



WSH AUDITING ORGANIZATION (WSHAO) TERMS & CONDITIONS FOR SAFETY & HEALTH MANAGEMENT SYSTEMS AUDITS AND RISK MANAGEMENT AUDITS (REV 04)

Thank you for requesting for a quotation from Greensafe International Pte Ltd (hereby known as the AO). The conditions set out in this document constitutes the legally enforceable requirements in accordance with auditing requirements between our AO and the client (i.e. organization seeking audit services or audited).

1. Audit Application

- A. Organization seeking audit services will be provided with Audit Application Form. The organization shall fill up all sections as stated in application form and entries in application form shall be accurate. If any particular question or section in client application is NOT Applicable, client shall clearly state it as “NOT Applicable” or “N.A”. Upon filling out the form, Greensafe will conduct a review of the application to ensure any known differences are resolved, that Greensafe has the competence and ability to perform the audit activities and the site(s) of the applicant organization’s operations, time required to complete audits and any other points influencing the auditing activity are taken into account (language, safety conditions, threats to impartiality, etc.).
- B. Upon review of the application, if application is accepted, audit time will be determined based on table below and quotation will be sent to applicant by respective Sales & Marketing Staff from Greensafe. Where the application is declined, the reasons for declining the application is documented and made clear to the client within 3 working days from the date of receipt of completed application from client. The minimum time for conducting an audit will be determined in compliance to the requirements stipulated in below table as per SAC CT 17 Standard.

For Safety & Health Management Systems Audits:

Annex 2 to Appendix 1

		Minimum Required Audit Duration (On-site Mandays) <small>(Note d)</small>										
		Construction worksite			Metalworking industry			Shipyard			Oil refinery or petrochemical plant / Semiconductor wafer fabrication plant / Chemical manufacturing plant / Pharmaceutical plant / Bulk storage terminal	Other Industries
Audit	SIZE (manpower)	Up to 200	201 to 500	>500	Up to 50	51 to 99	≥100	Up to 199	200 to 500	>500	See IAF MD 22 <small>(Note c)</small> for Occupational Health and Safety Management Systems (OH&SMS) in the high complexity category, <u>with a</u> minimum of 4 man-days	See IAF MD 22 <small>(Note c)</small> for Occupational Health and Safety Management Systems (OH&SMS).
	1 st Initial Audit		2 <small>(Note a)</small>			2 <small>(Note b)</small>	2 <small>(Note b)</small>	3 <small>(Note b)</small>				
Subsequent Audit		3	4	5	1	2	2	2	3	5		

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Factors that will increase the audit time include the following:

- i. Complicated logistics involving more than one building or location where work is carried out;
- ii. Staff speaking in more than one language [requiring interpreter(s) or preventing individual auditors from working independently];
- iii. Very large site for the number of personnel;
- iv. System covers highly complex processes or relatively high number of unique activities;
- v. Activities that require visiting temporary sites to confirm the activities of the permanent site(s);
- vi. Views of interested parties;
- vii. Accident rate higher than average for the business sector;
- viii. The organisation is facing legal proceedings related to OH&S or any target OH&S enforcement programme(s) from the authorities (depending on the severity of the matters involved);
- ix. The presence of many (sub)contractors causing an increase in complexity or OH&S risks (e.g. periodical shutdowns or turnaround of refineries, chemical plants, steel manufacturing plants and other large industrial complexes, which require a temporary large increase of staff of (sub)contractors to perform the planned activities of inspection, maintenance, and repair of plant units and equipment);
- x. Where dangerous substances are present in quantities exposing the plant to the risk of major industrial accidents.

- Notes:**
- (a) First initial audit for a worksite is to be completed within 6 months upon commencement of work activities at the worksite. The audit duration of construction worksites started operation more than 6 months ago will be based on the duration of a subsequent audit
 - (b) Initial audit refers to the audit by an Auditing Organisation of the workplace for the first time, after the 1st initial audit or a subsequent audit has been conducted by another Auditing Organisation. The duration of an initial audit for metalworking industries will be based on the duration of the 1st initial audit.
 - (c) IAF MD 22 - Application of ISO/IEC 17021-1 for the Certification of Occupational Health and Safety Management Systems (OH&SMS). For SHMS subsequent audits, Auditing Organisations shall consider the audit as an initial audit in IAF MD 22.
 - (d) Total mandays in the above table exclude off-site report writing. All auditors in the audit team shall be present on-site for at least one day in order to have adequate time for site appreciation and assessment, unless the total on-site audit duration is 1 manday.

