

# Safe Management Measures (SMM) What FMs need to know?

SIFMA – WSHC Webinar on WSH  
Challenges and Smart Solutions  
4 December 2020



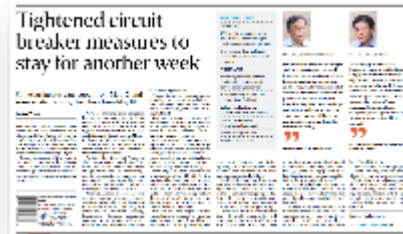
Darren Loh  
Senior Assistant Director (Ops GW)  
OSH Inspectorate Department

A Great Workforce A Great Workplace



# Key Milestones in the Fight against Covid-19

COVID-19 Situation Report				
Data Updated as of: 01 Dec 2020				
Current Situation	Summary Table	Number of Cases	Case Status	Stay Home Notices (SHNs) & Quarantine Orders (GOs)
Total Cases	58228	60	0	29
	▲10	▲5	-	-
In Isolation	31	2718	55421	29
	▲5	▲1	▲4	-
Discharged (Hosp)				
Completed Isolation				
Demised				



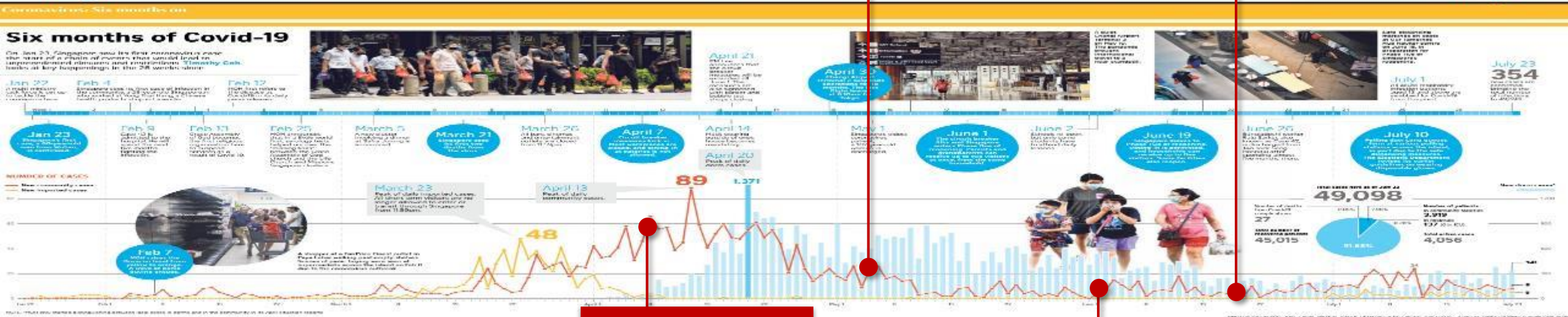
5 May – CB extended to 1 Jun

**Phase 2: Safe Transition**

- More businesses re-open with safe management measures
- All students fully return to school
- Sports & recreation facilities re-open with safe management measures



19 Jun – Phase 2 Safe Transition



7 Apr – Start of CB period

2 Jun – Phase 1 Safe Reopening

**Phase 1: Safe Re-opening (from 2 June)**

- Businesses that do not pose high risk re-open
- Leave home only for essential activities



# Enforcement Ops on SMM Requirements

2 June 2020



A man scanning a SafeEntry QR code to check in before entering an office at Raffles Place yesterday. ST PHOTO: JASON GUN

## 3 workplaces told to shut for insisting staff return to office

By Wei Tan and Chuan Sze Ann

Three workplaces were forced to stop operations for failing to implement adequate safe management measures, including instructing employees to return to the office instead of allowing them to work from home, said the Ministry of Manpower (MOM) yesterday evening.

A total of 14 composition fines were also issued to employers for breaching various safe management measures in the two days following the end of the circuit breaker period on Monday.

As of this yesterday, the ministry had inspected over 200 workplaces in islandwide enforcement operations, it said in a Facebook post.

Mr Silas Sing, divisional director of the occupational safety and health division at MOM, said: "It is understandable that some employers may be eager to bring their employees back to work in the office after two months of circuit breaker."

