WORKPLACE SAFETY & HEALTH GUIDELINES FOR THE PRIVATE SECURITY INDUSTRY

SAS

SECURITY ASSOCIATION
SINGAPORE

WSH GUIDELINES FOR THE PRIVATE SECURITY INDUSTRY

The Workplace Safety and Health **("WSH")** Guidelines for the Private Security Industry (the "**Guidelines**") are published by the Security Association Singapore **("SAS")** and in collaboration with the Union of Security Employees **("USE")**.

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#hormatsecurity

#hormatsecurity is an ongoing social media campaign to recognise the work of security officers and encourage support and respect for them.

#securitysg

#securitySG trends news, media and information regularly posted by SAS, highlighting issues relevant to the security industry.

1. INTRODUCTION

The private security industry is essential in making Singapore a safer place. Security officers carry out work in service of security outcomes, such as in access control and crime prevention. The role of a security officer is often challenging, having to balance security priorities and manage the needs and expectations of their clients and members of the public. In the course of their work, officers are exposed to a myriad of occupational hazards, ranging from high ambient temperatures and slippery floors, to prolonged hours spent in an uncomfortable setting. Accidents arising from occupational hazards, such as falling from height, heatstroke, or physical violence from aggressive members of the public are real risks for officers, potentially resulting in damage to property and even loss of life.

1.1. Scope of Guidelines and Duties of Security Officers

The Guidelines specify recommended WSH practices for Security Agencies in managing the work of security officers on-site. The Guidelines cover the physical aspects of WSH at sites and the potential health and safety implications on security officers.

 Section 13 of the Private Security Industry Act (the "PSIA") defines a security officer as any individual employed to perform the following duties:
   a. patrolling or guarding another person's property,
   b. keeping the property of another person under surveillance,
   c. performing duties as a bodyguard or bouncer,
   d. screening of individuals seeking entry into particular locations; or
   e. regulating traffic

A security officer should only be performing the duties that he or she is employed and trained for. Examples of what security officers are not typically trained and employed for include but are not limited to:
   a. Changing light bulbs for residents,
   b. Buying food for residents,
   c. Watering of plants; and
   d. Collecting mail and receiving deliveries

1.2. Relevant Legislation

Authority	Legislation Title	Application
Ministry of Manpower ("MOM"), Occupational Safety and Health Division ("OSHD")	WSH Act and its subsidiary legislations	Governs the safety, health and welfare of persons at work in a workplace. It requires stakeholders to take reasonably practicable steps for the safety and health of workers and others affected by the work.
	Work Injury Compensation Act	Contains statutory provisions for employees to have mandatory insurance coverage for workplace injuries, and the related claims processes.
Singapore Police Force ("SPF"), Police Licensing & Regulatory Department ("PLRD")	PSIA	Governs the conduct of private investigators, private investigation agencies, security officers, security agencies and security service providers in Singapore
Singapore Police Force ("SPF"), Traffic Police	Road Traffic Act	Governs the conduct of vehicles, pedestrians, and other road users in Singapore
Ministry of Home Affairs ("MHA"), SPF	Infrastructure Protection Act	Governs the management of security of Special Developments and Special Infrastructure in Singapore, which if so gazetted are subject to certain requirements of security to guard against terrorist attacks and other security threats.
Ministry of Law ("MinLaw")	Protection from Harassment Act	Protects persons against harassment and similar behaviour.

2. ROLES AND RESPONSIBILITIES

2.1. Different roles within the Workplace Safety and Health Act

The WSH Act seeks to cultivate good safety and health habits and practices in workplaces. All stakeholders should take reasonably practicable steps within their capacity to minimise and manage exposure to WSH risks at work. This section details the WSH responsibilities of the different roles defined in the WSH Act. Depending on the contractual arrangement and nature of the work activity, different stakeholders (premise owners, managing agents, etc.) may take on a different roles per the WSH Act.

2.1.1. Occupier

The occupier is the party that has control of the premises, regardless of whether they are the owner of said premises.

The occupier must ensure that the following are safe for all persons within the premises, even if the person is not an employee:
   a. Workplace;
   b. All pathways to and from the workplace;
   c. Machinery, equipment, plants, articles and substances.

An occupier may also be responsible for the common areas used by workers. Common areas include the following:
   a. Electric generators and motors;
   b. Hoists and lifts, lifting gears, lifting appliances and lifting machines;
   c. Entrances and exits;
   d. Machinery and plants.

2.1.2. Principal

The principal engages another person or company to supply labour or perform work under a
contract for service.

Responsibilities of a principal include:
   a. Engaging contractors who are competent in carrying out work safely;
   b. Ensuring that all machines, equipment, plant, article or processes are safe.

If a Principal instructs the contractor or the workers on how the work is to be carried out, the principal's duties will include the duties of an employer.

2.1.3. Employer

An Employer is any person or company who, in the course of their trade, business, profession or undertaking, employs any person to do any work under a contract of service. All employers must protect the safety and health of their employees or workers working under them, as well as other people who may be affected by the work being carried out.

Responsibilities of an employer include:
   a. Providing a safe working environment for employees and visitors;
   b. Conducting Risk Assessments to identify hazards;
   c. Implementing adequate safety measures for any machine, equipment, plant, article or process used at the workplace;
   d. Developing and implementing systems for responding to emergencies;
   e. Providing workers with sufficient instruction, training and supervision so that they can work safely;
   f. Reporting incidents to MOM according to the WSH (Incident Reporting) Regulations.

2.1.4. Employee

An Employee is any person employed by an employer to do any work under a contract of service.

Employees should follow all safety rules, regulations, instructions, and procedures conveyed from their employers. They are equally accountable for their own safety, and should utilise safety devices, personal protective equipment ("PPE") appropriately. Employees also play an important role in reporting hazards and giving feedback to their employers.

Responsibilities of an employee include:
   a. Following safe work procedures ("SWPs") or safety rules implemented at the workplace;
   b. Refraining from unsafe or negligent acts that will endanger oneself or others;
   c. Using PPE provided properly and not tampering with or misusing the equipment.

