initiatives are reviewed at the Board level as standing agenda items. □ WSH is viewed by senior management as adding to business value rather than only to cost. □ Senior managers review regularly the outcome of change management cases to determine how future processes and decision making may be improved. □ Regular WSH reviews are conducted by management to 			
		meet the requirements of individual staff.	requirements of	shared with all stakeholders.	training roadmap of each staff to account for technical & appointment changes.	consider various contingency scenarios to enable pre-emptive learning.			



A1: (Management) Leadership & Commitment	A1D3: Management Engagement in Key WSH Initiatives		Change management includes discussion between management and stakeholders potentially affected by the changes.	WSH performance of stakeholders is monitored and assessed by managers, and feedback is given on how performance could be improved.	□ Internal audits to uncover potential operational hazards are conducted by management regularly and the necessary remedial actions taken. □ Managers lead focus groups involving different job levels to brainstorm and develop innovative ideas to enhance WSH. □ Efforts are made by management to learn continually and preemptively through leading indicators of WSH performance. □ Managers collect and investigate reports of alleged retaliation against a stakeholder for reporting WSH concerns and take the appropriate corrective action.	 □ A standing (reserved) budget to support WSH initiatives is maintained at board level and reviewed regularly by senior management. □ Management acts swiftly and diligently to stop retaliation against someone for making a WSH report.
	ass Level, ☑ = 100%	☐ Pass ☐ Fail	☐ Pass☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail
	\square > 50%	L Pan	L Tan		ran	L Pan



Item	Dimension		Assessor should Determine during the Evidence Based Assessment Protocol (Interview, Site, &/or Document Inspection) Which One of the Scenarios in L1 to L5 Prevails in the Organization						
#	Dimension	L1 (Reactive)	L2 (Participative)	L3 (Proactive)	L4 (Pervasive)	L5 (Exemplary)			
A1: (Management) Leadership & Commitment	A1D4: Management Knowledge & Skills with WSH Impact	Formal WSH training is required for all appointments including managers. Managers are able to encourage stakeholders to seek clarification on WSH concerns by asking questions during toolbox/safety meetings.	WSH performance indicators are established by management following consultation with stakeholders.	 □ WSH trends and best practices reported by industry leaders are tracked by management. □ Management encourages stakeholders to voice their WSH concerns and challenge and/or report unsafe acts. □ Managers foster a climate that encourages stakeholder communication and teamwork. □ Management response after an incident focuses on addressing the cause of the incident rather than the assignment of blame. 	Managers are fair and balanced in recognizing individual and group contributions to WSH.	☐ Senior managers are well informed and competent enough to review operational changes to assess potential impact on WSH. ☐ Stakeholder feedback is sought by management on WSH initiatives and process/equipment/ system changes prior to procurement and implementation.			
To Pass Level, Black ☑ = 100% Blue ☑ > 50%		☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail			



Item #	Dimension	Assessor sho	Assessor should Determine during the Evidence Based Assessment Protocol (Interview, Site, &/or Document Inspection) Which One of the Scenarios in L1 to L5 Prevails in the Organization							
#		L1 (Reactive)	L2 (Participative)	L3 (Proactive)	L4 (Pervasive)	L5 (Exemplary)				
A2: Governance	A2D1: Organizational WSH Vision, Values Roles & Targets	 ☐ WSH policy, mission and vision statements are clearly visible and easily understood. ☐ WSH responsibilities are defined for all job levels. ☐ Production targets and deadlines are usually given a higher priority than WSH. 	 □ WSH is a core organizational value with the highest priority. □ WSH goals and targets are defined for all job levels and functions. □ A well-defined functional hierarchy for WSH supervision is established with the line of authority, required collaboration and teamwork clearly specified. □ Managers lead the planning of strategic WSH enhancement initiatives (including setting goals & targets). □ WSH department collates and reviews WSH performance data and co-ordinates WSH enhancement initiatives. 	 □ WSH performance is part of stakeholder and department appraisals. □ Stakeholders are expected to participate actively in WSH Committees and enhancement initiatives. □ Management is ultimately responsible for WSH assurance. □ Functional teams are empowered with the authority to propose, review and implement WSH enhancement initiatives. 	☐ WSH department reports directly to senior management (CEO, MD) without having to go through the operations department. ☐ WSH is regarded as an essential part of business operations. ☐ Management reviews and analyses external case studies and shares the findings and lessons with stakeholders. ☐ The size, standing and prominence of the WSH department are comparable to the business department.	□ Work behaviour and WSH consciousness of stakeholders are consistent with the WSH mission and vision of the organization. □ WSH is viewed by senior management as adding to business value rather than only to cost. □ WSH performance is reviewed at the Board level of the organization.				