For Risk Management audits,

Annex 2 to Appendix 2

Minimum Required Audit Duration per Enterprise (On-site Mandays)

		Construction (See Note a)			Metalworking industry (See Note a)	Shipyard (See Note a)		Oil refinery or petrochemical plant / Semiconductor wafer fabrication plant / Chemical manufacturing plant / Pharmaceutical plant / Bulk storage terminal (See Note a)	Other Industries (See Note c)			
		Up to 200	201 to 500	>500	Any manpower size	Up to 500	>500	Any manpower size	Complexity (See table in Note c)	Up to 200	201 to 500	>500
Audit	SIZE (manpower) See Note b											
	Minimum Audit Duration	1	1.5	2	1	1	2	2	High	1.0	1.5	2
									Medium	0.5	1	1.5
									Low	0.5	0.5	1

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Complexity	Business Sector
High	<ul style="list-style-type: none"> • fishing (offshore, coastal dredging and diving) • mining and quarrying • manufacture of coke and refined petroleum products • oil and gas extraction • tanning of textiles and clothing • pulping part of paper manufacturing including paper recycling processing • oil refining • chemicals (including pesticides, fabrication of batteries and accumulators), and pharmaceuticals • manufacturing of fibreglass • gas production, storage and distribution • electricity generation and distribution • nuclear • storage of large quantities of hazardous material • non-metallic processing and products covering ceramics, concrete, cement, lime, plaster, etc. • primary productions of metals • hot and cold forming and metal fabrication • manufacturing and assembly of metal structures • shipyards (depending on the activities could be medium) • aerospace industry • automotive industry • manufacturing of weapons and explosives • recycling of hazardous waste • hazardous and non-hazardous waste processing e.g. incineration etc. • effluent and sewerage processing

Complexity	Business Sector
	<ul style="list-style-type: none"> • industrial and civil construction and demolition (including building completion with electrical, hydraulic and air conditioning installation activities) • slaughter houses • transport and distribution of dangerous goods (by land, air and water) • defence activities/crisis management • healthcare/hospitals/veterinary/social works
Medium	<ul style="list-style-type: none"> • aquaculture (breeding, rearing, and harvesting of plants and animals in all types of water environments) • fishing (offshore fishing is high) • farming/forestry (depending on the activities could be high) • food, beverage and tobacco – processing • textiles and clothing except for tanning • manufacturing of wood and wooden products including manufacturing of boards, treatment/impregnation of wood • paper production and paper products excluding pulping • non-metallic processing and products covering glass, ceramics, clay, etc. • general mechanical engineering assembly • manufacturing of metallic products • surface and other chemically based treatment for metal fabricated products excluding primary production and for general mechanical engineering (depending on the treatment and the size of the component could be high) • production of bare printed circuit boards for electronics industry • rubber and plastic injection moulding, forming and assembly • electrical and electronic equipment assembly • manufacturing of transport equipment and their repairs - road, rail and air (depending on the size of the equipment, could be high) • recycling, composting, landfill (of non-hazardous waste) • water abstraction, purification and distribution including river management (note commercial effluent treatment is graded as high)

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Complexity	Business Sector
	<ul style="list-style-type: none"> • fossil fuel wholesale and retail (depending on the amount of fuel, could be high) • transport of passengers (by air, land and sea) • transport and distribution of non-dangerous goods (by land, air and water) • industrial cleaning, hygiene cleaning, dry cleaning normally part of general business services • research & development in natural and technical sciences (depending on the business sector could be high). Technical testing and laboratories • hotels, leisure services and personal services excludes restaurants • education services (depending on the object of teaching activities could be high or low)
Low	<ul style="list-style-type: none"> • corporate activities and management, HQ and management of holding companies • wholesale and retail (depending on the product, could be medium or high, e.g. fuel) • general business services except industrial cleaning, hygiene cleaning, dry cleaning and education services • transport and distribution - management services with no actual fleet to manage • engineering services (could be medium depending on type of services) • telecommunications and post office services • restaurants and campings • commercial estate agency, estate management • research & development on social sciences and humanities • public administration, local authorities • financial institutions, advertising agency

C. Upon acceptance of the quotation, an audit plan will be established and submitted to the audit applicant/ client. The audit plan will be communicated, and the dates of the audit agreed upon, in advance, with the client.