However, we would like to remind employees that working from home must remain the default working arrangement for employees who are able to do so.

“Employees will be asked to explain their actions when employees complain to MOM that they had been asked to return to the work place or office, despite being able to continue working from home,” added the Facebook post.

If these employees are unable to provide a reasonable explanation, MOM will have to take enforcement action accordingly. In order to protect the employees, said.

According to the ministry's guidelines, nothing that home should remain the default option for all employees. Workers can return to the workplace following the circuit breaker period only if they have no alternative, in order to use specialised equipment or fulfil legal requirements.

Yet, some workers told The Straits Times they had been told to return

to their offices from Tuesday, despite it being unnecessary.



Office workers in Telok Ayer Street during lunchtime yesterday. According to the Manpower Ministry's guidelines, working from home should remain the default option for all employees. Workers can return to the workplace only if they have no alternative, such as in order to use specialised equipment. ST PHOTO: JASON GUN



Left: Office workers at Maxwell Food Centre during lunchtime. ST PHOTO: GUYEN CHAI, JASON GUN



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An employer in the manufacturing industry was asked to return to the office due to work to clear administrative tasks which he said could be completed at home.

He and his colleagues are allowed to work from home only one day per week, starting next week, said the employer, who is in his late 20s.

The reason that I was given by my employer was that the company can resume operations from June 2, but I am concerned that this is against the rules," he said, noting that he is also worried about building physical meetings with his mostly middle-aged colleagues.

A spokesman at the publishing industry also lamented the fact that she had been ordered to return to the office, even though she can do all the necessary editing and editing programs on her computer at home.

She is unsure why she has to be in the office, she said.

"I feel that it is not very safe to have the entire company back at the same time. I am worried that I could fall sick or get infected by the virus," she said.

Another woman who works in the legal sector said the partners at her firm are providing the option for employees to return to the office should they feel comfortable to do so, which she prefers, even though she can get her work done at home.

"It is much more to get things done with the team in person. The firm has safe distancing measures in place. If anything, my concern is taking public transport," said the woman, who is in her mid-20s.

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## 3 workplaces forced to stop operations for instructing staff to return instead of working from home



ST PHOTO: JASON GUN

**SINGAPORE** Three workplaces were forced to stop operations for failing to implement adequate safe management measures, including instructing employees to return to the office instead of allowing them to work from home, said the Ministry of Manpower (MOM) on Wednesday (June 3) evening.

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4 THURSDAY 4 JUNE 2020 thenewpaper

NEWS coronavirus pandemic

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Manpower Ministry also issues 14 composition fines to employers for breaches

By WEE YEE & CHOW SUE-ANN

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Clara Chong

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Safe management measures are being put in place, including the SafeEntry visitor management system for staff and visitors as well as requiring employees to wear masks. Some firms have implemented more flexible work arrangements, such as staggered hours and lunch breaks, and a split-team arrangement.

MOM noted that companies were implementing good cleaning and sanitising regimens to ensure common spaces are cleaned regularly and thoroughly, particularly areas with high human traffic.

Mr Mohd Ismadi, director of MOM's occupational safety and health specialist department, said: "Employers and workers have consistently stepped up to adopt safer workplace arrangements in accordance with changing situations...



Ministry of Manpower officers giving advice on how to improve the implementation of safe management measures at a workplace. The ministry has inspected close to 1,000 workplaces as part of its enforcement operations. PHOTO: MOM

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plined, vigilant and not let our guard down."

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working from home should remain the default option. It also said firms must continue to observe safe management measures.

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# New SMM Requirements at Workplaces wef 28 Sep 2020



## Key Changes

- Employees who are WFH may spend up to half their working time at the workplace
- Employers must ensure that no more than half of employees who are able to WFH are at the workplace at any point in time
- Employers should stagger start times and allow flexible working hours
- Allowance of some work-related events subject to prevailing workplace SMM and i.e. events not organised primarily for social interaction.

<sup>1</sup> For example, refer to BCA for construction, ESG for F&B and retail, MTI for marine and process sectors. More info about the various sector-specific requirements can be found [here](#).