A2b: Governance A2b1: Organizational WSH Vision, Values Roles & Targets	□ Managers conduct WSH meetings according to the planned schedule and agenda. □ Organizational hierarchy must be followed strictly for reports to be channelled to management for review.	 □ Stakeholders perform pre-job briefings and shift handovers diligently and communicate the necessary operational and WSH information. □ A WSH reporting structure independent of the organizational hierarchy is established. 	 □ Management is ultimately responsible for WSH assurance. □ Functional teams are empowered with the authority to propose, review and implement WSH enhancement initiatives. □ Management fosters a climate that encourages communication and teamwork. □ Stakeholders are required to report unsafe actions and/or near misses. 	 □ Senior management communicates openly to stakeholders on the WSH initiatives planned and the performance goals expected. □ Management collects and investigates reports of alleged retaliation against a stakeholder for reporting WSH concerns and take the appropriate corrective action. 	Management acts swiftly and diligently to stop retaliation against someone for making a WSH report.
To Pass Level, Black $\square = 100\%$ Blue $\square > 50\%$	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail



Item #	Dimension		Assessor should Determine during the Evidence Based Assessment Protocol (Interview, Site, &/or Document Inspection) Which One of the Scenarios in L1 to L5 Prevails in the Organization							
.,			L1 (Reactive)	L2 (Participative)	L3 (Proactive)	L4 (Pervasive)	L5 (Exemplary)			
: Governance	Human Resource Policies with WSH Impact	Formal WSH training is required for all appointments including managers.	Competency (including WSH performance) is the key criterion in assessments for employment, promotion and internal transfer.	Manpower resources are adequate to meet the requirements of both business operations and WSH assurance.	☐ Stakeholders are trained comprehensively in accordance with a roadmap.	☐ A management system is used to track the WSH training of staff against a training roadmap.				
		Stakeholders are informed that WSH is a key component of appraisal. An explicit set of criteria detailing job	Contractors are engaged on the lowest quote only after they have satisfied technical and WSH requirements (e.g. bizSAFE).	Contractors are required to participate in WSH initiatives such as WSH meetings and training programmes.	Managers track and update regularly the training roadmap of each staff to account for technical & appointment changes.	☐ WSH performance is a key criterion in selecting contractors and business partners.				
A2	A2D2: Hu wit	criteria detailing job requirements and qualifications is specified for each appointment.	Formal vocational and skill assessment tests are applied when a candidate is assessed for employment.	WSH performance recognition balances incentives/rewards for good WSH performance with a just/fair disciplinary process for dealing with safety violations.	Managers are fair and balanced in recognizing individual and group contributions to WSH.					



A2: Governance	A2D2 : Human Resource Policies with WSH Impact	 □ A mentoring system is implemented to facilitate on the job training (OJT, including WSH) and the supervision of newly recruited/transferred staff. □ Stakeholders are aware of potential hazards of their tasks and surrounding work areas. □ Stakeholders are aware that disciplinary action will be taken against intentional safety violations. 	☐ A training roadmap is customized to meet the requirements of each staff. ☐ Stakeholders are trained to recognize work behaviours that may adversely impact WSH and to identify malfunctions.	 ☐ Health and physical ability are assessed periodically to determine fitness for duty. ☐ Training programme is benchmarked against industry standards. 	WSH achievements of both staff and contractors are recognised explicitly.	Self-reporting of unintentional errors is encouraged and is made without fear of punishment because stakeholders are treated in a just and fair manner.
To Pass Level, Black ☑ = 100% Blue ☑ > 50%		☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail



Item #	Dimension	Assessor should Determine during the Evidence Based Assessment Protocol (Interview, Site, &/or Document Inspection) Which One of the Scenarios in L1 to L5 Prevails in the Organization						
"		L1 (Reactive)	L2 (Participative)	L3 (Proactive)	L4 (Pervasive)	L5 (Exemplary)		
A2: Governance	A2D3: Operational Policies with WSH Impact	☐ Only reportable accidents are investigated. ☐ Risk assessment is conducted prior to manpower changes and the introduction of new equipment, processes and tasks. ☐ Regular rest breaks are scheduled throughout the workday and stakeholders have accessible resting areas to eat a meal and collect drinking water when needed.	□ WSH performance indicators are established following consultation with stakeholders. □ A WSH Management System (WSHMS) is implemented. □ Best practices are shared by management freely and systematically across departments.	 □ Budget for WSH training and supervision is benchmarked against industry leaders. □ WSH KPIs are reviewed by management at regular intervals followed by appropriate and timely actions for improvement. □ Risk assessments and/or hazard & operability studies are used to develop contingency plans and actions. □ Managers encourage stakeholders to voice their WSH concerns and challenge and/or report unsafe acts. 	 □ Management allocates an additional WSH budget whenever it is needed. □ Process of investigating WSH reports, incidents and accidents must be independent, rigorous and transparent. □ Regular contingency training is conducted to ensure familiarity with recovery plans and actions. □ A fatigue management system is used to specify appropriate work duration and shift cycles. 	□ A standing (reserved) budget to support WSH initiatives is maintained at board level and reviewed regularly by senior management. □ Contingency plans and actions are reviewed and benchmarked against industry leaders. □ Our WSH performance is benchmarked against international standards.		



A2	A2D3: Operational Policies with WSH Impact	 ☐ Mass WSH briefings and management meetings are scheduled on a regular basis. ☐ A work planning system is used to ensure that PPE, tools and equipment are available in working condition when needed. ☐ Daily toolbox meetings are held before commencement of work to review WSH concerns. 	Audits are viewed as an aid for learning and an opportunity for improvement rather than a search for non compliance. Prior to safety critical work, managers conduct pre-job briefings detailing actions and responsibilities, recovery actions and contingency handling.	 □ To raise awareness and promote WSH, internal campaigns and competitions with incentives are organized regularly and led by management. □ WSH performance of stakeholders is monitored and assessed, and feedback is given on how performance could be improved. □ An anonymous/amnesty WSH incident reporting system is implemented to gather information and learn from adverse workplace events. □ The effectiveness of the WSH reporting system is reviewed regularly and enhancements made. □ A work scheduling system is used 	□ Managers monitor and assess equipment performance periodically to ensure that maintenance is performed on a predictive basis to avoid unplanned corrective actions. □ Internal and/or external audits are performed periodically. □ Efforts are made by management to learn continually and pre-emptively through leading indicators of WSH	□ A trusted anonymous/amnesty WSH reporting system is operating and supervised by an external or independent party. □ A computerised WSH performance monitoring system is in place to support: reporting of incidents and near misses; analyses of emerging trends; and reviewing of solution effectiveness. □ Internal successes and lessons learnt from investigations of adverse workplace incidents and accidents are shared with the industry.
	A	WSH concerns.		A work scheduling system is used to ensure that tasks performed in adjacent work areas are coordinated to avoid potential conflicts.		the industry.



A2: Governance	A2D3: Operational Policies with WSH Impact		Change management includes discussion between management and stakeholders potentially affected by the changes. Rules and regulations are established to prevent unauthorized operation and modification of the process and equipment.	 □ Refresher training is conducted for infrequently performed tasks prior to execution. □ Incidents, near misses and accidents are investigated by management to uncover root causes and contributing factors so that enhancements can be made and lessons shared with all stakeholders. □ Management response after an incident focuses on addressing the cause of the incident rather than the assignment of blame. □ Manpower planning accounts for contingencies to address abnormal operating conditions, periods of high workload and/or staff movement. □ Proposed changes to work plans, equipment and processes must be reviewed by a technically competent management committee to validate the underlying assumptions, operability and potential WSH impact. 	WSH performance is benchmarked against industry standards and action plans are formulated to enhance existing WSH practices and processes. Human Factors considerations are addressed in the specification and implementation of operational changes.	Regular WSH reviews that consider various contingency scenarios are conducted to enable pre-emptive learning. Senior managers review regularly the outcome of change management cases to determine how future processes and decision making may be improved. Stakeholder feedback is sought by management on WSH initiatives and process/equipment/ system changes prior to procurement and implementation.
To Pass Level, Black $\square = 100\%$ Blue $\square > 50\%$		☐ Pass	☐ Pass	☐ Pass	☐ Pass	☐ Pass
		☐ Fail	☐ Fail	☐ Fail	☐ Fail	☐ Fail



