SOHELP Presentation

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HSBC Bank (M) Berhad

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HSBC Bank Malaysia is a member of the HSBC Group. HSBC is one of the world’s largest banking and financial services organisations serving some 58 million customers.

Headquartered in London, HSBC operates through long-established businesses and an international network of some 6,600 offices in more than 80 countries and territories.
HSBC In Malaysia

• HSBC Bank Malaysia Berhad was locally incorporated in 1984

• wholly-owned subsidiary of The Hongkong and Shanghai Banking Corporation Limited (a company under the HSBC Group)

• In 2007, the first locally incorporated foreign bank to be awarded an Islamic banking subsidiary licence in Malaysia

• HSBC Malaysia has 68 branches nationwide (26 are HSBC Amanah branches)

• offsite ATMs established in 25 locations nationwide

HSBC Headquarters at Leboh Ampang
How Health & Safety is managed in HSBC

- Compliance to HSBC Policy (Functional Instruction Manual)
  - Total of 15 elements

- Compliance to OSHA 94 & the local regulations
  - Duties of employers and employees
HSBC Policy – FIM on Health & Safety

Governance – H&S Risk Steward (Head of H&S)
8.1.1 Policy and Responsibilities
8.1.2 Management and Reporting
8.1.3 Accidents and incidents management and reporting
8.1.4 Risk Assessment
8.1.5 Employee competence, training and awareness

Workplace Safety (CRE)
8.2.1 Emergency Arrangements
8.2.2 Fire Risk Assessment
8.2.3 Earthquake Risk
8.2.4 Asbestos
8.2.5 Workplace inspections of buildings
8.2.6 Safe Supplier Management

People Safety (HR and CRE)
8.3.1 Display Screen Equipment, Workstation Ergonomics and Remote Working
8.3.2 New and Expectant Mothers, and Employees with Impaired Movement, Hearing or Vision

Business Travel and Special Events Safety
B.8.4.1 Events and International Assignments
B.8.4.2 Business Travel Abroad

15 elements under HS FIM’s

Governance and Control of HS program
HSBC Management System in A Nutshell

- **Planning**
  - Group Manuals/ Standards - OPS FIMs (H&S)
  - H&S Plans – global, regional and country plans
  - FM’s H&S planning

- **Implementation**
  - Mandatory & awareness H&S training
  - Periodical workplace inspection & monitoring
  - H&S in Projects

- **Governance & Review**
  - BRCM for H&S
  - Independent Compliance Review by Enhesa
  - Independent H&S Assurance by Arup
  - FM self-assessment

- **Monitoring & Measurement**
  - Standard reporting/ KRI's
  - Review of accident/ incident reporting, investigation and closure
ERGONOMICS PROGRAM

OFFICE SYNDROME
INCORRECT POSTURE

INCORRECT SITTING POSTURE
HEADACHE
SHOULDER PAIN
BACK PAIN
NECK PAIN
IMPROVEMENTS - ERGONOMICS

BEFORE

Observed improper Manual Material Handling

AFTER

Ergonomics Training For Team
Conducted briefing on chair adjustment and proper sitting posture

Provided ergo chair but many staff did not adjust the chair
IMPROVEMENTS - ERGONOMICS

- Conducted HazCom (Hazard Communication) Training For Cleaners
- Installed Warning Signs at Chemical Store Entrance
Improvements - Ergonomics

Trolley for Correspondence Team

Series of Communications on Ergonomics
IMPROVEMENTS - ERGONOMICS

Contents

Introduction and Background
Knowing Your Evacuation Plan
Slips, Trips and Falls
Good Hygiene
Ergonomics
Reporting Accidents, Incidents and
First Aid Arrangements
More Information

ERGONOMICS

Do you know?

Lumbar pain caused by poor posture and not setting up workstations correctly is a major contributor to work related discomfort.

What does ergonomics mean?

Ergonomics is the science of designing environments and products to match the individuals who use them.

HSE provides adjustable furniture to suit individual needs. To ensure you are maintaining the correct ergonomic setup, adjust your workstation correctly. This is often overlooked – a proper ergonomic setup can help to alleviate physical discomfort.