# Preparing for Phase 3 as announced on 10 Nov 2020

A8 | THE BIG STORY

| THE STRAITS TIMES | WEDNESDAY, NOVEMBER 11, 2020

Coronavirus Multi-ministry Taskforce update

## Phase 3 will go ahead only if three conditions are met

70% TraceTogether take-up rate is one, safe management compliance is another

Timothy Goh

Singapore can go ahead with phase three of its reopening only if three key conditions are met, Education Minister Lawrence Wong said yesterday.

"There may be a chance we can do it before the end of the year. If not, we will roll over to January or some time early next year," he said.

"It's more important that we do it right than we rush into phase three and end up with bad consequences down the road."

Mr Wong was speaking at a press conference by the multi-ministry task force on Covid-19.

Singaporeans have been awaiting the further easing of restrictions as it has been almost five months since the country moved into phase two of its progressive reopening. Following an eight-week circuit breaker period earlier this year.

Also, the task force had, at an Oct 20 press conference, raised the possibility of Singapore moving into phase three before the end of this year should it be able to meet various conditions.

But yesterday, Mr Wong, who co-chairs the task force, stressed that this would be possible only if everyone does his part, because with more events allowed to take place, the risk of a merl in coronavirus cases is higher.

"We must be prepared to expect the number of community cases to go up perhaps to the low teens, maybe even to the 20s or upwards to the 30s," he added.

"We have to be mentally prepared for that and be ready to ensure that even if the local cases in the community were to rise, they do not form large clusters that are out of control," he said as he elaborated on the three key conditions that need to be fulfilled.

First, the TraceTogether programme must have a participation rate of about 70 per cent, up from the current rate of less than 50 per cent.

"The programme plays a key role in contact tracing efforts which, in themselves, are important for Singapore to manage safely."

TraceTogether tokens are being distributed islandwide, but there is no need to collect a token, Mr Wong pointed out as he urged people to download the TraceTogether app on their smartphones.

"The faster you download the app, the faster we get to a higher participation rate. The better the rate can be aligned. So consider downloading the app if you haven't."

Second, there must be an overall sense of compliance with safe management measures.

"We do need to see Singaporeans taking today's measures seriously, because if people are not even responsible enough to uphold (them), then going for further relaxation is going to be very risky."

The authorities will assess this condition through safe distancing ambassadors, who will continue to observe the situation on the ground at places such as restaurants and public, he said.

Finally, Singapore's testing capabilities must be sufficient, an aspect in which the country is "pro-



The authorities must see Singaporeans taking safe management measures seriously, said Education Minister Lawrence Wong - who is co-chair of the multi-ministry task force on Covid-19 - because if people are not responsible enough to uphold these measures, further relaxation will be very risky. ST PHOTO: KHA OYE SONG

VITAL TO DO IT RIGHT

It's more important that we do it right than we rush into phase three and end up with bad consequences down the road.

”

EDUCATION MINISTER LAWRENCE WONG

ceeding well," he said.

"We do have the testing capabilities in place, so we just need the circuit tracing - TraceTogether - to be up. We need compliance with safe management measures to also be up there, and then with all these indicators showing the green light, we would be in a position to enter phase three."

"Exactly when that happens, we keep an open mind. We will watch over it very carefully," he said.

kingph@ph.com.sg

### Three green lights for phase three

Singapore is raring to move into the third phase of its reopening, which could happen before the end of the year. But the Multi-ministry Taskforce said three sets of criteria must be met first.



#### Higher TraceTogether participation rate

• About 70 per cent of those here must be participating in the programme.

• This will allow for easier and quicker contact tracing in the event of a Covid-19 case in the community.

• People must either have the TraceTogether token or have downloaded the TraceTogether app on their phones. There is no need to do both.

#### Compliance with safe management measures

• The authorities say that if people are unable to comply with the present measures, further relaxation may be too risky.

• The Government will monitor the situation on the ground through its safe distancing ambassadors.

• An overall sense of compliance and cooperation with the measures is needed before Singapore can move to phase three.