3. RISK MANAGEMENT

Risk management ("RM") is the process of identifying, evaluating and controlling risks at the workplace (see Figure 1). It is a cornerstone of the workplace safety and health framework to foster an accident-prevention culture.
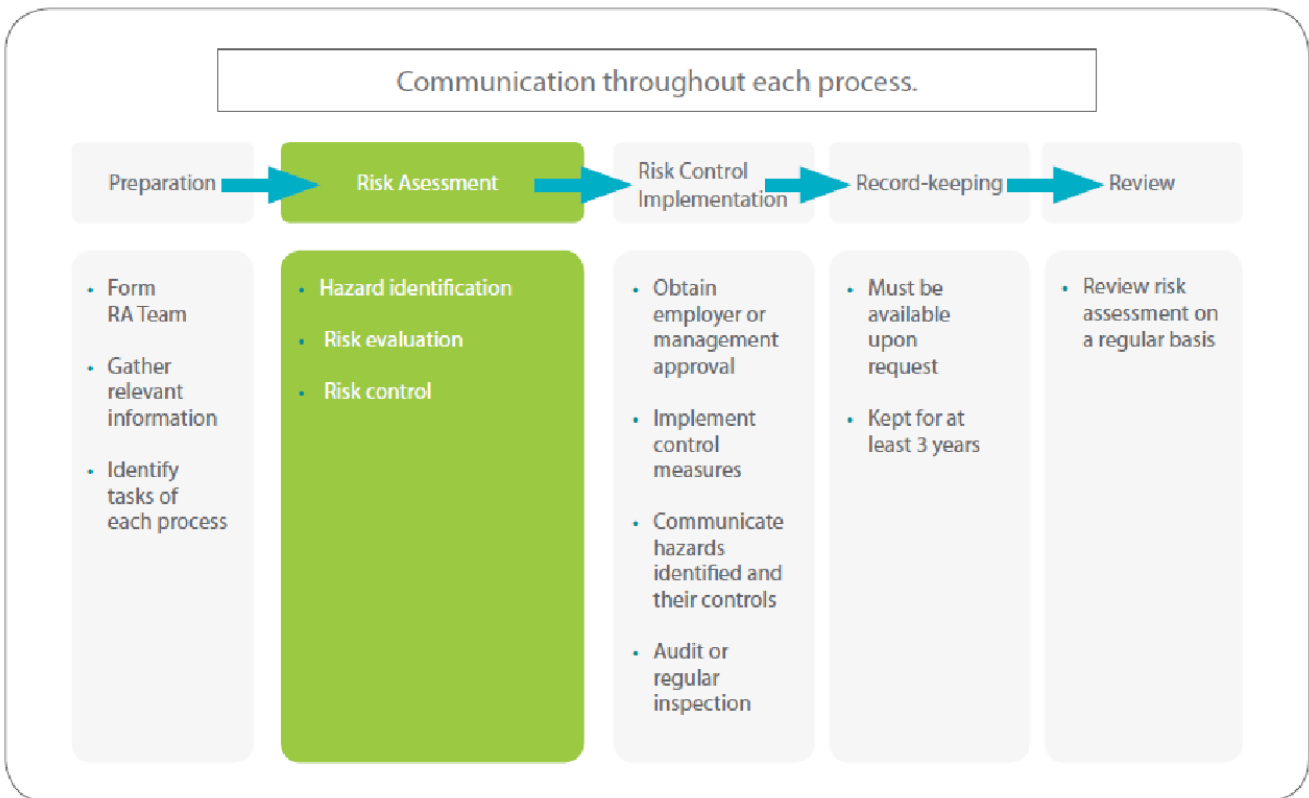
Figure 1: The Risk Management Process

3.1. Risk Assessment

Under the WSH (Risk Management) Regulations, the employer, self-employed persons and principal shall conduct a risk assessment ("RA") in relation to the safety and health risks posed to any person who may be affected by his undertaking in the workplace. For holistic views, RA should be conducted in consultation with relevant stakeholders (e.g. premise owners, contractors and managing agents).

Workplace risks can be assessed in three basic steps:

Step 1: Hazard Identification
Hazards associated with the activity of each work process are determined in this step, along with the potential accidents or ill-health that could result from these hazards. It also identifies the person(s) who may be at risk as a result of being exposed to these hazards.

Step 2: Risk Evaluation
Risk evaluation is the process of estimating the risk levels of the identified hazards and their acceptability. Risk evaluation is made up of two parts:
    a. estimating the severity of the hazard;
    b. estimating the likelihood of the incident or ill-health occurring with the existing risk controls.

Step 3: Risk Control
Based on the outcome of risk evaluation in STEP 2, risk controls should then be selected to reduce or confine the identified risk to an acceptable level.

These risk controls should be effective yet practicable. To control hazards and reduce risks, control measures should be observed in accordance with the Hierarchy of Control (see Figure 2).

Hierarchy of Control
Control measures that are higher on the Hierarchy of Control are often more effective as the risk is reduced at or close to the source.

The control measures in the Hierarchy are not to be taken as isolated or single solutions. Generally, it is more effective to use a combination of control measures. For example, engineering controls, such as using safer equipment, can be implemented together with administrative controls, such as training and SWPs, to mitigate a workplace risk.
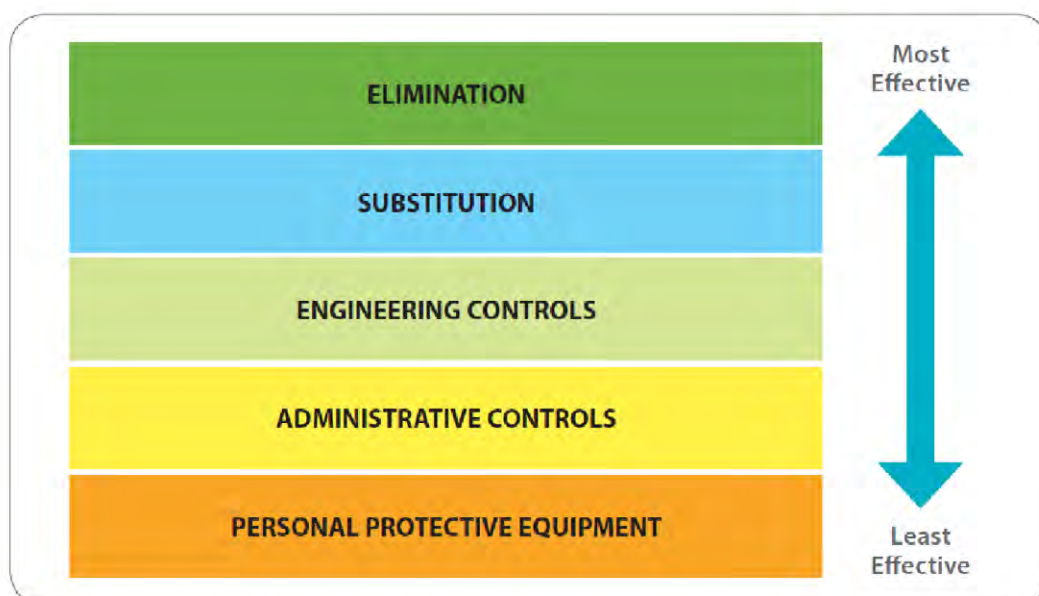

Figure 2: The Hierarchy of Control

Elimination

Elimination of risk refers to the removal of a worker's exposure to the hazards, effectively making all identified possible accidents and ill-health impossible. As elimination is the most effective method of risk control, it should be considered first. Also, once eliminated, the risk should not factor in subsequent RAs. For example, if the hazard is damaged flooring on a walking path which may lead to slips, trips and falls accidents, this hazard can be eliminated after the flooring is repaired.

Substitution

This involves replacing a hazard with one that presents a lower risk. For example, if there is a need for a security officer to use a A-frame ladder to access higher grounds, one can replace it with a mobile step platform which is a more stable option. Although using a mobile step platform does not remove falling from heights hazards, the risk is significantly reduced.