2. Conducting on-site Audit

- A. Audit methodology will include conducting an opening meeting, reviewing previous audit findings, familiarization tour of the workplace, obtaining and verifying information (through interview of personnel, document or record review and physical inspection) and conduct of closing meeting.
- B. Audit results and outcomes will be communicated during closing meeting to audit team.

3. Duties of WSH Auditors:

As per WSH (Safety & Health Management Systems and Auditing) Regulations 2009,

A. WSH auditors have the following duties:

1. To enter, inspect and examine at any reasonable time the workplace;
2. To inspect and examine any machinery, equipment, plant, installation or article in the workplace;
3. To require the production of workplace records, certificates, notices and documents kept or required to be kept under the Act, including any other relevant document, and to inspect and examine any of them;

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- i. To make such examination and inquiry of the workplace and of any person at work at that workplace as may be necessary to execute his duties;
 - ii. To assess the levels of noise, illumination, heat or harmful or hazardous substances in the workplace and the exposure levels of persons at work therein.
- B. The occupier of a workplace and any person at work in the workplace shall render all necessary assistance and cooperation to the workplace safety and health auditor as are necessary for him to discharge his duties.

4. Reporting and completing an Audit

- A. An audit report will be provided after the completion of audit.
- B. SAC Mark shall be included on the first page of the audit report.

5. Audit Testimony:

Greensafe may provide a testimony of the audit conducted to the audited client in soft copy. When a testimony of the audit conducted is to be provided, it shall identify the following:

- the name and geographical location of each audited client;
- the date(s) of the audit conducted;
- the management system standard and/or other normative document, including indication of issue status (e.g. revision date or number) used for audit of the client;
- the scope of audit;
- the name, address and mark of the AO;
- Any other information required by the standard and/or other normative document used for audit.

Note: Greensafe shall ensure that the SAC Mark is NOT used on a testimony issued to audited clients.

6. Use of Audit Report and Testimony:

- A. We will not use or permit the use of the WSHAO's audit report or testimony or the WSHAO's mark in communication media such as the Internet, brochures or advertising, or other documents.
- B. We will not use or permit the use of an audit report or testimony or any part thereof in a misleading manner.

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7. Reference to auditing and use of marks

- A. The audited client shall not use or permit the use of the AO's audit report or testimony or the AO's mark in communication media such as the Internet, brochures or advertising, or other documents. The audited client shall not make or permit any misleading statement regarding the audit. The audited client shall not use or permit the use of an audit report or testimony or any part thereof in a misleading manner.

8. Confidentiality

- A. The AO will inform the client, in advance, of the information it intends to place in the public domain. All other information, except for information that is made publicly accessible by the client, shall be considered confidential. Information about a particular audited client or individual shall not be disclosed to a third party without the written consent of the audited client or individual concerned.
- B. When our AO is required by law or authorized by contractual arrangements (such as with the accreditation body) to release confidential information, the client or individual concerned shall, unless prohibited by law, be notified of the information provided.
- C. Information about the client from sources other than the client (e.g. complainant, regulators) shall be treated as confidential, consistent with our AO's policy.
- D. Personnel, including any committee members, contractors, personnel of external bodies or individuals acting on our AO's behalf shall keep confidential all information obtained or created during the performance of our activities except as required by law.
- E. Our processes and where applicable equipment and facilities that ensure the secure handling of confidential information.
- F. Our auditors / observers / assessors / technical experts will keep all information obtained or created during the performance of the auditing organization's activities confidential except as required by law.
- G. Information about a particular audited client or individual will NOT be disclosed to a third party without the written consent of the audited client or individual concerned.
- H. We will notify client about confidential information provided to third party (Regulators)
- I. We have processes, equipment and facilities to ensure secure handling of confidential information.