#### Testing capabilities

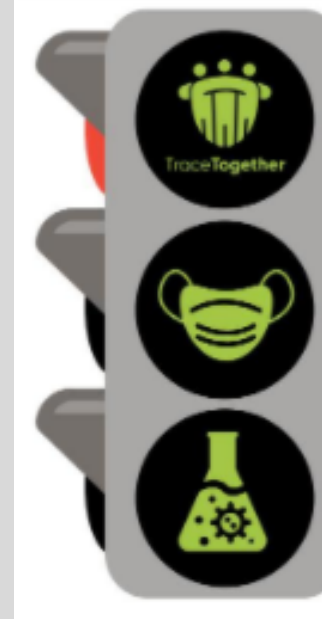
• Testing helps with early detection and management of Covid-19 cases, allowing them to be ring-fenced quickly and giving the assurance that people can safely proceed with activities.

• Singapore has sufficient testing capabilities for reopening.

STRAITS TIMES GRAPHICS

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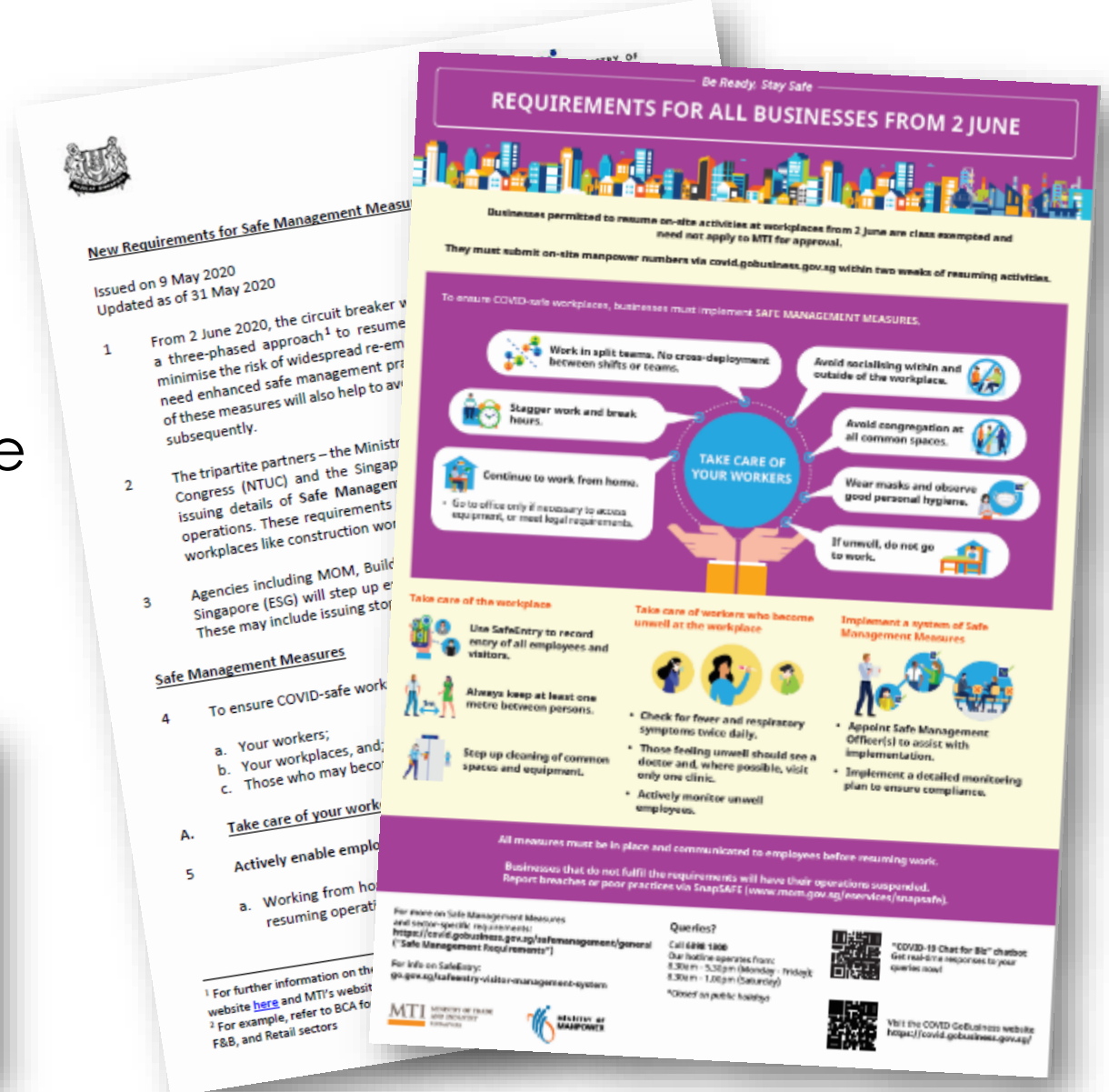