Item #	Dimension	Assessor should L1 (Reactive)	Assessor should Determine during the Evidence Based Assessment Protocol (Interview, Site, &/or Document Inspection) Which One of the Scenarios in L1 to L5 Prevails in the Organization L1 (Reactive) L2 (Participative) L3 (Proactive) L4 (Pervasive) L5 (Exemplary)					
A3: Work Management System	A3D1: Management of Day-to-Day Operations	Regular rest breaks are scheduled throughout the workday and stakeholders have accessible resting areas to eat a meal and collect drinking water when needed. A work planning system is used to ensure that PPE, tools and equipment are available in working condition when needed.	 □ A WSH Management System (WSHMS) is implemented. □ Prior to safety critical work, managers conduct pre-job briefings detailing actions and responsibilities, recovery actions and contingency handling. □ A WSH reporting structure independent of the organizational hierarchy is established. 	 □ Manpower planning accounts for contingencies to address abnormal operating conditions, periods of high workload and/or staff movement. □ A work scheduling system is used to ensure that tasks performed in adjacent work areas are co-ordinated to avoid potential conflicts. □ Manpower resources are adequate to meet the requirements of both business operations and WSH assurance. □ WSH performance recognition balances incentives/rewards for good WSH performance with a just/fair disciplinary process for dealing with safety violations. 	□ Managers lead periodic audits of the WSH Management System. □ A fatigue management system is used to specify appropriate work duration and shift cycles. □ Managers monitor and assess equipment performance periodically to ensure that maintenance is performed on a predictive basis to avoid unplanned corrective actions.	☐ A computerised WSH performance monitoring system is in place to support: reporting of incidents and near misses; analyses of emerging trends; and reviewing of solution effectiveness. ☐ A management system is used to track the WSH training of staff against a training roadmap.		



A3: Work Management System A3D1: Management of Day-to-Day Operations	 ☐ Housekeeping is performed on a regular basis according to a schedule. ☐ Risk assessment is conducted prior to manpower changes and the introduction of new equipment, processes and tasks. ☐ A mentoring system is implemented to facilitate on the job training (OJT, including WSH) and the supervision of newly recruited/transferred staff. ☐ Organizational hierarchy must be followed strictly for reports to be channelled to management for review. 		Risk assessments and/or hazard & operability studies are used to develop contingency plans and actions. Incidents, near misses and accidents are investigated by management to uncover root causes and contributing factors so that enhancements can be made and lessons shared with all stakeholders. An anonymous/amnesty WSH incident reporting system is implemented to gather information and learn from adverse workplace events.	Managers track and update regularly the training roadmap of each staff to account for technical & appointment changes.	 □ Management has implemented an 'open door' policy for stakeholders to raise and discuss WSH issues and concerns at any time. □ A trusted anonymous/amne sty WSH reporting system is operating and supervised by an external or independent party.
To Pass Level, Black $\square = 100\%$ Blue $\square > 50\%$	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail



Item	Dimension		Assessor should Determine during the Evidence Based Assessment Protocol (Interview, Site, &/or Document Inspection) Which One of the Scenarios in L1 to L5 Prevails in the Organization					
#		L1 (Reactive)	L2 (Participative)	L3 (Proactive)	L4 (Pervasive)	L5 (Exemplary)		
A3: Work Management System	A3D2: Systematic Management of Change	Operational changes, workarounds or improvisations are made on the spot as and when required.	☐ Change management includes discussion between management and stakeholders potentially affected by the changes. ☐ Rules and regulations are established to prevent unauthorized operation and modification of the process and equipment. ☐ Managers lead the planning of strategic WSH enhancement initiatives (including setting goals & targets).	□ Proposed changes to work plans, equipment and processes must be reviewed by a technically competent management committee to validate the underlying assumptions, operability and potential WSH impact. □ The effectiveness of the WSH reporting system is reviewed regularly and the necessary enhancements made.	☐ Human Factors considerations are addressed in the specification and implementation of operational changes.	Senior managers review regularly the outcome of change management cases to determine how future processes and decision making may be improved.		
To Pass Level, Black ☑ = 100% Blue ☑ > 50%		☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail		



