

Experience Sharing Seminar on “Occupational Safety and Health”

Wednesday, 14 September 2005

Programme

| Opening Ceremony | |
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| 2:30 p.m. – 2:35 p.m. | Opening address by Mr Christopher K B WONG, Deputy Secretary for the Civil Service |
| 2:35 p.m. – 2:40 p.m. | Presentation of souvenirs |
| Experience Sharing Seminar | |
| 2:40 p.m. – 3:00 p.m. | Synergis Management Services Limited – Carpet Handling Unit |
| 3:00 p.m. – 3:20 p.m. | Shell Hong Kong Limited – “Don’t fool with fuel” Campaign |
| 3:20 p.m. – 3:40 p.m. | Food and Environmental Hygiene Department – Towards Higher Standard of Occupational Safety and Health |
| 3:40 p.m. – 4:00 p.m. | Break |
| 4:00 p.m. – 4:20 p.m. | Hongkong Post – Continual Improvement of Safety Management System |
| 4:20 p.m. – 4:45 p.m. | Labour Department – Development of Safety Management System in Government Departments |
| 4:45 p.m. – 5:10 p.m. | Occupational Safety and Health Council – Improving Work Safety Behaviour |
| 5:10 p.m. – 5:30 p.m. | Open Discussion Forum |

Company Background

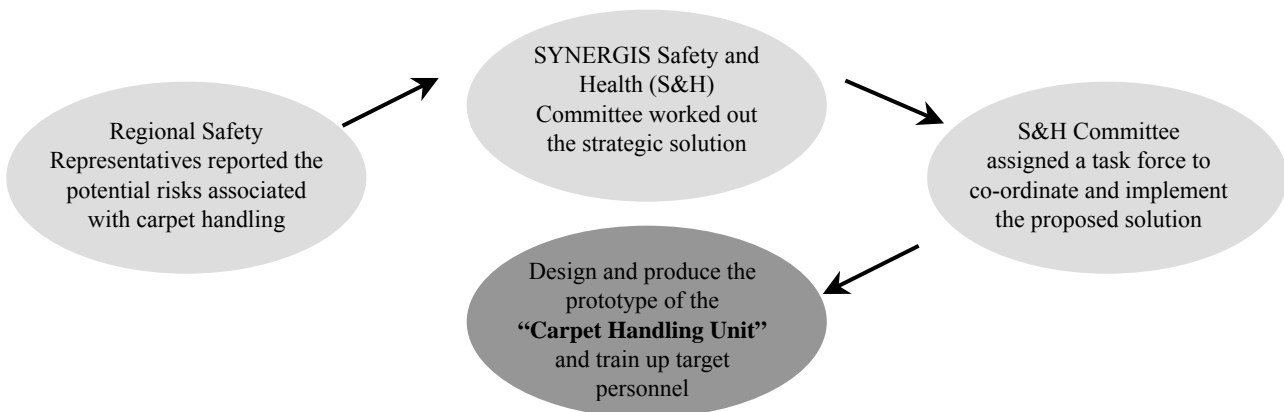
Synergis is currently managing over 230 properties and facilities, and employing over 4,600 staff. The company fosters safety and health culture in daily operations and the proposed safety device is an accomplishment of active co-operation among all levels of staff.

Potential Risk of Collecting and Laying Carpet Roll

Carpets are usually placed at property entrances for slip prevention, especially during rainy days. However, owing to the bulky nature of carpet rolls, staff who are responsible for collecting and laying them are often facing potential risk of suffering from back injury, or even worse, damage to the back or inter-vertebral discs. During the sick leave period of the affected staff, the company has to deploy additional manpower to maintain the provision of service which would unavoidably incur some tangible and intangible loss, and hence resulting in a “Lose-Lose” situation.

Work out for a Solution

The diagram below illustrates the solution generating process :



End Product

- An economic and environmental friendly product using abandoned aluminum rods and clothes hangers as framework.
- Optimal size and weight that fit into most passengers lift and facilitate manual transportation.
- All dangerous parts are safely guarded.
- All potential risks in relation to the operation of the machine have been carefully examined and properly addressed at design stage.