# System of SMM at Workplaces

## 4 Mandatory Elements

- A** Take care of your Workers
- B** Take care of the Workplace
- C** Take care of Workers who Become Unwell
- D** Implement a SMM System

Enforcement



# SMM in a Nutshell

## Take care of your workers

A



- Continue to work from home.
- Stagger work and break hours
- Work in split teams. No cross-deployment between shifts or teams.
- Avoid socialising within and outside of the workplace.
- Avoid congregation at all common spaces.
- Wear masks and observe good personal hygiene.
- If unwell, do not go to work

## Take care of the workplace

B



Use SafeEntry to record entry of all employees and visitors.



Always keep at least one metre between persons.



Step up cleaning of common spaces and equipment.

D

## Implement a system of Safe Management Measures



- Appoint Safe Management Officer(s) to assist with implementation.
- Implement a detailed monitoring plan to ensure compliance.

## Take care of workers who become unwell at the workplace

C



- Check for fever and respiratory symptoms twice daily.
- Those feeling unwell should see a doctor and, where possible, visit only one clinic.
- Actively monitor unwell employees.

Measures above must be in place, communicated and explained to employees prior to resuming work.



# More than 11,000 Inspections Conducted by MOM Since 2 June

## Common Contraventions

- ✗ No appointment of Safe Management Officer
- ✗ No Work From Home (WFH) or No 50% WFH arrangement
- ✗ No Safe Entry
- ✗ No temperature screening
- ✗ No evacuation plan
- ✗ No Safe Distancing Measures (SDM)
- ✗ Not wearing masks

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# Appoint a Safe Management Officer (SMO)



SMO can assist in the implementation, coordination and monitoring of SMM at the workplace

1. **To coordinate implementation of SMM**

- Identifying relevant risks, recommending and assisting in implementing measures to mitigate the risks, and communicating to all personnel.

2. **To conduct inspection and checks**

- Conducting inspections and checks to ensure compliance. Any non-compliance found to be reported and documented.

3. **To remedy non-compliance**

- Immediate action to be taken to remedy any non-compliance found

4. **To keep records of inspections and checks**

- Records of the inspections and checks and corrective actions to be kept and made available upon request by a Government Inspector



Does SMO need to be appointed with an appointment letter?





# Actively enable employees to WFH



WFH must be the default mode of working

- Employees who have been working from home so far must continue to do so
- List of workers with details on their work arrangements



At least  
**50%**  
working  
time WFH



Not more  
**50%**  
employees  
at workplace

*Note: One of the new SMM requirements wef 28 Sep 2020*



Most of employees are back for work but SDM is strictly practiced with SMM in place. Are they still required to WFH?



# Use SafeEntry to record entry of employees & visitors

Hi, I'm Gayle!  
I'm here to give you  
the latest news and  
tips on all things tech!

**HOW IT WORKS**  
**SafeEntry**

A national digital check-in system that logs visits by individuals to hotspots and venues providing essential services.