Engineering Controls

Engineering controls are physical means that limit the impact of a hazard. These include structural changes to the work environment or work processes. One example can be erecting barriers at suitable areas where security officers are exposed to frequent vehicle movement. These barriers can be designed to reduce impact in the event of a vehicle collision.

Administrative Controls

Administrative controls reduce or eliminate exposure to a hazard by adherence to procedures or instructions. Documentation should emphasise all steps in the work processes and all controls needed for work activities to be carried out safely. Examples of administrative controls include the establishment of SWPs and installation of signage.

Personal Protective Equipment

Proper use of PPE can help keep workers safe at work. However, PPE should only be used in addition to other control measures (e.g., engineering control measures) or when all other measures are not feasible or practical. For PPE to be effective, it must always be properly worn when the user is exposed to the hazards and must fit the user correctly. PPE should also be cleaned and maintained regularly and stored in an appropriate place when not in use. Examples of PPE that may be applicable to the security officers include safety shoes and reflective vest.

For more information regarding RM and RA, see the Code of Practice on Workplace Safety and Health (WSH) Risk Management.

3.2. bizSAFE

Established in 2007, bizSAFE is a five-step programme designed to help companies build WSH capabilities. Security agencies can take their first step towards a safer and healthier workplace by embarking on the bizSAFE journey. Since September 2017, the programme has included SGSecure elements to help companies to put in place measures to manage potential terror threats.

With effect from 1 January 2021, all existing Security Agencies are required to attain a minimum of bizSAFE Level 3 when applying for renewal of their SA licence. Companies applying for a new Security Agencies licence are required to attain a minimum of bizSAFE Level 2 and to upgrade to bizSAFE Level 3 before renewal of the licence a year later.

For more information on bizSAFE, please go to www.wshc.sg/bizsafe.

4. CASE STUDIES

The following case studies illustrate the need for proper WSH management at workplaces, and shows how the different roles under the WSH Act should work together.

4.1. Case Study 1

SECURITY OFFICER CRUSHED BY TOPPLED GATE

Description of Incident

A security officer (the deceased) and a co-worker were in the process of closing a steel sliding gate (Gate A) when the gate toppled onto the deceased, pinning him to the ground. He was conveyed to hospital, but subsequently succumbed to his injuries.

1. Boundary wall.
2. The deceased position when pinned under the gate onto the ground.

Findings

Mission	• The deceased and co-worker were manually pushing Gate A towards Gate B so that both gates can be closed.
Man	• The deceased was employed as a security officer. • The deceased and co-worker pushed Gate A not knowing it had travelled beyond its stop point and past the end of the boundary wall. Subsequently, Gate A travelled a short distance before toppling onto the deceased.
Management	• Both Gates A & B were initially installed with motors and were meant to be operated remotely. However, the motor for Gate A was faulty and had been removed for repair purposes. Therefore, Gate A had to be manually pushed by the deceased and co-worker. • The housing of the motor acted as a physical stopper to prevent the gate from over-travelling. • However, the removal of the motor of Gate A was not properly communicated to all relevant stakeholders. • Risk Assessment for manual handling of gates was not conducted.
Machine	• Each gate was 9.7m wide, 2.5m high and weighs about 900kg.
Medium	• The ground that the gates were sitting on had a downward gradient from the interior to the exterior of the premises.

Causal Analysis

Evaluation of Loss	• One security officer killed.
Type of Contact	• Crushed by gate.
Immediate Cause(s)	• Security officer crushed under toppled gate.
Basic Cause(s)	• Unsafe work environment due to unsecured gate being able to travel freely beyond its supporting structure.
Failure of WSH Management System	• Failure to communicate to all relevant stakeholders about the unsecured gate. • Failure to identify the hazards associated with the unsecured gate and manual handling of the gate.

Recommendations

Risk Assessment	• Conduct proper risk assessment (RA) prior to the commencement of any work activity. In this case, the hazards arising from the removal of the gate's motor and corresponding control measures should be identified. • Additional work activity arising from the removal of the gate's motor such as manual handling of gate by security officers should be identified in the RA.
Work Planning	• Ensure that all hazards and control measures are identified and effectively communicated to all relevant stakeholders. • Supervise all workers on the work activity and ensure they are fully aware of the site-specific risks and are competent for the assigned task.
Safe Work Procedure	• Work with the equipment manufacturer or supplier to develop safe work procedures when handling equipment under maintenance • Provide adequate supervision to ensure adherence to safe work procedures. • Design and install a temporary stopper to prevent the gate from over travelling when the motor housing was removed. • Put up signage to inform personnel regarding the hazards identified, such as, toppling of gate.
Training and Awareness	• Conduct daily toolbox meetings prior to work commencement and shift handover. Such meetings provide the opportunity to ensure that workers are informed of the hazards associated with the work activity and specific work environment. • Put up visible signage to ensure all stakeholders are aware of the hazards (the hazard is in case is the unsecured gate and the risk of over-travelled gate).

4.1. Case Study 2

SECURITY OFFICER FELL INTO LIFT PIT

Description of Incident

A security officer (the deceased), stationed at level 1 of a building, opened the door of a non-operational passenger lift to facilitate the removal of promotional stickers within the lift car. When the lift door was partially opened, the deceased stepped through the opening and fell 6.7m into the lift pit. He was conveyed to hospital, but subsequently succumbed to his injuries.

1. Passenger lift (PL5) involved in the accident.
2. Barricades placed at level 1 of PL5 entrance after the accident.

Findings

Mission	• The deceased offered to open the lift door to facilitate contractors to remove promotional stickers within the lift car.
Man	• The deceased used a Landing Door (LD) key, which was kept in a key press, to open the lift door. • Security officers in the building were tasked to control the keys in the key press.
Management	• An internal permit-to-work system (known as Work Information Form (WIF)) was established and implemented. The WIF was required to be submitted by staff overseeing non-repair and maintenance work, before their contractors are allowed to commence. The WIF was accompanied by risk assessment (RA), method statement, work plan and list of workers for the works to be carried out. • Investigation revealed that a WIF had been raised for the work involving removal of promotional stickers. However, the WIF and the supporting documents did not state that the removal of promotional stickers will be carried out in the non-operational passenger lifts. Therefore, no arrangements were made for a lift technician to open the doors of those non-operational passenger lifts in the building.
Medium	• The deceased probably did not realise that the lift car of PL5 was not parked at level 1 when he used the LD key open the lift door at level 1.

Causal Analysis

Evaluation of Loss	• One security officer killed.
Type of Contact	• Fall from height.
Immediate Cause(s)	• Security officer fell into lift pit.
Basic Cause(s)	• Unsafe work environment.
Failure of WSH Management System	• The employer failed to ensure that proper training or guidance for their security officers regarding their roles and responsibilities.

Recommendations

Risk Assessment	• Conduct through risk assessment prior to the commencement of any work activity. In this case, the work activity involved the access into non-operational lift should be facilitated by trained personnel such as lift technicians. • Ensure all hazards and control measures are effectively communicated to all relevant stakeholders.
Work Planning	• Ensure that the keys kept in key press are only accessible by authorised personnel.
Safe Work Procedure	• Include in safe work procedure that lift doors should only be opened by authorised personnel. • Display warning signs to inform the hazards associated with unauthorised opening of lift doors.
Training and Awareness	• Ensure that only authorised personnel can operate non-operational passenger lifts.

