



## MANAGING SAFETY AND HEALTH DURING COVID-19

When it comes to Workplace Safety and Health (WSH), the hotel industry follows stringent guidelines – especially during this period of time, where hotels have been hard hit by COVID-19.

Mr Tamalason Chellaganu, an Assistant Security Manager at Copthorne King's Hotel, shares how he plays a part in enforcing positive WSH practices within the hotel – keeping staff and guests safe (and sane) during this stressful period.

### Handling WSH during a pandemic

To ensure the health and safety of employees and guests, Mr Chellaganu tracks the movement of all staff throughout the hotel with SafeEntry updates sent to his mobile phone. Other safety measures include limiting the number of staff in break rooms, restricting employees from mixing with members of other teams, and more.

While these added precautions may sound extreme to some, they are also necessary for ensuring the safety of staff and guests. As Mr Chellaganu explains to hotel staff, "Think of your loved ones. All they want is for you to return home safely every day. Take a few extra minutes to follow these precautions, and stay safe for them."

### Staying safe with technology

Copthorne King's Hotel has also implemented several innovative ways for keeping staff and guests safe, while keeping their spirits up. The hotel's virtual workouts have

been a hit with guests, and group runs have fostered a sense of community among employees.

Meanwhile, intelligent technology – such as the Key Management System and the Visitor Management System, robotic vacuum cleaners, air cleaners and carpet polishers – has minimised the need for human contact at some touchpoints, reducing the risk of disease transmission and improving workplace safety.

### Maintaining existing WSH practices

While employees adapt to the new measures, Mr Chellaganu also reminds everyone of existing WSH practices through monthly WSH training sessions.

These WSH practices include using proper technique when carrying mattresses to avoid back injuries, keeping floors dry and non-oily so accidental slips and falls do not happen, maintaining kitchen cleanliness to avoid food poisoning, using a ladder of a correct height so staff will not stand on the top rung, properly cordoning off areas that are under maintenance or repair, and others.

### No compromise on safety

When it comes to safety, Mr Chellaganu truly believes there is no compromise. He emphasises to his team, "When a safety hazard needs to be fixed, fix it. And when something needs replacing, replace it. Whether it is taking 5 minutes, or spending some money, to address a safety issue – it must be done. Your actions could save a life."

### QUICK FACT

129

companies  
have come onboard  
WSHCouncil's Total  
WSH Programme,  
benefitting 5,024  
workers.



## IN THIS ISSUE

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Learn more  
about the  
**Total WSH  
Programme**

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Participate in the word search  
puzzle and stand to win prizes.

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**WRITE to us!**

Write to us about what workplace  
safety and health means to you.






## Achieve well-being at your workplace



### Why is Total WSH important for me?



-  I am less likely to hurt myself and others around me at work
-  I am productive in my job and can continue working
-  I can go home safe and healthy to my family

### What I can do to improve my well-being?



#### WORK

- Discuss with my supervisor if my work is affecting my safety and health
- Take part in safety and health programmes organised by my company



#### SAFETY

- Check that conditions are safe before starting work
- Report any unsafe acts, unsafe conditions or near misses
- Check that my Personal Protective Equipment is suitable for my work, worn correctly and in good condition



#### HEALTH

- Go for regular health screenings to detect any medical conditions early
- Manage my medical condition/s, so I can work safely and well
- Tell my supervisor if I feel unwell

# What are the 3 key components of Total WSH?

Hunt for the 3 words and circle them.



Q	I	F	U	I	J	A	E
N	R	S	E	J	E	M	A
H	T	F	A	Q	W	I	O
E	K	K	W	F	U	O	X
A	O	S	K	O	E	W	X
L	V	Q	A	A	R	T	I
T	C	M	N	T	N	K	Y
H	E	U	O	J	A	F	T

**Answer correctly and stand a chance to win a prize!**

**The closing date for entries is 30/06/2021.**

Full name: \_\_\_\_\_

Last 4 digits of IC/FIN No.: \_\_\_\_\_

Handphone No.: \_\_\_\_\_

Address: \_\_\_\_\_

**Mail your entry to:**

Workplace Safety and Health Council  
Level 4, Ministry of Manpower Services Centre  
1500 Bendemeer Road  
Singapore 339946

## CASE STUDIES



### Case Study 1

**CLEANER FELL BACKWARDS OFF THE SLOPE AND HIT HIS HEAD**



**WHAT HAPPENED?**

A school cleaner was walking up the grass slope when he fell backwards, hitting his head on the concrete floor at the base of the slope. He had swept the dry leaves earlier and piled them at the top of the slope. The accident took place as he was walking up the slope to get to the top where the pile of leaves was. The cleaner succumbed to his injuries two days later.