- The unit is assembled by bolts and nuts, which facilitate mass production and maintenance with minimal manpower.
- Simple structure facilitates future incorporation of value-added accessories, e.g. storage racks, toolboxes, etc.

Achievements and Development

- The staff is willing to use the machine because of its easy, safe and convenient operation.
- Manpower is saved and can be deployed to other service areas to enhance service quality and hygiene standard of the properties/facilities.
- Health and safety risks of the working personnel can be minimised.
- The solution can be extended to other fields of work, like hospitality and banner advertisement.

Conclusion

The solution not only furnishes a safe mean to handle the concerned work, but also enhances the efficiency of the management services. A “Win-Win” situation is achieved which in fact, is the ultimate goal of pursuing “Quality Services” in Synergis.

Shell takes HSSE (Health, Safety, Security and Environment) as a fundamental constituent of its business objectives. Successful HSSE implementation at retail stations requires self-motivation of not only Shell staff, but also its customers to commit safe acts spontaneously – to take HSSE to their “Hearts and Minds”.

“Hearts and Minds” is a long-term change process which needs to be nurtured. To embark on this journey, Shell has taken a three-pronged approach – home, office and site. To be more specific, HSSE should start from within (Self), then be promoted via sharing with peers, and lastly extended to preaching customers on what Shell does. In so doing, Shell aims to help the staff and customers understand consequences of unsafe acts and motivate active behavioural change.

Early since June 2004, Shell has organised over 12 HSSE trainings for more than 900 site staff with a view to further enhance their awareness and reinforcing the importance of hazards and effects management. Some of these training courses are jointly organised with the Fire Services Department and the Labour Department to cover fire safety training, emergency response plan drills and etc.

The Shell “Don’t fool with fuel” communication campaign rolled out in January 2005 is a key activity in the Site module aiming to instill “Hearts and Minds” in both the staff and customers and focuses on FIVE safety pillars at forecourt :

1. No smoking on forecourt
2. No mobile phone while refueling
3. Engine off while refueling
4. Only approved containers can be used for fuel storage
5. No straddling on motorbike while refueling

The above “Think Safe, Stay Safe” messages were instilled through point-of-sale communication materials at Shell stations island wide, scratch and win cards, and “Fai Chun” distributed on-site. To show the commitment of Shell, operators and frontline staff in keeping the forecourt a safe refueling environment for motorists, Shell held the “Don’t fool with fuel” pledging ceremony on 25 January 2005. Shell’s top management were seen signing off the commitment to safety at retail stations, witnessed by representatives from the Fire Services Department, the Electrical and Mechanical Services Department, Occupational Safety and Health Council, key fleet customers, Shell operators, staff body, and key electronic media.

Post-campaign research with 432 customers interviewed shows promising results that awareness of the 5 unsafe acts has increased. In particular, both the awareness and recall rate on “No mobile phone while refueling” as an unsafe act has risen significantly comparing to pre-launch period. Raising awareness is just the first step in the long journey to instill “Hearts and Minds” and Shell would continue its dialogue with its staff and customers to take this further.

Food and Environmental Hygiene Department

Towards Higher Standard of Occupational Safety and Health

The Food and Environmental Hygiene Department accords great importance in promoting occupational safety and health (OSH) among its staff. Since the establishment of the Department in 2000, FEHD has implemented a comprehensive safety management system (SMS) with a view to achieving a high standard of OSH.