5. WORK ACTIVITIES, CORRESPONDING HAZARDS AND CONTROL MEASURES

This section details some of the work activities that may be undertaken by the security officers, their corresponding hazards and some possible control measures that could be put in place by different stakeholders. In order to keep this section concise, similar hazards (with same control measures) that may be present across different work activities will not be repeated. The measures mentioned are only suggestions, and stakeholders should discuss meaningfully to identify the duties and risks more relevant to a particular workplace.

5.1. Patrolling

The PSIA provides that patrolling is one of the duties of a licensed security officer. Officers are responsible for monitoring premises to deter and detect inappropriate or illegal behaviour and incidents of concern.The table below illustrates some of the hazards that officers on patrol duties are exposed to, and the measures that the different WSH roles should put in place to manage said hazards.

Work Activity	Hazard	Injury	Preventive / Corrective Measures		
			Employee	Employer	Principal / Occupier
Patrolling	Damaged Flooring & Worn Off or Uneven Flooring	Slips, Trips and Falls	Report or flag it out to Security Agency (SA).	SA will report it to the principal.	Ensure that the damaged flooring is promptly replaced or repaired. Report any defect or malfunction.
	Slippery Floors	Slips, Trips and Falls	Wear proper footwear.	Provide proper footwear.	Get cleaning contractor's assistance to clean up the floor. Provide anti slips mats at appropriate places.
	Inclement Weather	Slips, Trips and Falls Lightning strikes	Adhere strictly to instructions.	Outdoor work should be ceased in the event of inclement weather. Provide adequate supervision to ensure adherence to instructions.	Install lightning alert devices. Ensure that outdoor work is halted.
	Haze	Respiratory Problems	Minimise outdoor activities Wear suitable masks (e.g. N95 mask) if required to stay outdoors.	To ensure enough stock of masks is available, institute regular breaks or reduce intensity and duration of outdoor work. Adhere to guidelines from relevant government agencies such as Ministry of Health or Ministry of Manpower where applicable.	To provide the masks & proper ventilation necessary to carry out the work required. Ensure adherence to guidelines from relevant government agencies such as Ministry of Health or Ministry of Manpower where applicable.
	Poor Housekeeping	Slips, Trips and Falls Struck by falling objects Struck by object	Report to SA.	SA will report it to the principal.	To ensure proper housekeeping / cleaning and report any defect or malfunction to principal.
	Poor Lighting (night)	Slips, Trips and Falls Struck against object	Wear reflective vest for external patrols & use torchlight.	Provide the reflective vest & torchlight.	Where possible to improve the lighting.
	Improper Use of Personal Mobility Devices (PMDs)	Slips, Trips and Falls	Attend training on usage of PMDs. To be alert when operating the PMDs.	Provide training on the safe use of PMDs. Ensure patrols routes are appropriate for use of PMDs.	Provide safe patrol routes.
	Fatigue	Slips, Trips and Falls from Heights	Rest at designated rest areas whenever necessary.	Conduct training on fatigue management. Properly plan work schedules to minimise fatigue.	Provision and maintenance of proper rest area.
	Heat Stress	Heat Stroke	Drink water to stay hydrated.	Provide proper heat acclimatisation plans & loose-fitting light-coloured uniform for workers.	Provide proper hydration points, shelter & rest area. Be equipped with proper first aid kit.

5.2. Bodyguard/Bouncer Services

A bouncer is a typically deployed to venues such as bars, nightclubs, sporting events or concerts. A bouncer is responsible for providing security within the premises that he/she is stationed. Specifically, a bouncer deals with aggressive behaviour or non-compliance with statutory or establishment rules.

A bodyguard (or close protection officer) typically provides security for a person or a group of people—usually high-ranking public officials or officers, wealthy people, and celebrities from any type of threats or danger.

Due to the nature of a bouncer/bodyguard's job of working closely with the general public, it is important to set out measures highlighting their roles and the corrective measures required as part of their job scopes.

Work Activity	Hazard	Injury	Preventive / Corrective Measures		
			Employee	Employer	Principal / Occupier
Bodyguard / Bouncer services	Aggression	Bodily harm	Ensure usage of body worn camera. Apply handling difficult persons procedures (WSQ).	Provide body worn camera. Ensure SOs are trained in handling difficult persons procedures (WSQ).	Provide the necessary equipment for maintenance of the body worn camera (e.g. batteries and charging ports to power the cameras in use. To put up signages around the deployment site stating that perpetrators initiating aggression will be dealt with severely.

5.3. Dealing with wild animals

Security officers deployed in premises that are close to nature areas such as forests and/or Nature Reserves should pay close attention to their surroundings for wild s. Officers must be able to follow SOPs and the corrective measures strictly, as the behaviour of wild animals is inherently erratic and potentially very dangerous to persons untrained to handle them.

Work Activity	Hazard	Injury	Preventive / Corrective Measures		
			Employee	Employer	Principal / Occupier
Dealing with Wild Animals	Contact with wild animals	Bodily harm	Keep a safe distance from the wild animals & avoid provoking them. Cordon off area to prevent other people from getting near. Inform employer immediately.	Conduct training to communicate the safety instructions and the things to do when encountering wild animals.	Get suitable professionals (e.g. Acres) or the Animal and Veterinary Service ("AVS") to handle wild animals.

5.4. Access Control

Security officers are required to screen individuals who are seeking entry into a premises. Access control is the selective restriction of access to a place or other resources. Some of the hazards and injuries that security officers could face are listed in the table below.

Work Activity	Hazard	Injury	Preventive / Corrective Measures		
			Employee	Employer	Principal / Occupier
Access Control	Aggression	Bodily harm	Ensure usage of body worn camera. Apply handling difficult persons procedures (WSQ).	Ensure that a SOP relating to aggression is put in place. Provide body worn cameras.	Employ competent service providers that will implement the proper technologies such as body worn camera, CCTVs. To put up signages around the deployment site stating that perpetrators initiating aggression will be dealt with severely
	Hit by barriers	Head injuries	Avoid working near the working radius of the barrier.	Train employees to keep a safe distance from the barriers and maintain high level of situational awareness to avoid getting hit by barriers.	Ensure proper maintenance of the barriers. To put up signages on barrier to remind SOs to keep a safe dist.ance from the barrier.
	Standing too near vehicular movement	Bodily harm / Fatal injuries	Wear reflective vest.	Provide reflective vest.	Install protective barriers. To ensure proper maintenance and report any defect or malfunction to principal.
	Fatigue (due to lack of sleep or working long hours)	Slips, Trips and Falls	Avoid working extended hours that induces additional fatigue.	Conduct training on fatigue management, correctly organise and plan shift work arrangements, optimise work schedules to minimise fatigue and provide rest breaks.	Provision of proper rest area & to ensure that rest areas are properly maintained.
	Inclement Weather	Heat Stroke, Slips, Trips and Falls, Lightning strikes	Stay indoors if necessary.	Provide PPE	Provide shelter & ensure that SOs seek shelter. Ensure maintenance of shelter. Defer SO's duties until better weather conditions

5.5. Traffic Control

Traffic control involves the use of designated workplace areas for traffic routes, storage areas, passageways and pedestrian walkways should be clearly marked with appropriate floor lines, traffic or safety signage. The perimeter of all workplaces involving the use of transport vehicles should also be fenced to prevent unauthorised access. People who need to enter the premises will be directed to the appropriate entry point to facilitate effective control on movement within the workplace traffic area.