GOVTECH

TUESDAY, NOVEMBER 10, 2020 | THE STRAITS TIMES | TECH B7

**CHECK IN TO THE LOBBY**  
With your TraceTogether app or mobile app

*TraceTogether  
check-in at venues is  
better, (cyber) safer*

New system is more effective for contact tracing and provides better cyber hygiene

Workplaces are to implement TraceTogether-only SE by end of year

SafeEntry to record entry of all personnel entering the workplace:

- Employees and visitors check in and out using SafeEntry
- Employees and visitors that are unwell to be refused entry
- To declare the following via SafeEntry:
  - a) Not under quarantine order or SHN
  - b) Not had close contact with a confirmed Covid-19 case in the past 14 days
  - c) Do not have fever or flu-like symptoms



If my company has implemented SE, is it still required to monitor temperature records of employees and visitors?





# Regular check for temperature & respiratory symptoms



- Ensure regular checks for temperature and respiratory symptoms
- Encourage employees to download and activate TraceTogether app.

**Why we need both  
SafeEntry and TraceTogether**



**SafeEntry**

SafeEntry lets you know if you were at the same place as a COVID+ case, and helps MOH identify potential clusters

*For example, you visited a foodcourt on 21 Sep from 1200hrs to 1300hrs, and a COVID+ case was there too*





**TraceTogether**

TraceTogether tells MOH if you had been in close contact with a COVID+ case

*For example, you were within 2 metres of a COVID+ case for more than 30 minutes*



The TraceTogether Token can now be used to check in for SafeEntry at some venues. Look out for the poster!

**Let's play our part - use SafeEntry and TraceTogether to keep our loved ones safe!**



# Manage unwell or suspected cases

## 7.3 Procedure for Managing Staff that are Unwell at Workplace

When an employee is unwell (with symptoms such as cough, fever, difficulty breathing) at workplace or when a suspect case arises, the following actions are to be taken:

- Consider whether the employee has travel history to affected areas in the last 14 days and/or contact history with infected person. If no, the employee is to consult a doctor. If yes, the employee should do the following.
- Contact the immediate supervisor who will in turn contact the Pandemic Manager or Assistant Pandemic Manager. (refer to Appendix I).
- Isolation room and evacuation route

## Evacuation plan

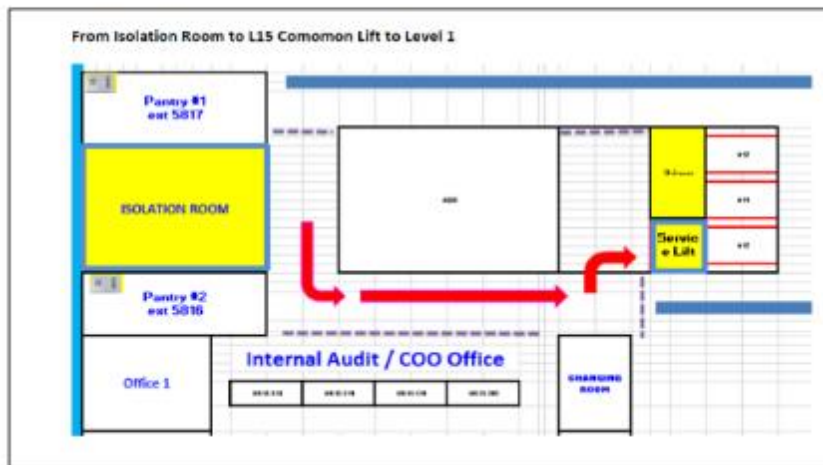
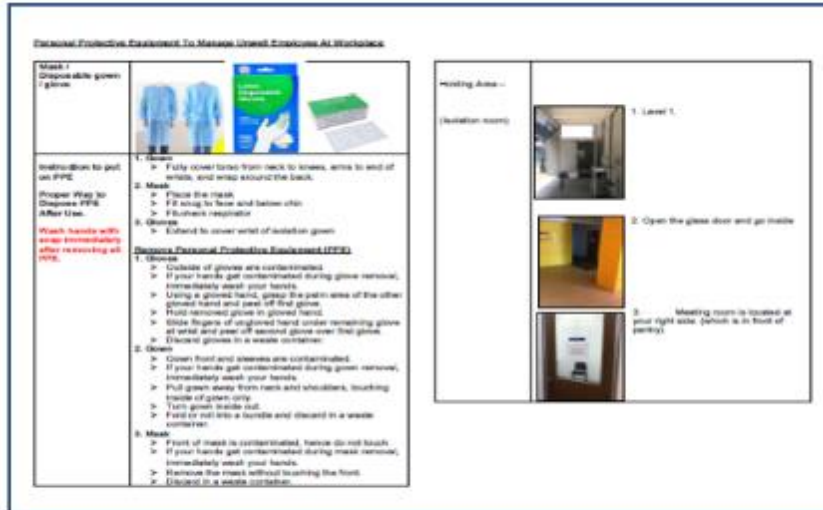
- Routes, isolation areas

