

**SKILLS FRAMEWORK FOR RETAIL
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Workplace Housekeeping, Safety and Security					
TSC	Workplace Safety and Health					
TSC Description	Establish a workplace safety and health system as well as maintain and comply with Workplace Safety and Health policies and procedures					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	RET-WSH-1002-1.1		RET-WSH-3002-1.1	RET-WSH-4002-1.1		
	Comply with Workplace Safety and Health policies and procedures by following safe work practices, workplace emergency response procedures and risk control and participating in Workplace Safety and Health management activities		Maintain and interpret Workplace Safety and Health policies, procedures and programmes as well as risk management programmes, educate workers on workplace safety and health policies, procedures and implement WSH programmes and risk control measures	Implement Workplace Safety and Health systems, establish and evaluate WSH policies and risk control measures and work in consultation with WSH personnel and committees in accordance with the WSH Act		
Knowledge	<ul style="list-style-type: none"> • Worker's responsibilities stipulated under the Workplace Safety and Health Act • Roles and responsibilities of the Workplace Safety and Health Committee stipulated under the Workplace Safety and Health (Safety Committee) Regulations • Risks associated with assigned tasks • Workplace procedures for reporting workplace safety and health issues and contributing and participating in workplace safety and health • Workplace Safety and Health Act and its subsidiary legislation • Organisational procedures for risk control and dealing with emergencies • Types of personal protective equipment and safety devices • Types and importance of safety signs 		<ul style="list-style-type: none"> • Responsibilities of the workers and supervisors under the Workplace Safety and Health Act • Roles and responsibilities of the Workplace Safety and Health Committee as stipulated under the Workplace Safety and Health (Safety Committee) Regulations • Workplace Safety & Health Act and its subsidiary legislation • Effective communication channels in the workplace • Organisation business continuity plans • Preferred ways to implement risk control measures • Industry best practices in risk control measures • Procedures for proper use of personal protective equipment, safety devices, PPE, anti-viral, and disinfectants • WSH procedures for participation, 	<ul style="list-style-type: none"> • Responsibilities of the designated personnel and committees under WSH Act and its subsidiary legislation • Responsibilities of employees, supervisors and management in WSH • Organisation's WSH system, general policies, procedures, programmes and evaluation guidelines • Management arrangements relating to regulatory compliance, hazards and risks, control measures and relevant expertise required • Importance of benchmarking WSH performance against national and international standards • Business continuity planning and risk assessment related to infectious disease outbreaks • Potential impacts of infectious disease outbreaks on 		

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			consultation, resolution and communication of WSH issues	organisational business financials, staff and customers <ul style="list-style-type: none"> Importance of assessing and reviewing workplace risk management activities in accordance with the guidelines provided by the WSH Act 		
Abilities	<ul style="list-style-type: none"> Practise personal hygiene at workplace and report workplace safety and health issues to appropriate person in accordance with the organisational procedures and Workplace Safety and Health Act Use and maintain personal protective equipment required for the work and workplace safety devices in accordance with the organisational procedures or manufacturer's instructions Follow safety signs, instructions and workplace risk control measures in accordance with the organisational procedures Identify and report potential hazards and risks associated with the work areas and unsafe working conditions and work practices in accordance with the organisational procedures Participate in identifying personal protective equipment requirements and safety devices required for safe operations of machineries and equipment at the workplace in accordance with the organisational procedures 		<ul style="list-style-type: none"> Interpret relevant Workplace Safety and Health policies, procedures, programmes and related information in accordance with the Workplace Safety and Health Act and its subsidiary legislation Explain and provide the work group promptly with accessible information about identified hazards, outcomes of risk assessment and dealing with emergencies in the workplace Execute the organisational emergency response and evacuation exercises and supervise and maintain order in the event of emergency at the workplace in accordance with the guidelines provided by the relevant regulatory requirements Monitor and document changes in workplace practices, procedures, safety and health management programmes issues resolution and communicate to person(s) who may be at risk in accordance with the guidelines provided by the Workplace Safety and Health Act Identify and report hazards in the workplace 	<ul style="list-style-type: none"> Develop WSH policies and training programmes that meet identified training needs of employees and clearly express organisation's commitment in accordance with the guidelines provided by WSH Act Incorporate WSH responsibilities and duties into job descriptions of all employees and facilitate the allocation of financial and human resources for the operation of WSH system in the organisation Set up a system for monitoring and evaluating WSH records that allow identification of patterns of workplace injuries and diseases within the area of managerial responsibility Assess and evaluate the effectiveness of the WSH system and related policies, procedures and programmes according to the organisation's aims with respect to WSH Develop risk assessment procedures that are integrated within systems of work and procedures in the organisation Assess the risks presented by identified hazards and develop 		

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	<ul style="list-style-type: none"> • React to the types of emergencies at the workplace and use equipment and materials required for workplace emergency response in accordance with the organisational procedures • Activate emergency services in the event of emergency at the workplace and participate in the organisational emergency response exercises in accordance with the organisational procedures and guidelines provided by the relevant regulatory requirements • Follow the instructions given by authorised personnel and infectious disease outbreak control in the event of emergency at the workplace in accordance with the guidelines provided by the relevant regulatory bodies • Participate in resolving hazards and risks identified in the work areas in accordance with the organisational procedures • Seek assistance and guidance from co-workers and supervisor in dealing with workplace emergencies • Participate in workplace safety and health training and identify information needed to handle workplace emergencies 		<p>and implement work procedures for risk assessment, risk control and emergency situation management in accordance with organisational procedures</p> <ul style="list-style-type: none"> • Participate in the investigation of emergency situations to identify their causes and maintain WSH management records in accordance with organisational procedures • Assess the effectiveness in existing risk control measures and adequacy of resource allocation for implementation of risk control measures according to the hierarchy of control • Reassess changes in workplace practices or procedures to determine the mitigated risk level and document workplace risk control measures issues resolution in accordance with the guidelines provided by Workplace Safety and Health Act • Implement control measures to prevent recurrence and minimize risks of emergency situations based on the hierarchy of control in accordance with organisational procedures • Implement and monitor procedures for WSH participation and consultation effectively to ensure workers have the opportunities to contribute 	<p>measures to control assessed risks according to hierarchy of control, relevant WSH legislation, codes practice and trends identified from the WSH records systems</p> <ul style="list-style-type: none"> • Develop procedures for on-going control of risks associated with hazardous events that meet WSH and related legislation requirements in consultation with appropriate emergency services • Address hazard identification and risk control at the planning, design and evaluation stages of any changes within the area of managerial responsibility to ensure that adequate risk control measures are included • Facilitate the provision of resources to enable implementation of new risk control measures in accordance with the organisational procedures • Monitor and improve existing risk management activities and risk control measures to ensure procedures are adopted effectively throughout the area of managerial responsibility 		
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