The purpose of proper traffic management planning is to identify the traffic hazards and specify the measures needed for traffic control. It encompasses the strategies to safely mitigate the impact of special events (e.g. concerts) on roadways in order to maintain mobility and worker safety.

To create an effective Workplace Traffic Management Plan, the employer should first identify desired safety and health objectives. Subsequently, suitable programmes and resources should then be established to achieve the objectives.

To establish the safety and health objectives for a workplace traffic management plan, the employer should do the following:
   a. Conduct an initial status analysis of current workplace traffic management;
   b. Carry out risk assessments on all workplace traffic and transport activities, and types of vehicles used;
   c. Establish the measurement standards for performance monitoring;
   d. Evaluate the effectiveness of the plan.

There are at least eight elements that should be included in an effective Traffic Management Plan. They are:
   a. WSH policy;
   b. Duties and Responsibilities;
   c. Traffic Rules and Regulations;
   d. Risk Management;
   e. Safe Work Procedures;
   f. Training;
   g. Emergency Response Plan;
   h. Incident investigation

For more information on Traffic Management Planning, refer to the Workplace Safety and Health Guidelines on Workplace Traffic Safety Management.

Work Activity	Hazard	Injury	Preventive / Corrective Measures		
			Employee	Employer	Principal / Occupier
Traffic Control	Blind spot	Struck by moving vehicular	Put on appropriate PPE and sound out to driver.	Provide PPE (e.g. safety vest, whistle).	Demarcate drive way and walk way. Install convex mirror around the premises.
	Fatigue (due to lack of sleep or working long hours)	Slips, Trips and Falls	Rest at designated rest areas whenever necessary.	Conduct training on fatigue management, correctly organise and plan shift work arrangements, optimise work schedules to minimise fatigue and provide rest breaks.	Provision of proper rest area & ensure the rest area is safe for workers.
	Hot weather	Heat stress	Drink water to stay hydrated.	Provide loose fitting light-coloured clothing & proper heat acclimatisation plans.	Provide shelter & ensure that SOs seek shelter. Ensure maintenance of shelter.
	Inclement Weather	Lightning Strikes	Seek for shelter.	Instruct the employees to stay indoors when necessary.	Provide shelter & ensure the shelter is properly maintained in good condition.
	Exhaust fumes from vehicles in enclosed area	CO Poisoning	Feedback to the agency.	if there is a suspicion of CO poisoning, Monitor PEL for CO with reference to the WSH (General provisions) Regs. Rotation of guards and ensure SOs stop work if its over the PEL. Feedback to principal and principal will conduct the checks.	For enclosed areas, provide adequate ventilation to dilute the fumes and providing a local exhaust ventilation to remove the toxic fumes. To ensure that the ventilation systems set in place are properly maintained.

5.6. Crowd Control

For effective crowd control, crowd management planning must be done in advance. All staff should be well-trained on security measures and be given clear instructions for crowd management. The instructions should include information on the building's layout, entry and exit procedures, safety instructions and evacuation plans, among other things.

For crowds associated with large scale events, a deployment plan and standard operating procedure for any emergency situations must be put in place and instructed clearly to the security officers.

A chain of command should also be established, and communication devices should be made available to all staff to ensure instructions can be passed down in an efficient manner.

Consider the installation of crowd control products (e.g. barricades, temporary fencing or turnstile) and ensure their proper maintenance.

An emergency response plan should be set up and communicated to all relevant security staff, crowd control managers, traffic marshals and ushers. The employer should ensure that all employees are familiar with the emergency response plan. Regular drills and exercises should be carried out in order to make sure that employees know their duties and responsibilities in the event of an emergency.

The following list of items may be included in the establishment of an emergency response plan:
   a. procedures for raising an alarm;
   b. procedures for evacuation and rescue of victims;
   c. provision of means of rescue and first aid;
   d. provision of means of communication with relevant government authorities and response agencies;
   e. establishment of an emergency response team with the duties and responsibilities of each member clearly defined;
   f. emergency contacts.

This emergency response plan forms part of the overall emergency response plan for the workplace. If there is an event taking place in the organisation involving the attendance of staff and/or members of the public, an emergency preparedness announcement should be made to the audience before the event starts. The objective of this announcement is to inform everyone present at the event what to look out for during an emergency.

Items that may be included in the announcement are:
   a. a reminder to all to stay calm;
   b. the meaning of any alarms that may be raised (e.g., 2-stage alarms and what each stage signifies);
   c. the location of emergency exits and escape routes;
   d. assembly areas.

Work Activity	Hazard	Safety Measures		
		Employee	**Employer**	**Principal / Occupier**
Crowd Control	Event space planning (Pre-event)		Walk the ground with principal to identify any potential security lapses.	Install proper lighting to ensure event space is well-lit and clean to allow smooth movement throughout the venue.
	Crowd management planning (Pre-event)	Take note of management guidelines and adhere accordingly during the event.	Carry out crowd management planning in advance. Provide SO with guidelines for crowd management Guidelines should include information on the building's layout, entry and exit procedures, safety instructions and evacuation plans.	Prepare logistics required for crowd management: barricades/ fencing.
	Deployment (actual event)	Security officers should follow the deployment plan laid out by employer (e.g. to position themselves to the side of the entering/exiting public and not in the centre of their path. Act as traffic marshals and ushers to prevent crowd disasters.	To communicate the deployment instructions to the security officers during the actual deployment.	To provide clear demarcation of the deployment sites for the security officers and ensure proper housekeeping that exit routes are free from debris in order to facilitate movement.
	Communications	Crowd controller should be easily identified and have communication devices that are effective under the conditions anticipated at the event.	Provide communication devices to the security officers.	Provide the necessary equipment for maintenance of the body worn camera (e.g. electrical sockets to charge the communication devices in use).
	First-aid (Emergency situation)	Personnel trained in AED & CPR to have first-aid kit and AED on-hand.	Ensure that there are first aid, AED and CPR trained security personnel on site.	Provide the locations of the first aid kits and the AED in the area of operations and ensure that the AED is properly maintained in good condition.
	Evacuation (Emergency situations)	Follow SOP for evacuation.	Plan layout to facilitate evacuation. Establish a Standard Operating Procedure (SOP) for evacuation and communicate to employees. SOP should include: • procedures for raising an alarm; • procedures for evacuation and rescue; • means to rescue and administer first aid; and • communication channels with relevant government authorities and response agencies.	Install fencing/barrier to keep emergency routes clear. Ensure proper housekeeping to keep the place clean to allow smooth movement throughout the venue. Identify emergency exits and keep them unobstructed. Provide a warning system at outdoor places. Provide fire-fighting equipment on-site or identify their locations in buildings.
	Aggression	Ensure usage of body worn camera. Apply handling difficult persons procedures (WSQ).	Provide body worn camera. Apply handling difficult persons procedures (WSQ).	Provide the necessary equipment for maintenance of the body worn camera (e.g. batteries and charging ports to power the cameras in use. To put up signages around the deployment site stating that perpetrators initiating aggression will be dealt with severely.
	Asphyxiation	Use suitable facilities such as breathing apparatus when appropriate.	Ensure proper planning of deployment of SOs Provide suitable facilities such as breathing apparatus when appropriate.	Install protective barriers to prevent crowd disaster.
	Exposure to Loud Noise	To use PPE such as ear protective gears when there are loud noises.	Provide PPE. Provide regular quiet breaks for workers exposed to excessive noise.	Replace any noisy machines with quiet ones. Isolate or reduce noise by providing acoustic screens.