Major Measures taken to promote OSH

- A Departmental Safety Management Committee comprising representatives from both the management and staff sides has been formed since 2000.
- On 3.2.2004, a Policy Statement on OSH was announced and an Occupational Safety Charter was signed jointly by FEHD staff, management, the Labour Department and the Occupational Safety and Health Council to demonstrate the commitment of FEHD in enhancing OSH.
- A full-time Work Safety Officer has been employed since 2004 to review OSH related matters, recommend preventive measures for potential work hazards and formulate long-term OSH policies and strategies.
- Regular OSH training courses such as "Manual Handling & Prevention of Back Injury" have been organised to equip staff members with OSH knowledge.
- A Departmental Occupational Safety and Health Manual has been drawn up and each staff has been provided with a copy of relevant OSH guidelines relating to his/her duties.
- All section heads are required to conduct regular workplace surveys to identify any hazardous or potentially hazardous conditions, and to initiate immediate remedial action.
- When work accidents occur, section heads concerned are required to investigate into the cause of the accidents in order to develop prompt and appropriate follow ups to prevent recurrence.
- Suitable personal protective equipment (PPE) such as helmet, gloves and safety shoes have been provided to staff members.
- To enhance OSH awareness, OSH corners have been set up at various offices. Guidelines / information on OSH have been publicised in Staff Newsletter and awards have been offered to encourage more staff members to participate in OSH games published in it. Moreover, a Departmental OSH Ambassador Team has been set up since 2004. Activities such as visits and training have been organised for team members on a regular basis.

Future Plans

FEHD will strive for continuous improvement in OSH performance for the benefit of all staff. In addition to the established OSH practices and on-going promotional activities, FEHD will undertake additional measures in future to further enhance OSH standard. Some examples are listed below –

- Review the department's SMS.
- Conduct risk assessments for particular work streams/ranks.
- Strengthen the reporting system of injury on duty to facilitate prompt analysis and formulation of appropriate improvement/remedial plans.
- Review the provision of PPE to staff.

Continual Improvement of Safety Management System



Hongkong Post was awarded the CISPROS Level 2 Certification

To fulfill our purpose of “Linking People and Delivering Business”, Hongkong Post needs a highly committed and skilled workforce to deliver world class service to our customers. Therefore, Hongkong Post started developing its Safety Management System (SMS) since 1997 with a view to effectively preventing and eliminating accidents in our workplace.

Hongkong Post’s Safety Management Model

Hongkong Post has adopted the management model of “Planning, Development, Organisation, Implementation, Measurement and Review” cycle to establish its SMS.

Planning

A Safety & Health Steering Committee (SHSC) comprising representatives from different Branches / Divisions was formed in 1997 to formulate safety and health strategies. It meets quarterly and represents the high level management on making decisions pertaining to safety and health. The SHSC obtained full delegation from the Postmaster General to develop the SMS. After an initial status review in 2001, we developed our Departmental Safety & Health Plan (DSHP) in 2003 with well-defined safety and health objectives in implementing the SMS.

Development

Our Occupational Safety and Health Policy describes clearly our safety and health objectives, spells out our commitment towards providing and maintaining a safe and healthy environment for all people in our premises. Moreover, our DSHP identifies the controls, processes, equipment, resources and skills necessary to implement the SMS. The DSHP also sets out occupational safety and health (OSH) responsibilities and procedures for full implementation of the fourteen safety management elements.



Hongkong Post Safety Management System and CISPROS Level 2 Recognition

Organisation

The SHSC is responsible for carrying out and putting the DSHP into practice in order to achieve the desired safety and health objectives. In addition, Local Safety Groups (LSGs) are set up in every divisions / sections to address on safety and health issues in local workplaces.

Under the DSHP, the safety and health responsibilities for management, managers, supervisors and frontline staff are well defined. To equip them with the necessary knowledge, we have identified the competencies required for them and developed the Departmental Training Plan.

Implementation

We adopted a top-down approach in implementing the SMS. Respective managers and supervisors are responsible for implementing the DSHP in their workplace and leading their staff to comply with the requirement of the DSHP. Through full implementation of the SMS, Hongkong Post has been able to identify all OSH hazards that may exist in the department. Based on the analysis of these useful information, we have established a set of safe and effective working procedures and practices.

Measurement

Hongkong Post proactively measures the safety performance against the standards set forth in the DSHP and legal requirements. We regularly review our safety training programme, set out safety and health inspection checklist like 5S, first aid, housekeeping and etc. Supervisors who are accountable for monitoring the safety and health performance of their workplace are required to review work related injuries and accidents, as well as evaluate work procedures on safety and health controls for further improvement.