## Follow-up plan

- Areas to be vacated and cordoned off
- Cleaning and disinfecting



Are documented evacuation and follow-up plans necessary?







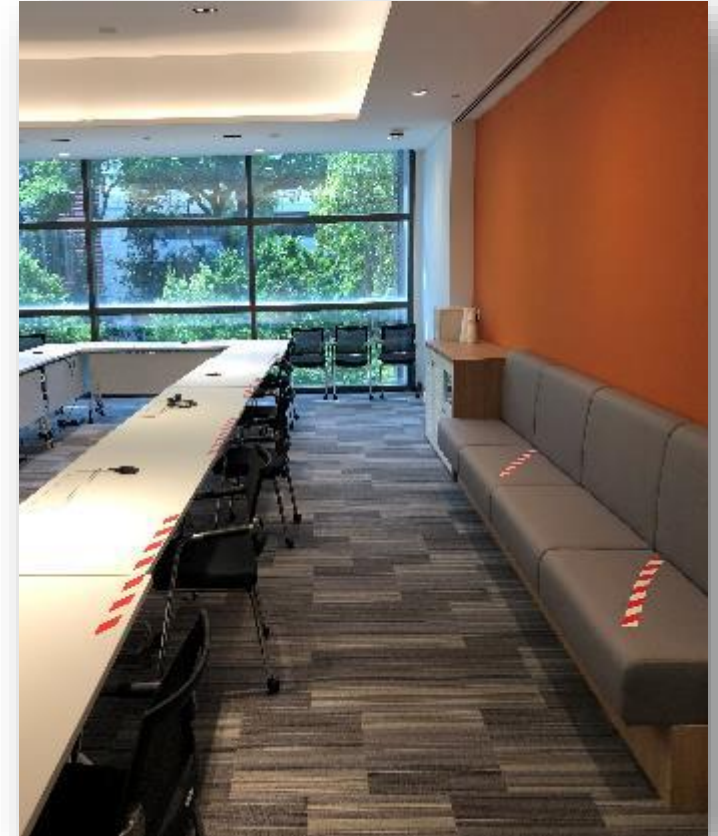
# Ensure physical spacing of at least 1 metre



Congregation at common spaces



Lack of demarcation of safe physical distance





# Wear masks at workplaces



- Ensure that there are sufficient masks for all employees
- Ensure that all visitors, contractors, suppliers etc. wear masks and other necessary PPE at all times
- Encourage employees to observe good personal hygiene e.g. wash hands regularly



Wear a mask at all times when outside your home



Wash your hands frequently with soap or use hand sanitisers



Monitor your temperature twice daily and submit health declarations



# NEW NORMAL SAFE WORKPLACES



Work from home



Stagger work and break hours, if unable to work from home



**AVOID** socialising with colleagues, at or outside workplaces



Sit at least 1 metre apart



Disinfect shared surfaces before and after use



Check in and out with SafeEntry  
**HELP US KEEP YOU SAFE**



Wear a mask at all times when outside your home



Wash your hands frequently with soap or use hand sanitisers



Monitor your temperature twice daily and submit health declarations

**If you are sick**

- Don't go to work
- Wear a mask and see a doctor
- Stay at home



**Do not spread rumours**

Get the latest on COVID-19 by signing up for the Gov.sg WhatsApp channel ([www.go.gov.sg/whatsapp](https://www.go.gov.sg/whatsapp)). The service is available in English, Chinese, Malay and Tamil.

**gov.sg**

Updated: 28 May 2020

# Thank You