Item #	Dimension	Assessor should Determine during the Evidence Based Assessment Protocol (Interview, Site, &/or Document Inspection) Which One of the Scenarios in L1 to L5 Prevails in the Organization					
#		L1 (Reactive)	L2 (Participative)	L3 (Proactive)	L4 (Pervasive)	L5 (Exemplary)	
A4: Competent & Learning Organization	A4D1: Staff Competency & Training	 □ An explicit set of criteria detailing job requirements and qualifications is specified for each appointment. □ A mentoring system is implemented to facilitate on the job training (OJT, including WSH) and the supervision of newly recruited/transferred staff. □ Formal WSH training is required for all appointments including managers. 	 ☐ In-house vocational and skill assessment tests are applied when a potential candidate is assessed for employment. ☐ A training roadmap is customized to meet the requirements of each staff. ☐ Stakeholders are trained to recognize work behaviours that may adversely impact WSH and to identify malfunctions. ☐ Managers personally deliver WSH training after attaining technical competence. 	 ☐ Health and physical ability are assessed periodically to determine fitness for duty. ☐ The training provided to stakeholders goes beyond the knowledge and skills required for the present job. ☐ Refresher training is conducted for infrequently performed tasks prior to execution. ☐ WSH performance of stakeholders is monitored and assessed by managers, and feedback is given on how performance could be improved. 	 □ Managers track and update regularly the training roadmap of each staff to account for technical & appointment changes. □ Stakeholders are trained comprehensively in accordance with a roadmap. □ Regular contingency training is conducted to ensure familiarity with recovery plans and actions. 	 □ Training road map is comprehensive and includes competency development for career advancement. □ WSH performance is a key criterion in selecting contractors and business partners. □ Senior managers are exemplary in "walking-the-talk" on WSH by constantly upgrading their WSH competencies. 	



A4: Competent & Learning Organization	A4D1: Staff Competency & Training	Stakeholders participate in WSH talks/seminars/courses/ conferences, contests and awards only when attendance is compulsory or when there are incentives to do so.	 □ Competency (including WSH performance) is the key criterion in assessments for employment, promotion and internal transfer. □ Contractors are engaged on the lowest quote only after they have satisfied technical and WSH requirements (e.g. bizSAFE). 			Senior managers are well informed and competent enough to review operational changes to assess potential impact on WSH.
Black	Pass Level, □ = 100% □ □ > 50%	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail



Item #	Dimension	Assessor should Determine during the Evidence Based Assessment Protocol (Interview, Site, &/or Document Inspection) Which One of the Scenarios in L1 to L5 Prevails in the Organization						
π		L1 (Reactive)	L2 (Participative)	L3 (Proactive)	L4 (Pervasive)	L5 (Exemplary)		
A4: Competent & Learning Organization	A4D2: Learning from Internal Operating Experience	Risk assessment is conducted prior to manpower changes and the introduction of new equipment, processes and tasks. Only reportable accidents are investigated.	Audits are viewed as an aid for learning and an opportunity for improvement rather than a search for non compliance.	 ☐ Incidents, near misses and accidents are investigated by management to uncover root causes and contributing factors so that enhancements can be made and lessons shared with all stakeholders. ☐ Risk assessments and/or hazard & operability studies are used to develop contingency plans and actions. ☐ The effectiveness of the WSH reporting system is reviewed regularly and the necessary enhancements made. 	 ☐ Internal audits to uncover potential operational hazards are conducted by management regularly and the necessary remedial actions taken. ☐ Efforts are made by management to learn continually and pre-emptively through leading indicators of WSH performance. ☐ Managers demonstrate personal enthusiasm towards continuous WSH improvement including learning from audits. ☐ Managers lead periodic audits of the WSH Management System. 	Regular WSH reviews are conducted by management to consider various contingency scenarios to enable preemptive learning. Rule breaking behaviour (such as non-compliance of SOPs, workarounds and shortcuts) are analysed to uncover the root causes and ascertain whether the existing rules and SOPs are workable or need to be changed.		



A4: Competent & Learning Organization	A4D2 : Learning from Internal Operating Experience			 ■ WSH KPIs are reviewed by management at regular intervals followed by appropriate and timely actions for improvement. ■ Management response after an incident focuses on addressing the cause of the incident rather than the assignment of blame. 	Managers lead focus groups involving different job levels to brainstorm and develop innovative ideas to enhance WSH.	□ Senior managers review regularly the outcome of change management cases to determine how future processes and decision making may be improved. □ Stakeholder feedback is sought by management on WSH initiatives and process/equipment/ system changes prior to procurement and implementation.
Black	Pass Level, ☑ = 100% ☑ > 50%	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail



Item #	Dimension	Assessor should Determine during the Evidence Based Assessment Protocol (Interview, Site, &/or Document Inspection) Which One of the Scenarios in L1 to L5 Prevails in the Organization					
#		L1 (Reactive)	L2 (Participative)	L3 (Proactive)	L4 (Pervasive)	L5 (Exemplary)	
A4: Competent & Learning Organization	A4D3 : Learning from External Case-Studies & Organizations	Subscription is made to a wide range of WSH bulletins and publications (including e-bulletins) produced by various organizations to learn from their best practices (successes) and failures.	Participation in external WSH seminars and activities organized by outside bodies such as the WSHC/MOM/ Industry Associations.	 □ Training programme is benchmarked against industry standards. □ WSH trends and best practices reported by industry leaders are tracked by management. □ Budget for WSH training and supervision is benchmarked against the industry. 	External case studies are reviewed and analysed by management and shared with stakeholders. WSH performance is benchmarked against industry standards and action plans are considered continuously to enhance existing WSH practices and processes.	 □ WSH performance is benchmarked against international standards and action plans are considered continuously to enhance existing WSH practices and processes. □ Contingency plans and actions are reviewed and benchmarked against industry leaders. 	
Black	Pass Level, □ = 100% □ = 50%	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	



Item # Dimension Assessor should Determine during the Evidence Based Assessment Protocol (Interview, Site, &/o Inspection) Which One of the Scenarios in L1 to L5 Prevails in the Organization						
#		L1 (Reactive)	L2 (Participative)	L3 (Proactive)	L4 (Pervasive)	L5 (Exemplary)
A4: Competent & Learning Organization	A4D4 : Systematic Knowledge Dissemination to Enable Organizational Learning	 ☐ Mass WSH briefings and management meetings are scheduled on a regular basis. ☐ Daily toolbox meetings are held before commencement of work to review WSH concerns. 	 □ Best practices are shared by management freely and systematically across departments. □ Managers personally deliver WSH training after attaining technical competence. 	Contractors are required to participate in WSH initiatives such as WSH meetings and training programmes. WSH knowledge and best practices are shared with other work groups and co-workers, e.g. stakeholders will voluntarily teach their co-worker how to perform a task safely if help is needed. To raise awareness and promote WSH, internal campaigns and competitions with incentives are organized regularly and led by management.	Stakeholders are given regular feedback by management on their WSH reports and consistent support for their WSH enhancement initiatives.	☐ Internal successes and lessons learnt from investigations of adverse workplace incidents and accidents are shared with the industry. ☐ Senior Management reviews WSH performance regularly and convey to stakeholders the status, actions and effectiveness of specific measures taken.
To Pass Level, Black ☑ = 100% Blue ☑ > 50%		☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail



Item #	Dimension	Assessor shou	Assessor should Determine during the Evidence Based Assessment Protocol (Interview, Site, &/or Document Inspection) Which One of the Scenarios in L1 to L5 Prevails in the Organization						
#		L1 (Reactive)	L2 (Participative)	L3 (Proactive)	L4 (Pervasive)	L5 (Exemplary)			
A5: Ownership & Teamwork	A5D1: Stakeholder Perception of the Organizational Value for WSH & Teamwork	□ WSH department is involved only when an adverse workplace incident or accident occurs. □ Stakeholders participate in WSH talks/seminars/courses/conferences, contests and awards only when they are compulsory or when there are incentives to do so.	 □ WSH department collates and reviews WSH performance data and coordinates WSH enhancement initiatives. □ Stakeholders perform pre-job briefings and shift handovers diligently and communicate the necessary operational and WSH information. □ Best practices are shared by management freely and systematically across departments. □ A well-defined functional hierarchy for WSH is established with the line of authority, required collaboration and teamwork clearly specified. 	□ Stakeholders participate actively in WSH Committees and their enhancement initiatives, such as SIT, WIT, RA and RM. □ WSH knowledge and best practices are shared with other work groups and co- workers, e.g. stakeholders will voluntarily teach their co-worker how to perform a task safely if help is needed.	 □ WSH department is comparable in size, standing and prominence with the business department. □ Stakeholders initiate and organize their own WSH programmes regularly and the level of participation received is generally good. □ WSH department reports directly to senior management (CEO, MD) without having to go through the operations department. 	There is trust and good communication, coordination and cooperation across all our departments and organizational levels.			
To Pass Level, Black ☑ = 100% Blue ☑ > 50%		☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail			