Ergonomics

How do you adjust your workstation correctly?

Do a MRR Checklist – Monitoring and improving your workstation.

There are two parts to the ‘ergofit’ online tool;

Full part: The assessment tool will determine if the workstation is set up correctly.

2nd part: The guidelines show you how to properly adjust your workstation.

Work station requirements – employer

What works for one person may not work for another; so it’s important to emphasise individual solutions.

If you have specific ergonomic needs that standard HSE furniture and equipment cannot provide, please contact your line manager and HR representative, with a signed/diagnostic report from your doctor (e.g. Physiotherapist / Chiropractor).

Musculoskeletal disorders

The most common type of injuries resulting from poor ergonomics is a musculoskeletal disorder (MSD). MSDs can affect the body’s muscles, joints, tendons, ligaments, bones and nerves.

Most work-related MSDs develop over time and are caused either by the work itself or by the working environment. They can also result from accidents, e.g. fractures and dislocations. Typically, MSDs affect the back, neck, shoulders and upper limbs. An example of an MSD is carpal tunnel syndrome.

Symptoms of MSDs range from discomfort, minor ache and pain to more serious medical conditions that require time off work and even medical treatment.

Common causes of MSDs in an office environment include poor posture (ergonomics), repetitive movements (typing) and handling heavy loads (lifting, pulling and pushing).

Prepared Safety Guidebook
Implementation of Ergonomics program

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<tr>
<th>No.</th>
<th>MONDAY AUG 8</th>
<th>TUESDAY AUG 9</th>
<th>WEDNESDAY AUG 10</th>
<th>THURSDAY AUG 11</th>
<th>FRIDAY AUG 12</th>
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<td>12.30 - 1:00 pm</td>
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<td>9.00 am - 3:30 pm</td>
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<td></td>
<td>Take on Office Ergonomics by Hardraj Arnay, Ergonomics Specialist</td>
<td>First Aid Training by CERT Academy (For First Aiders Team)</td>
<td>Basic Medical Check-up by Sim Sardy Ramsy Healthcare</td>
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<td>2</td>
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<td>Health Talk: Stress and Headaches - by Dr. Oliu Tawk, Yee Faint Parkway Hospital</td>
<td>Health Talk: Stress Management by Dr. Waliq Adlam, HKIC Psychologist</td>
<td>Health Talk: Physiotherapy &amp; Relaxation Techniques by Sim Sardy Ramsy Healthcare</td>
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<td>All Day</td>
<td>Exhibition by DOSH (8th to 9th August) - all activities will be held @ Level 21, North Tower</td>
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Organized HS Week on 5th – 8th August 2016.
Health & Safety Week 2016

Photos from the activities organized during HS Week 2016
CHEMICAL MANAGEMENT PROGRAM
IMPROVEMENTS – CHEMICAL MANAGEMENT PROGRAM

Installed Spill Kit

Installed Warning Signs at Chemical Store Entrance
IMPROVEMENTS – CHEMICAL MANAGEMENT PROGRAM

Store Labeling and Housekeeping

Ensuring All Chemical Containers Have Proper Labels
NOISE PROGRAM
IMPROVEMENTS – NOISE PROGRAM

BEFORE

- Improper PPE Storage Area
- Incomplete PPE

AFTER

- Improved PPE storage area
- Purchased additional PPE
IMPROVEMENTS – NOISE PROGRAM

Completed Hearing Conservation Program Training For Technician

Installed Warning Signs at Entrance to High Noise Area
Conducted Initial Noise Monitoring

Conducted Audiometric Testing For Technician
Benefits of Joining SOHELP

- a structured program to ensure all 3 elements (Noise, Ergonomics and Chemical hazard) are managed in a systematic way

- able to get ‘direct’ and immediate assistance from DOSH if any queries

- free classroom training from DOSH.

- recognition from DOSH

- recognition from Employer

- CEP point for SHO
Terima Kasih
THANK YOU FOR YOUR ATTENTION

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03-2165 9556

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