CELCOM TIMUR (SABAH) SDN. BHD.

SAFE WORK PROCEDURES

Communication and Resolution of Health and Safety Issues

DOCUMENT NO.   :   CTSSB-OSHMP/SWP-06

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NAME:	ZAITON YUNUS Manager - Human Resources & Administration	YUSRI AB RAHMAN Chief Technical Officer (CTO)	FADHLI ABDUL HAMID Chief Executive Director (CEO)
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1.0   GOVERNING POLICY

This procedure is made under the CTSSB's Occupational Safety and Health Policy.

2.0   PURPOSE

The purpose of this procedure is to document the communication and the resolution of issues to the workforce pertaining to health and safety.

3.0   SCOPE

This procedure shall apply to all CTSSB's employees and other interested parties at all CTSSB's premises and associated work areas.

4.0   REFERENCES

i.   OSH Act 1994
ii.   FMA 1967
iii.   OHSAS 18001:2007
iv.   DOSH Guidelines – " Hazard Identification, Risk Assessment and Risk Control'
v.   CTSSB's OSH Plan : Part Four : Responsibility, Authority & Accountability
vi.   CTSSB's Safe Work Procedure : Hazard Identification, Risk Assessment and Risk Control: **CTSSB-OSHMP/SWP -01**
vii.   CTSSB's Safe Work Procedure : Workplace Inspection for OSH Compliance: **CTSSB-OSHMP/SWP -02**
viii. CTSSB's Safe Work Procedure : Accident Reporting and Investigation: **CTSSB-OSHMP/SWP -04**

5.0 RESPONSIBILITY, AUTHORITY AND ACCOUNTABILITY

i. Human Resources and Administration (HRA) Manager

- Responsible for the overall implementation of this procedure including its periodic review.

ii. Other Head of Department (HOD) / Officer In-Charge (OIC)

- The HOD is fully responsible for ensuring the implementation of this procedure and transmittal of the safety information to their subordinate including contractor.
- To instruct or train the new employee or contractor at any workplace under their control.
- Conduct workplace inspections to ensure all the CTSSB's employees and other interested parties at all CTSSB's premises and associated work areas are wearing appropriate personal protective equipment (PPE) while at workplace.
- To ensure the records of PPE Distribution List are properly kept and easy to retrieve.

iii. All Employees (Including contractors)

- To comply with this procedures at all time while at workplace owned or under the control of the CTSSB.
- To follow with instructions and/or to give full cooperation to the management or any officer this has been given an authority in order to ensure the implementation of this procedure.
- Each employee shall be held responsible for performing all work in a safe manner so that injuries to that person and to others will be avoided.
- An employee shall notify his employer or supervisor before attempting any work which, in the employee's opinion, appears hazardous above and beyond normal operating conditions.
- An employee shall report all injuries to his employer or supervisor without delay, regardless of the nature of the injury.
- Good housekeeping of all work areas and equipment shall be practiced.

6.0   TERMS AND DEFINITIONS

i.   CTSSB
- Celcom Timur (Sabah) Sdn. Bhd

ii.   OSHMP
- Occupational Safety & Health Management Plan.

iii.   SWP
- Safe Work Procedure.

iv.   SHMC
- Health & Safety Management Committee

v.   SOR
- Safety Observation Report

vi.   Resolution of issues
- Consultation between two parties (management and workers) with the intent of coming to an agreement on a work practice or issue relating to the workplace where the health and safety of personnel is in question

vii.   Internal communication
- Communication between various levels and functions of the organisation in order to advise employees of any changes to the current OSH Management Plan.

viii.   External communication
- Communication between the organization and external interested parties such as the public, NGOs, community, government agencies, Suppliers and customers with regard to OSH issues. This includes periodic reporting that is required by regulatory agencies.

7.0   DETAILS PROCEDURE

i.   Internal Communication

- Internal communication could be through the computer e-mail system, management meetings, technical meetings, bulletin boards, internal memorandum, SOR, pre-start meeting, and toolbox meeting.

- All internal communications' shall be properly filed in **Communication Register: CTSSB-OSHMP(F)-11** and maintain at HRA department Office in a yearly basis.

- Employees' feedback or suggestions related to OSH matters can be channeled through the e-mail system or any other written form to HRA department office.

- For issues such as observations for OSH improvements, reporting of non-regulatory, the Human Resources and HRA department shall respond or feedback as soon as possible.

- For major issues such as reporting irregular situations which may lead to regulatory non-conformance, the HRA Manager shall initiate immediate action. Any corrective action and subsequent follow up shall be carried out will record and documented using **Action Tracking List form: CTSSB-OSHMP(F)-03.**

- The HRA Manager is responsible for the updating and communication with other departments of any OSH issues, including but not limited to updates on OSH Policy, Objectives and Targets, OSH aspects, regulations and other related requirements.

ii.   External Communication

- Any kind of communication related to the OSH issues from, or to, external interested parties shall be directed to the HRA Manager.

- All communications' document with external parties shall be properly filed in **Communication Register: CTSSB-OSHMP(F)-11** and maintain at Human Resources and Administration department Office in a yearly basis.

- The HRA Manager shall respond to the external party within two weeks of receiving the query or complaint. If the issue cannot be resolved within two weeks, the HRA Manager is to provide weekly updates to the requestor (External Interested Parties) until the matter is resolved.

- Information relating to the OSH aspects shall not be communicated to external interested parties unless required by law or approved by the HRA Manager after consultation with the General Manager, Chief Executive Officer or Board of Director.

iii. Resolution and Investigation of issues

- Once a safety or health issue is raised, his/her immediate superior shall be notified, the issue shall be immediately investigated, a risk assessment shall be carried out and if required and remedial action shall be taken.

- A copy of the Hazard Identification and **Action Tracking List form – (OSH/F-3)** for remedial actions carried out shall be maintain and made available to the safety and health Management committee.

- Discussion will then be held with the immediate superior and the person raising the issue to resolve it as soon as possible in an amicable manner.

- If the two parties cannot agree on the outcome, the issue shall be convened for discussion at a safety and health management committee (SHMC) meeting.

- If resolution of the issue is not achieved at the safety and health management committee (SHMC) meeting, the matter shall then be referred to the Board of Director (BOD).

- The employee shall invoke the resolution of issues procedure if he is not satisfied with the remedial action taken.

- If the issue is not resolved and the employee believes that there are still hazards associated with the work he/she is performing, the employer shall provide alternative duties until such time as the issue is resolved

8.0 RECORD OF AMENDMENT

Version No	Approval Date	Approved by	Amendment

9.0 APPENDICES

i. Standard Form

- Communication Register : **CTSSB-OSHMP(F)-11**