6. MEASURES TO TAKE DURING A PANDEMIC

A pandemic is an outbreak resulting in the spread of an infectious disease worldwide. It usually occurs when the whole population has no immunity to the disease, which is more common when there have been no cases in the community before. Pandemics can be caused by different diseases (e.g. SARS, COVID-19) and it is important to note that each disease may require a different set of control measures.

Examples of control measures include:
   a. Safe distancing as much as possible;
   b. Staggered work & break hours;
   c. Monitoring & declaration of health status of employees;
   d. Provision of Personal Protective Equipment (e.g. Masks, gloves, face shield);
   e. Observance of good personal hygiene.

Security officers being frontline employees who may be exposed to high human contact also need to be adequately protected.

6.1. Planning for a pandemic

All companies should plan for the management of pandemic at the workplace. At the planning stage, occupiers and employers should at least consider the following :

   a. Company's policy to prevent or limit the transmission of the disease;
   b. Nature of the disease (e.g. transmission characteristic);
   c. The different types of risks that the company is exposed to due to the disease;
   d. Where, how and to what sources employees might be exposed to;
   e. The various types of control measures that can be implemented in a reasonably practicable manner;
   f. Most updated advisories and directives from relevant government agencies;
   g. Existing business continuity plans.

6.2. Roles and Responsibilities during a pandemic

During a pandemic, occupiers, employers, and employees should fulfil their duties under the Workplace Safety and Health Act as follows:

   a. Occupiers must ensure that the workplace and all pathways to and from the workplace do not pose transmission risks of disease to anyone within the workplace, including non-employees;
   b. Employers must implement measures to prevent transmission of disease at the workplace;
   c. Employees must comply with measures implemented by their employers to prevent the spread of disease in the workplace.

The pandemic may necessitate controlled contact between persons, and employees at the frontline may be tasked to assist. As such, employees should be prepared for additional or changing roles and responsibilities, such as the following:

a. Access control (e.g. SafeEntry, use of related technologies);
b. Enforcement of safe measures (e.g., TraceTogether, social distancing, wearing of masks);
c. Temperature screening;
d. Evacuation of infected persons;
e. Record keeping for inspections.

To adapt to the situation as well as facilitate the changing roles of employees, employers must also be prepared for shifting or added responsibilities, such as but not limited to the following:

a. Establishing a baseline of trusted sources of information on the pandemic and keeping officers updated regularly (eg, Ministry of Health, World Health Organisation);
b. Monitoring and tracking open shifts at all sites;
c. Remote supervision;
d. Leveraging technology-enabled solutions.

Occupiers should also do their part to ensure sustainability in the security industry, as fleshed out in tripartite advisories developed in view of COVID-19:

a. Exercise restraint in activating liquidated damages;
b. Temporarily reconsider security deployment;
c. Pay service providers appropriately;

7. GENERAL PREVENTIVE MEASURES

7.1. PPE

Employers, principals and occupiers should work towards providing a safe working environment for securities officers by adopting safe work practices. These include equipping security officers with the necessary PPE.

The employer must ensure that the employees receive proper training on correct usage and maintenance of the PPE. For the PPE to perform, the type of protective equipment chosen and correct usage by employees is important.

For example, when the Pollutant Standard Index ("PSI") reaches hazardous levels, employers should reduce health and safety impact of exposure to hazy conditions by providing employees with N95 masks.

Figure 3: N95 Mask

If security officers are required to patrol at night or where the workplace visibility is low or work in areas where there is traffic movement, they are required to wear high visibility vests. This will help to increase the visibility of the security officers to the traffic users and reduce the possibility of them being knocked down. The vests should incorporate both day and night time visibility. Vest material that is fluorescent lime-yellow or red orange increases daytime visibility while retroreflective material enhances night time visibility. Vests incorporating retro-reflective material should comply with recognised standards such as EN (Europe) or ANSI (US) for optimal visibility performance.

Figure 4: Reflective Vest

Excessive noise can cause hearing loss to the security officers. According to the Workplace Safety and Health Guidelines for the Hearing Conservation Programme, workers should not be exposed to noise levels exceeding 85dBA for eight hours a day or its equivalent. Hearing protection (ear plugs or ear mufflers) must be worn when the noise level exceeds the permissible exposure level. The ear protective gears must be correctly fitted, maintained and used to ensure the workers' safety.

Figure 5: Hearing Protections

7.2. Weather conditions

During rainy weather, employees should cease their outdoor work like patrolling and seek shelter immediately. This is to avoid accidents such as employees slipping due to slippery floors and lightning strikes. As such, it is crucial for occupiers to ensure that there are adequate shelters at the deployment site in times of rainy weather. At the same time, it is also a good practice for the occupiers to install lightning alert devices that warns security officers when there is a lightning risk, prompting them that they should seek shelter immediately.

When the PSI reaches hazardous levels, security officers should use PPE such as masks during their work. This is to ensure a safe working environment as this prevents air pollution to hinder their ability to work. Occupiers can ensure that the rest shelter or area indoors are well ventilated to allow the employees to rest without having to put their masks on.

During hot weather, security officers can also look for shelter or shaded areas to rest from the heat. To determine if the weather is hot, Principals can refer to the Wet Bulb Globe Temperature (WGBT) Index to monitor the temperature of the working environment. It is a simple and quick technique of measuring the environmental factors which correlate with deep body temperature and physiological response to heat.

For more information, refer to the Workplace Safety and Health Guidelines on Managing Heat Stress in the Workplace.

Figure 6: Example of a portable heat index monitor

Figure 7: WGBT Monitor (Including Globe thermometer)

Figure 8: WGBT Monitor

7.3. Slips, Trips and Falls

Slips, trips and falls are the most common causes of workplace injuries. It can cause sprains, strains, fractures, head injuries and deaths.

Security officers should be provided with proper footwear, training, instruction, and supervision for relevant work activities and familiarisation of the workplace they are deployed to.

7.4. Health

7.4.1. Heat Stress

Heat stress occurs when the accumulation of heat in the body exceeds the ability of the body to remove the extra heat. Heat stroke occurs when the body is unable to remove extra heat amidst the increasing core temperature. To prevent these heat-related injuries, employer/ principal must always ensure that access to drinking water is readily available for security officers to hydrate themselves.