Item	Assessor should Determine during the Evidence Based Assessment Protocol (Interview, Site, &/or Docume Inspection) Which One of the Scenarios in L1 to L5 Prevails in the Organization					
π		L1 (Reactive)	L2 (Participative)	L3 (Proactive)	L4 (Pervasive)	L5 (Exemplary)
A5: Ownership & Teamwork	A5D2 : Stakeholder Ownership of WSH	 □ Only the WSH representative is responsible for identifying workplace hazards, proposing safety measures and enforcing SWPs. □ Stakeholders are aware of the potential hazards of their tasks and surrounding work areas. □ Housekeeping is performed on a regular basis according to a schedule. 	□ Stakeholders believe that their safety is at risk if they do not comply with WSH rules and regulations. □ Stakeholders are trained to recognize work behaviours that may adversely impact WSH and to identify malfunctions.	Stakeholders accept that it is their duty and responsibility to report unsafe actions and/or adverse events.	Stakeholders do not hesitate to report their co-workers if they take shortcuts and break WSH rules and regulations on purpose.	 □ Stakeholders believe that they are personally responsible for the safety of everyone in the organization. □ Stakeholders submit a WSH report when an unintentional mistake is made as it helps their organization to learn how to prevent accidents. □ Work behaviour and WSH consciousness of stakeholders are consistent with the WSH mission and vision of the organization.
To Pass Level, Black ☑ = 100% Blue ☑ > 50%		☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail



Item #	Dimension		Assessor should Determine during the Evidence Based Assessment Protocol (Interview, Site, &/or Document Inspection) Which One of the Scenarios in L1 to L5 Prevails in the Organization						
π		L1 (Reactive)	L2 (Participative)	L3 (Proactive)	L4 (Pervasive)	L5 (Exemplary)			
A5: Ownership & Teamwork	A5D3 : Extent of Stakeholder Engagement & Empowerment	 ☐ Stakeholders are aware that disciplinary action will be taken against intentional safety violations. ☐ Managers encourage stakeholders to seek clarification on WSH concerns by asking questions during toolbox/safety meetings. ☐ WSH initiatives are formulated and decided solely by management. 	 □ WSH Committee includes representatives from different job levels. □ Campaigns are conducted regularly by management to raise stakeholder awareness of the WSH reporting system and to encourage them to submit WSH reports. 	 □ WSH performance of stakeholders is monitored and assessed, and feedback is given on how performance could be improved. □ Management response after an incident focuses on addressing the cause of the incident rather than the assignment of blame. □ Functional teams are empowered with the authority to propose, review and implement WSH enhancement initiatives. □ Management fosters a climate that encourages communication and teamwork. 	 □ WSH achievements of both staff and contractors are recognised explicitly. □ Stakeholders are given regular feedback by management on their WSH reports and consistent support for their WSH enhancement initiatives. □ Stakeholders report unsafe acts, near misses and hazards through a simple and accessible WSH reporting system. □ Managers lead focus groups involving different job levels to brainstorm and develop innovative ideas to enhance WSH. 	Stakeholder feedback is sought by management on WSH initiatives and process/equipment/ system changes prior to procurement and implementation. When stakeholders report an unintentional mistake, they are treated fairly and justly by management.			



A5: Ownership & Teamwork	A5D3: Extent of Stakeholder Engagement & Empowerment	☐ Stakeholders are informed that WSH is a key component of appraisal. ☐ Daily toolbox meetings are held before commencement of work to review WSH concerns. ☐ Stakeholders receive an acknowledgement and/or can see action being taken after making a WSH report. ☐ A mentoring system is implemented by management to facilitate on the job training (OJT, including WSH) and the supervision of a newly recruited/ transferred staff.	□ WSH performance indicators are established successfully by management following consultation with stakeholders. □ Change management includes discussion between management and stakeholders potentially affected by the changes.	□ WSH performance is part of stakeholder and department appraisals. □ WSH performance recognition balances incentives/rewards for good WSH performance with a just/fair disciplinary process for dealing with safety violations. □ Management encourages stakeholders to voice their WSH concerns and challenge and/or report unsafe acts. □ An anonymous/amnesty WSH incident reporting system is implemented to gather information and learn from adverse workplace events.	Managers are fair and balanced in recognizing individual and group contributions to WSH. Our management is required to collate, investigate and take appropriate action against retaliation against someone for making a WSH report.	☐ Management has implemented an 'open door' policy for stakeholders to raise and discuss WSH issues and concerns at any time. ☐ A trusted anonymous/amnesty WSH reporting system is operating and supervised by an external or independent party. ☐ Management acts swiftly and diligently to stop retaliation against someone for making a WSH report.
To Pass Level, Black ☑ = 100% Blue ☑ > 50%		☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail



Item #	Dimension	Assessor should Determine during the Evidence Based Assessment Protocol (Interview, Site, &/or Document Inspection) Which One of the Scenarios in L1 to L5 Prevails in the Organization						
		L1 (Reactive)	L2 (Participative)	L3 (Proactive)	L4 (Pervasive)	L5 (Exemplary)		
A6: Communication & Reporting	A6D1: Means of Organizational Communication to Stakeholders of WSH Information	□ Daily toolbox meetings are held before commencement of work to review WSH concerns. □ There is good interactive (two way) communication between Supervisors and Workers. □ Managers conduct WSH meetings according to the planned schedule and agenda.	 □ Formal WSH communication initiated primarily by management comprises (one-way) written memorandums and instructions. □ There is good interactive (two way) communication between management and stakeholders. □ Prior to safety critical work, managers conduct pre-job briefings detailing actions and responsibilities, recovery actions and contingency handling. □ Pre-job briefings and shift handovers are performed diligently and the necessary operational and WSH information is communicated as appropriate. 	☐ To raise awareness and promote WSH, internal campaigns and competitions with incentives are organized regularly and led by management. ☐ Contractors are required to participate in WSH initiatives such as WSH meetings and training programmes.	☐ Managers lead focus groups involving different job levels to brainstorm and develop innovative ideas to enhance WSH. ☐ Managers review organizational WSH initiatives, plans and goals with stakeholders, and convey to them the WSH performance expected.	Management has implemented an 'open door' policy for stakeholders to raise and discuss WSH issues and concerns at any time.		



A6: Communication & Reporting	A6D1: Means of Organizational Communication to Stakeholders of WSH Information	□ Subscription is made to a wide range of WSH bulletins and publications (including e-bulletins) produced by various organizations to learn from their best practices (successes) and failures. □ Mass WSH briefings and management meetings are scheduled on a regular basis.	 ☐ Managers perform site inspections with WSH representatives to identify potential hazards and review with stakeholders their WSH performance. ☐ Participation in external WSH seminars and activities organized by outside bodies such as the WSHC/MOM. ☐ Managers personally deliver WSH training after attaining technical competence. 	Stakeholders participate actively in WSH Committees and their enhancement initiatives, such as SIT, WIT, RA and RM.		Senior management reviews WSH performance regularly and conveys to stakeholders the status, actions and effectiveness of specific measures taken.
To Pass Level, Black $\square = 100\%$ Blue $\square > 50\%$		☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail



Item	Dimension	Assessor should Determine during the Evidence Based Assessment Protocol (Interview, Site, &/or Document Inspection) Which One of the Scenarios in L1 to L5 Prevails in the Organization					
#		L1 (Reactive)	L2 (Participative)	L3 (Proactive)	L4 (Pervasive)	L5 (Exemplary)	
A6: Communication & Reporting	A6D2: Factors Affecting WSH Reporting by Stakeholders	☐ Organizational hierarchy must be followed strictly for reports to be channelled to management for review. ☐ Stakeholders receive an acknowledgem ent and/or can see action being taken after making a WSH report.	A WSH reporting structure independent of the organizational hierarchy is established. Campaigns are conducted regularly by management to raise stakeholder awareness of the WSH reporting system and to encourage them to submit WSH reports.	 □ An anonymous/amnesty WSH incident reporting system is implemented to gather information and learn from adverse workplace events. □ Effectiveness of the WSH reporting system is reviewed regularly and the necessary enhancements made. □ Management encourages stakeholders to voice their WSH concerns and challenge and/or report unsafe acts. □ Management response after an incident focuses on addressing the cause of the incident rather than the assignment of blame. 	□ Stakeholders report unsafe acts, near misses and hazards through a simple and accessible WSH reporting system. □ Management collects and investigates reports of alleged retaliation against a stakeholder for reporting WSH concerns and take the appropriate corrective action. □ Stakeholders are given regular feedback by management on their WSH reports and consistent support for their WSH enhancement initiatives.	 □ A trusted anonymous/amnesty WSH reporting system is operating and supervised by an external or independent party. □ When stakeholders report an unintentional mistake, they are treated fairly and justly by management. □ Management acts swiftly and diligently to stop retaliation against someone for making a WSH report. □ A computerised WSH performance monitoring system is in place to support: reporting of incidents and near misses; analyses of emerging trends; and reviewing of solution effectiveness. 	
To Pass Black B	Z = 100%	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	☐ Pass ☐ Fail	