**WHAT WAS THE CAUSE?**

- Cleaner lost his balance while going up the grass slope.
- Inadequate supervision was provided to ensure his safety.

**WHAT COULD HAVE BEEN DONE TO PREVENT IT?**

- Use a safe means of access to get to work area.
- Follow safe work procedures to reduce fall hazard risk.
- Be aware of your surroundings and watch out for potential work hazards (e.g. slip, trip and fall hazards).

### Case Study 2

**CLEANER SLIPPED DOWN THE RAMP UNDER THE RAIN**



**WHAT HAPPENED?**

A cleaner was walking down a ramp under the rain when he slipped and struck his head on the tiled floor. The fall resulted in a big cut on the back of his head. The cleaner eventually slipped into a coma and passed away. The unsheltered ramp was located near the swimming pools at a condominium.

**WHAT WAS THE CAUSE?**

- The slippers, which the cleaner was wearing, did not have a firm grip.
- The surface of the ramp was wet and slippery.

**WHAT COULD HAVE BEEN DONE TO PREVENT IT?**

- Remain alert at all times and watch out for cautionary wall signages.
- Always wear rubber sole shoes or rubber boots to prevent slip and fall.





KEY CHANGES TO THE WORK INJURY COMPENSATION ACT (WICA)



More Certainty for Employers and Reward Safer Companies



Enhanced Protection for Employees

1 Before — You are not sure whether the WIC policy you bought is WICA-compliant

**After** Only designated WIC insurers approved by the Government will be allowed to offer WIC policies

2 Before — You can't get reimbursement from your WIC insurance policies due to policy exclusions

**After** MOM will define a core set of insurance terms and conditions to prevent unfair exclusions

3 Before — You have good safety records but do not pay lower premiums

**After** Lower premium pricing for companies with good safety records

4 Before — You can't recover lump sum compensation and medical expenses paid due to error, false or misleading information

**After** You can now seek recovery for full compensation paid

1 Before — Your employer may not have purchased WIC insurance for you, if you are a non-manual employee working in a non-factory setting, or if you earn more than \$1,600 per month

**After** All non-manual employees earning up to \$2,600 per month must be covered by WIC insurance

2 Before — Maximum compensation for death (\$204,000) and total permanent incapacity (PI) (\$262,000)

**After** Maximum compensation raised: death (\$225,000); total PI (\$289,000)<sup>1</sup>

<sup>1</sup> Applicable to accidents occurring on or after 1 Jan 2020

3 Before — If you are given light duties after work accident, no medical leave wages can be claimed

**After** You will be compensated the difference between the wages you earn while on light duty and your Average Monthly Earnings (AME)<sup>2</sup>

<sup>2</sup> Full AME for first 14 days; thereafter two-thirds AME for up to 1 year from the accident

4 Before — If you want another doctor to assess your injury, you need your employer's consent

**After** If you have reasons to believe that the treating doctor is not providing adequate care or assessment, you can apply to MOM to have another doctor assess you



Faster and Simpler Claims Processes Benefit Everyone

1 Before — Employee must wait until injury is fully stabilised before claim for permanent incapacity can be assessed

**After** Doctors can give current incapacity assessment to expedite claim resolution

2 Before — Claimant must submit a claim to be compensated even in cases of death or serious injury

**After** No need to file a claim for serious injuries or death. Processing will start once an accident report is made

3 Before — MOM processes some types of claims and WIC insurers the rest

**After** WIC insurers will process all insured claims. If there is dispute as to how insurer processed the claim, MOM will review and decide

4 Before — If parties are unable to produce pay slips to prove the AME, case is delayed

**After** We will use industry salary data to compensate the employee. MOM will separately take employer to task for failing to provide pay slips

HAVE YOU MET WITH AND SURVIVED A WORKPLACE ACCIDENT?

Share your experience with our readers. Tell us what happened, how you felt, and how the accident could have been prevented. Your story will be valuable, because all of us can learn from your experience and know what to look out for in our workplaces.

One winning letter will be selected and published. The author of the winning letter will win a \$150 voucher.

Remember to include your full name, company name, address, contact number and Work Permit number. Send your letter to:



The Editor, *iWSH*  
Workplace Safety and Health Council  
Level 4, Ministry of Manpower  
Services Centre  
1500 Bendemeer Road  
Singapore 339946

Do you have a suggestion on how we can improve iWSH?

Tell us what you like best about the newsletter and how we can make it even better. Send your letter to:

The Editor, *iWSH*  
Workplace Safety and Health Council  
Level 4, Ministry of Manpower Services Centre  
1500 Bendemeer Road  
Singapore 339946

The Workplace Safety and Health (WSH) Council was established on 1 April 2008 to raise WSH standards in Singapore. The Council comprises 18 leaders from the major industry sectors, the Government, unions and professionals from the legal, insurance and academic fields.

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