Some good practices to ensure that security officers are well hydrated are:
a. Encourage security officers to keep themselves hydrated all the time by drinking sufficient water; and
b. Encourage security officers to bring their own water bottles and drink water frequently.

7.4.2. Fatigue

Fatigue is a state when a person feels physically and/or mentally tired. The types of fatigue include:

a. Physical fatigue (reduced ability to do manual work);
b. Mental fatigue (decreased level of concentration, alertness).

Fatigue can be caused by:

a. Long working hours without intervening rest/recuperation periods;
b. Intense and sustained physical exertion;
c. Intense and sustained mental effort;
d. Lack of adequate rest and sleep.

Fatigue can affect employees' ability to concentrate at work. This may result in:

a. Increased workplace incidents;
b. Increased staff absenteeism and turnover, resulting in reduced performance and productivity at work.

Some symptoms of a fatigued person can include the following:

a. Undue tiredness;
b. Higher level of irritability or impatience.

As security officers are often the first line of defence in times of emergency, it is crucial that they can perform their duties at their highest level of alertness. It is important to provide proper and safe rest areas for security officers to take breaks and rest whenever necessary.

It is also highly encouraged for principals to avoid working with one-man sites. This is to safeguard security officers' well-being as it allows officers to take necessary breaks instead of being afraid to leave their post unmanned.

Figure 9: Security officers can experience fatigue due to standing long hours

For more information, refer to the Workplace Safety and Health Guidelines on Fatigue Management

7.5. Mental Wellness

Mental wellness refers to the presence of positive mental health traits, in addition to the absence or amelioration of sources of mental stress. It is important to note that working conditions have a direct impact on the mental health of officers, and can therefore jeopardise their mental wellness if adverse conditions persist. Maintaining optimal mental wellness not only improves the performance of officers for occupiers and principals, but also nurtures better-engaged teams on the ground, lower officer turnover, and boosts officer morale.

7.5.1. The Effects of Mental Health on Officers

Undue or excessive stress faced by officers can lead to a number of effects: physically, emotionally, and behaviourally.

The physical effects of excessive stress on officers include:
a. Headaches
b. Chest Pains
c. Fatigue
d. Stomach Issues
e. Sleeping Problems
f. Muscle Tension

The emotional effects of excessive stress on officers include:
a. Anxiety
b. Restlessness
c. Lack of Motivation
d. Irritability/Anger
e. Sadness or Depression
f. Feeling Overwhelmed

The behavioural effects of excessive stress on officers include:
a. Abnormal Appetites
b. Social Withdrawal
c. Alcohol Abuse / Addiction to Vice
d. Outbursts of Aggression or Anger
e. Low levels of physical activity/exercise

These effects are not exhaustive, and excessive stress can lead to a host of other issues for officers in the longer term.

7.5.2. Sources of Workplace Stress for Security Officers

There are many ways that workplaces affect officers in terms of the stresses they face. These stressors may include, but are not limited to:
a. Lack of Job Security
b. Unclear jobscopes, tasks, and work objectives
c. Poor leadership on sites
d. Poor company culture
e. Uncomfortable working environments

f. Long working hours

g. Interactions with aggressive or abusive stakeholders while on duty

Stressors can cause officers to underperform at work, and impact their ability to engage with colleagues, clients, and members of the public. Officers affected unduly by stress may also be at higher risk of workplace injury.

7.5.3. Measures to Promote Mental Wellness and Mitigate the Effects of Stressors

Employers, occupiers and principals may consider and implement measures that promote the mental wellness of officers deployed to sites:

a. **Encouraging Exercise**
    Officers should be encouraged to keep active. Physical activity can be integrated into the routines of officers on site, with measures such as randomised patrol routes and incentives for officers who conduct frequent patrols.

b. **Regularly Checking In**
    Operations managers, executives, and controllers should regularly check in on officers deployed to sites throughout their shifts. These checks can ensure that the basic needs of officers are met, including food, water, and the availability of rest. Routine checks more importantly ensure that officers are verifiably safe, particularly at one-man or sensitive sites.

c. **Encouraging Healthy Diets**
    Long shift hours can negatively affect officers' access to adequate food and water. Many officers may turn to energy drinks and fast food, which while convenient would cause long term ill effects on physical health. Employers may continuously remind officers to stay well hydrated while at work, and offer encouragement and support with meal plans or healthy meal recipes.

d. **Site Visits**
    Employers should periodically conduct physical checks on officers onsite. This not only helps to ensure that deployments to sites are done properly; site visits allow teams to check for warning signs of illness, stress, fatigue, or other factors which may impact officer's mental wellbeing, and address these issues before they escalate.

e. **Fostering a Robust Culture of Communication**
    Officers should be given clear and easily understood instructions for work, as ambiguity on the job can be a source of unnecessary stress.
    Feedback on working conditions and sentiment from officers should also be regularly sought, so that employers, principals and occupiers can better understand the issues faced while on duty. It should be clear to officers that these feedback channels exist for them to highlight issues that arise out of work, such as from interactions with colleagues, or how they are treated by stakeholders while on duty. It is important to highlight to officers that feedback will be taken seriously, and officers will not face negative repercussions from giving honest and sincere feedback in good faith. Similarly, feedback channels should also be put in place to allow officers to receive constructive feedback to better improve their performance while on duty.

8. TOTAL WORKPLACE SAFETY AND HEALTH

Companies should strive to achieve a healthy workforce in a safe workplace by embarking on the Total WSH program. The work, safety and health of workers are inter-related (refer to Figure 10). Improving safety and health at work reduces the risks of injury and ill-health. This leads to better wellbeing for workers and a more productive workforce. Total WSH is a holistic and integrated approach to manage the interactions between work, safety and health, so as to promote the well-being of workers and employers.
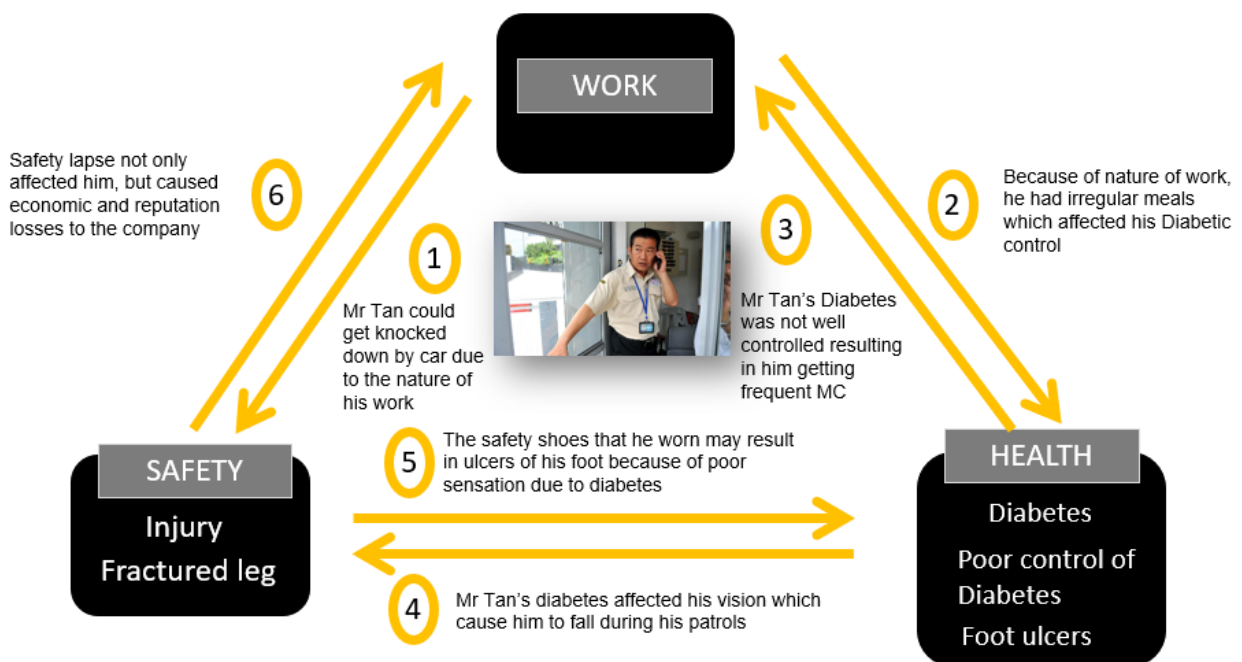

