



SOHELP Presentation

**Prepared by :
Musfirah Md Sap
Health & Safety Manager
HSBC Bank (M) Berhad**

Date: 15th March 2017



PUBLIC

Company's Background - HSBC



- 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 and Control of HS program



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)

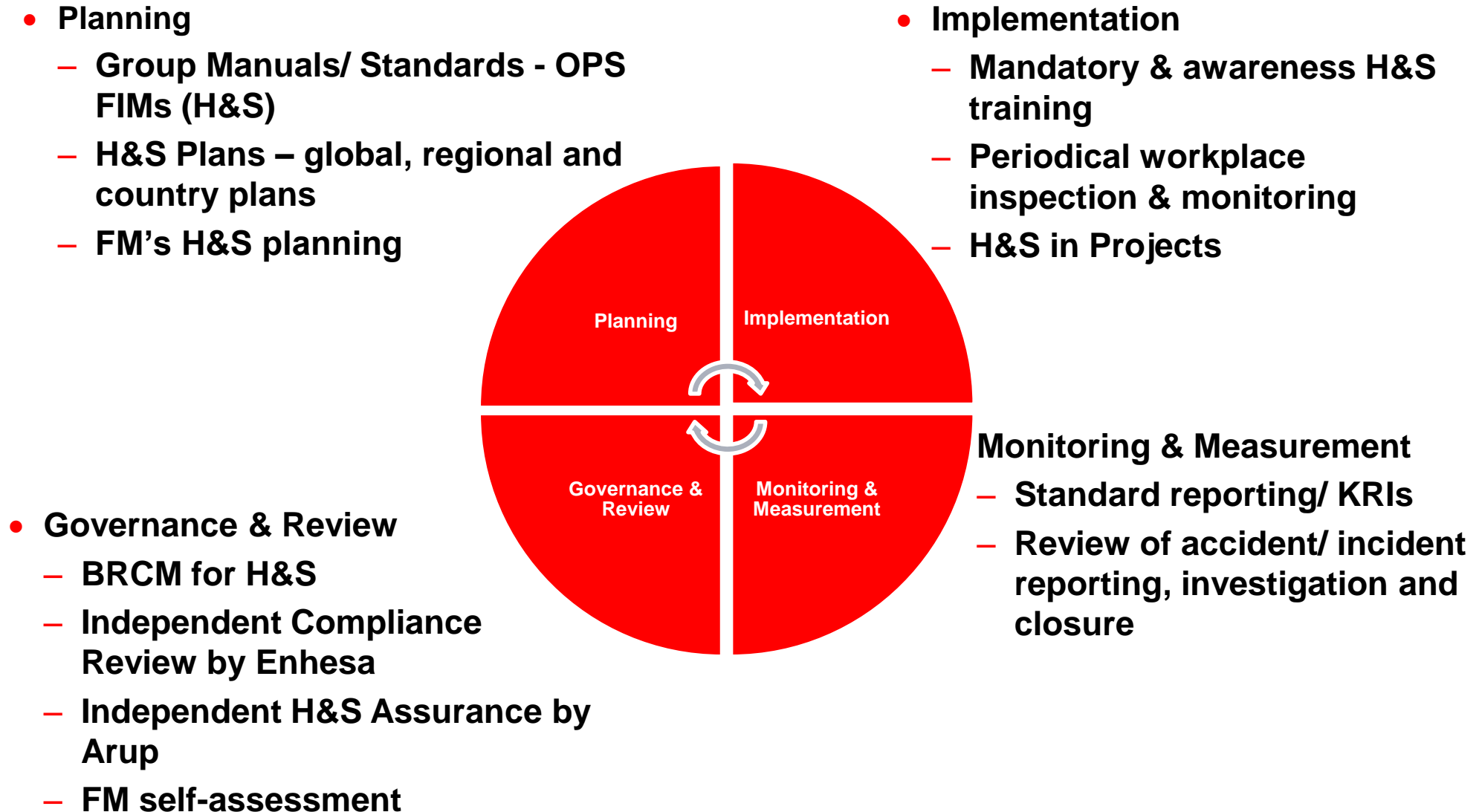
- 8.3.1 Display Screen Equipment, Workstation Ergonomics and Remote Working
- 8.3.2 New and Expectant Mothers, and Employees with Impaired Movement, Hearing or Vision