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9. Information exchange between our AO and our clients

Our AO shall provide information and update clients on the following:

- a) a detailed description of the initial audit activity, including the application
- b) the normative requirements for auditing
- c) information about the fees for application and auditing
- d) our AO requirements for clients to:
 - 1) comply with auditing requirements
 - 2) make all necessary arrangements for the conduct of the audits, including provision for examining documentation and the access to all processes and areas, records and personnel for the purposes of audit and resolution of complaints
 - 3) make provisions, where applicable, to accommodate the presence of observers (e.g. accreditation assessors or trainee auditor)
- e) documents describing the rights and duties of audited clients, including requirements, when making reference to its auditing in communication of any kind
- f) information on processes for handling complaints

We will not make or permit any misleading statement regarding the audit.

10. Management of Information

We are responsible for the management of all information obtained or created during the performance of auditing activities at all levels of its structure, including committees and external bodies or individuals acting on its behalf.

11. Notice of changes by our AO

- A. We will give our audited clients due notice of any changes to its requirements for auditing. We will verify that each audited client complies with the new requirements.

12. Notice of changes by clients

- A. This document serves as a legally enforceable arrangement to ensure that the audited client informs our AO, without delay, of matters that may affect the capability of the management system to continue to fulfil the requirements of the standard used for auditing. These include, for example, changes relating to:
 - a) the legal, commercial, organizational status or ownership
 - b) organization and management (e.g. key managerial, decision-making or technical staff)
 - c) contact address and sites
 - d) scope of operations under the audited management system
 - e) major changes to the management system and processes
- B. We will take action as appropriate.

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13. Complaints

- A. The AO appreciates all feedback received with regards to its auditing service and gives utmost importance to all complaints received.
- B. Feedback or complaints can be submitted as follows:
 - a. Telephone (Please contact our main line at 64291200)
 - b. Email (Please email to salesadmin@greensafe.com.sg)
 - c. Engagement with our sales officer
 - d. Filling out our Feedback Form (GSI-QHSP-10-F01)
- C. Submission, investigation and decision on complaints will not result in any discriminatory actions against the complainant.
- D. Your complaints will be routed to our Head of Audit within 3 working days.
- E. Request to appeal of audit decisions or outcomes will not be entertained due to the nature of audits performed.
- F. Whenever possible, the requestor of the complaint will be notified of the corrections, corrective actions or decision not take actions in writing or otherwise. The decision to be communicated to the complainant is made by, or reviewed and approved by, individual(s) not previously involved in the subject of the complaint. Whenever possible, our AO will give formal notice of the end of the complaints-handling process to the complainant.
- G. All complaints received are subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint. We will determine, together with the audited client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution will be made public.

14. Witness Assessment

- A. Witness Assessments may be conducted at audited client's premises by representatives from MOM or SAC. AO's audited client shall permit MOM Representatives or SAC Assessors to witness the audit.
- B. [If the auditing organisation's audited client does not allow SAC to witness the audit, the client may not be provided with a SAC accredited report. SAC will also inform all its accredited auditing organisations of the client. If the client chooses to seek auditing services from another auditing organisation, SAC will inform the new auditing organisation that it wishes to witness the audit.](#)

15. Agreement

- A. We will ensure that as an auditing organization under the SAC AO scheme that this document as only one collective general agreement, is a legally enforceable agreement between ourselves providing auditing services, and the client that covers all the sites within the scope of the auditing whenever there are multiple sites of a client involved.




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16. Payment

- A. In consideration for the provision of personnel in accordance with the terms of this Agreement, auditee /client shall pay audit fees as per payment terms and conditions stated in quotation.
- B. The above payment terms is NOT applicable if the project is awarded by Consultant.

	Name	Signature / Date
Prepared By	Poovanur Swaminathan Venkatesh Group Deputy General Manager / Auditing Department Head	 14/06/2021
Approved By	Arumugam Balamurugan (Mr) Director	 14/06/2021
	Kuppan Karuppiah (Mr) Director	 14/06/2021