Figure 10 : Relationship between Work, Safety and Health

Find out more about Total WSH at www.wshc.sg/totalwsh.

Below are some health conditions and corresponding control measures that may be adopted by the stakeholders.

Personal Health Condition/ Occupational Health	Safety Measures		
	Employee	Employer	Principal / Occupier
Fatigue	Rest whenever necessary	Oversee the operations, ensuring that the workers adhere to the safety guidelines laid out by the regulators. Ensure that there are at least two employees at any one site. Ensure proper maintenance of water supply.	Provide and maintain proper maintenance of the rest area.
Heat Stress	Drink water to stay hydrated		
Pandemic	Maintain good personal hygiene. Be socially responsible; stay at home if one is sick.	Provide resources and work environment that promotes personal hygiene. Encourage workers to obtain a seasonal influenza vaccine.	Provide a clean working environment – to apply MOH directives accordingly.
Heart Disease	Take breaks when necessary. Ensure personal responsibility to eat right and be active. Quit smoking.	Instruct workers to take regular breaks to lower stress levels. Stress can lead to high blood pressure and cholesterol levels which ultimately endangers those with heart disease. Encourage employees not to smoke.	Provide a smoke-free working environment.
Diabetes	Go for regular medical check-up and review. Take regular breaks and have a balanced diet.	Ensure that sufficient rest breaks are given to the employees. Provide regular breaks to allow timely medication and food intake for diabetic workers.	Provide clean working environment to prevent insulin contamination.
Hypertension	Take breaks when Necessary.	Allow workers to take breaks when necessary to lower stress levels.	Ensure the maintenance of the rest area for these workers.

9. EMERGENCY RESPONSE

Emergency Response Procedures

It is important for security officers to know how to identify potential emergencies and be familiar with the emergency response procedures shared with them by their security agencies.

An emergency is a situation that may pose an immediate risk to health, life, property, or environment. Most emergencies require urgent intervention to prevent the situation from worsening or becoming more dangerous. Emergencies may involve fire, bombs, weapons, suspicious packages or explosive devices.

What should security officers do in an emergency?

    a. Follow the relevant Standard Operating Procedures (SOPs) that are provided by their respective security agencies;

    b. Contact the relevant agencies (SPF at 999, SCDF at 995);

    c. Report the emergency using the SGSecure application, if applicable;

    d. Security officers should be familiar with the use and location of first-aid kit and firefighting equipment;

    e. Employees should be familiar with the emergency response plan, locations of staircases, exits and emergency exits;

    f. CPR and AED trained personnel are to attend to those in need;

    g. Perform crowd control by providing general security and ushers to prevent crowd disasters;

    h. Security officers need to be familiar with the concept of duty of care (what a reasonable person should do in a situation) and be capable of securing and protecting a crime scene until the appropriate personnel arrive.

Emergency and Useful Contacts

	Agency/Organisation	Purpose of Contact	Contact Information
Emergency Contacts	SCDF	Fire or Medical Emergency	Call 995, SMS 70995, or report an incident from the SCDF MyResponder App or the SGSecure App
	SPF	Police Emergency	Call 999, SMS 71999, or report an incident from the Police@SG App or the SGSecure App
Useful Contacts	SCDF	For Non-Emergency Medical Situations	Call 1777
	SPF	To provide crime-related information to SPF	Call 1800 255 0000
	SCDF	To provide information on fire hazards to SCDF	Call 1800 280 0000
	AVS Animal Response Centre	To report incidents dealing with wildlife	Call 1800 476 1600
	Public Utilities Board ("PUB")	To report floods, burst water mains, or drain obstructions	Call 1800 2255 782
	SP Powergrid	To report electricity supply interruptions	Call 1800 778 8888
	City Gas	To report gas supply interruptions, leaks, and pressure issues	Call 1800 752 1800
	Municipal Services Office ("MSO")	To report various municipal-related issues	Call 6325 7811, or report an incident from the OneService App
	Samaritans of Singapore ("SOS")	For emotional support during mental health crisis with significant risk of harm to self or others	Call 1800 221 4444

10. REFERENCES

1. Workplace Safety and Health Act and subsidiary regulations
2. Work Injury Compensation Act
3. Private Security Industry Act
4. Road Traffic Act
5. Infrastructure Protection Act
6. Protection from Harassment Act
7. Code of Practice on Workplace Safety and Health (WSH) Risk Management
8. Workplace Safety and Health Guidelines on Workplace Traffic Safety Management
9. Workplace Safety and Health Guidelines on Managing Heat Stress in the Workplace
10. Workplace Safety and Health Guidelines on Fatigue Management
11. Workplace Safety & Health Guidelines for Hospitality and Entertainment Industries
12. Workplace Safety and Health Guidelines on Event Management
13. Singapore Association for Mental Health - Understanding Mental Health
14. DSM-5 – American Psychiatric Association
15. The Straits Times - SBS Transit fined for safety lapses which resulted in death of security guard
16. The Straits Times - Clarify role and duties of security officers
17. The New Paper - Higher pay and less overtime for security officers
18. The New Paper - More needs to be done to define the role of security guard

11. CONTACT INFORMATION

For enquiries, please email the WSH Council at: *contact@wshc.sg*

For feedback and complaints, please email the Union of Security Employees Mediation Service at *use@ntuc.org.sg*

To report unsafe practices at workplaces, please call the MOM hotline at **6317 1111**

To report accidents, dangerous occurrences and occupational diseases, visit *www.mom.gov.sg/ireport*

12. ACKNOWLEDGEMENTS

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6	Hansen Tan	Singapore International Facility Management Association
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8	Desmond Tan	Smart Property Management (Singapore) Pte Ltd
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