Auditing

Auditing constitutes the "feedback loop" to the planning stage. We appointed the Occupational Safety and Health Council (OSHC) to act as an external auditor to conduct independent safety audit on our SMS in September 2003. Upon receiving the audit report from OSHC, we have drawn up our action plans to ensure the continual improvement in the efficiency, effectiveness and reliability of our SMS.

Recognition

Hongkong Post was awarded the CISPROS (Continual Improvement Safety Programme Recognition of Systems) Level 2 Certification in November 2003.

Continual Improvement

The implementation of SMS since 1997 and enhancement through 2003 have been very successful and we have continued to extend the system to nurture the safety and health culture among all staff. Last but not least, Hongkong Post strives to excel in SMS and commits to obtain the CISPROS Level 3 Certification in 2005.

Labour Department

Development of Safety Management System in Government Departments

Labour Department is the government department responsible for enforcing the OSH Ordinance and subsidiary legislation thereof. The Ordinance, enacted in 1997, binds the Government as well. To assist government departments in complying with the OSH regulations, LD has been approaching departmental management regularly to promulgate the concept of self-regulation and safety management approach.

In order to secure the commitment of top management of government departments on safety and health at work, LD has adopted a series of operational strategies, which comprise publicity and promotional programme, promotional visits, safety and health information and training since 1998. In addition, to facilitate communication with other government departments, LD has established communication channel with most government departments to regularly discuss and handle OSH issues.

With the joint efforts of the management and their staff, many government departments have set up their own SMS, which commonly consists of the following seven basics –

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| a) Departmental Safety and Health Policy | e) Accident Reporting and Investigation |
| b) Safety and Health Communication | f) Safety Training and Training Records |
| c) Appointment of Coordinators | g) Occupational Safety and Health Information. |
| d) Safety Inspection Programme | |

On workplace level, many departments, on the basis of self-regulation, have taken steps to identify hazards and risks associated with their work. To facilitate workplace inspection and hazard identification, some of them have developed their own inspection checklists that cater for the needs of individual offices. The checklist items include machine safety, fire safety, housekeeping, ventilation, lighting, noise, first aid, manual handling, dangerous substances, workstations, personal protective equipment, and work safety and health in relation to display screen equipment, photocopying, etc.

Majority of government departments' SMS are not fully developed, and they need further reinforcement and continual improvement. With regard to the overall safety performance of government departments in general, there are much room for improvement particularly in safety training and accident investigation.

The ultimate goal of SMS is to ensure a safe and healthy working environment for the staff as well as the visitors, enhance the staff's safety awareness and make OSH their everyday business.

Occupational Safety and Health Council

Improving Work Safety Behaviour

As the statutory body for promoting safety and health at work, the Occupational Safety and Health Council is dedicated to raising a higher standard of workplace safety and health for the protection of our valuable workforce in Hong Kong.

In Hong Kong, many organisations invested significantly in time, money and effort to improve safety performance through various improvement and preventive measures, such as organising promotional activities and educational programmes, implementing safety management systems that include regular safety audits of unsafe behaviour and unsafe conditions in the workplace, provision of safety training and setting up of safety committee. These concerted efforts have contributed to an overall decline in the accident rates. Nevertheless, minor accidents are still frequent. Although quite a lot of these accidents are attributed to people's carelessness or poor safety attitudes, research findings show that many accidents are actually caused by people's deeply ingrained at-risk behaviour.

No matter how safe is the work design, each work process requires certain safe behaviours and performance standards. In 2004, the Council collaborated with a number of major construction companies in Hong Kong and introduced the "Work Safety Behaviour" (WSB) process as a means to further improve site safety. By adopting "Work Safety Behaviour" as unit of measurement, organisations can use proven management techniques to bring about significant and enduring improvements in their safety culture. The WSB process aims to promote a collaborative and problem-solving approach between the management and employees to identify critical safe behaviour and at-risk behaviour.

To facilitate more organisations to understand the objectives and implementation of the WSB process, the Council has developed a CD-ROM based self-learning training kit on WSB for the public. Training workshops for WSB tutors and observers will be organised in this year, and we aim to organise more workshops or seminars in the years to come for experience sharing and case study on the successful implementation of WSB.