Business Travel and Special Events Safety

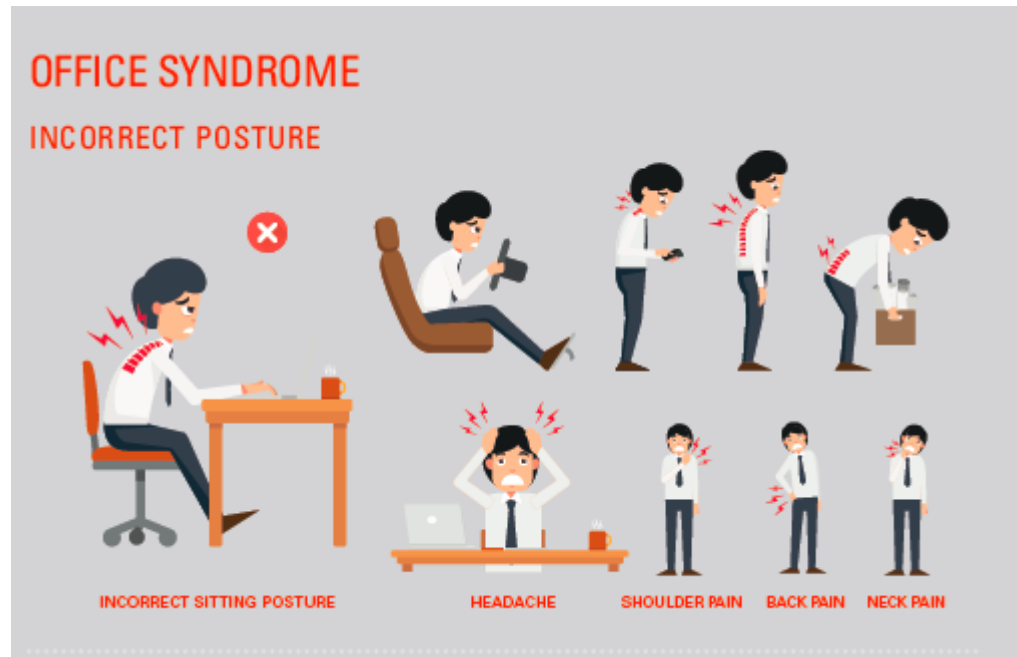
- B.8.4.1 Events and International Assignments
- B.8.4.2 Business Travel Abroad

15
elements
under HS
FIM's

HSBC Management System in A Nutshell



ERGONOMICS PROGRAM



IMPROVEMENTS - ERGONOMICS

BEFORE



Observed improper Manual Material Handling

AFTER

Meeting Attendance

Date: 18th April 2013 Time: Correspondence Room

Venue: 11am Training on Ergonomics hazard & manual material handling

No.	Name	Department	Signature	Remarks
1	Lagan Induranga	HR	[Signature]	
2	Yogeshwaran	CRE CORP	[Signature]	
3	Kishan	"	[Signature]	
4	Varunee Jagan	CRE CORP	[Signature]	
5	Wan Pehvann	CRE CORP	[Signature]	
6	Asha Agan	CRE CORP	[Signature]	
7	Dharmesh Raj	CRE CORP	[Signature]	
8	Manojkumar	CRE	[Signature]	
9	Vasudevan	CRE	[Signature]	
10	Renuka Phelan	CRE	[Signature]	
11				
12				
13				
14				
15				
16				

ERGONOMICS

ERGONOMICS HAZARDS

- Workplace design
- Layout of workstation
- Excessive manual handling
- Design of tools
- Repetitive movements

Proper lifting technique

HSBC

Ergonomics Training For Team

IMPROVEMENTS - ERGONOMICS

BEFORE



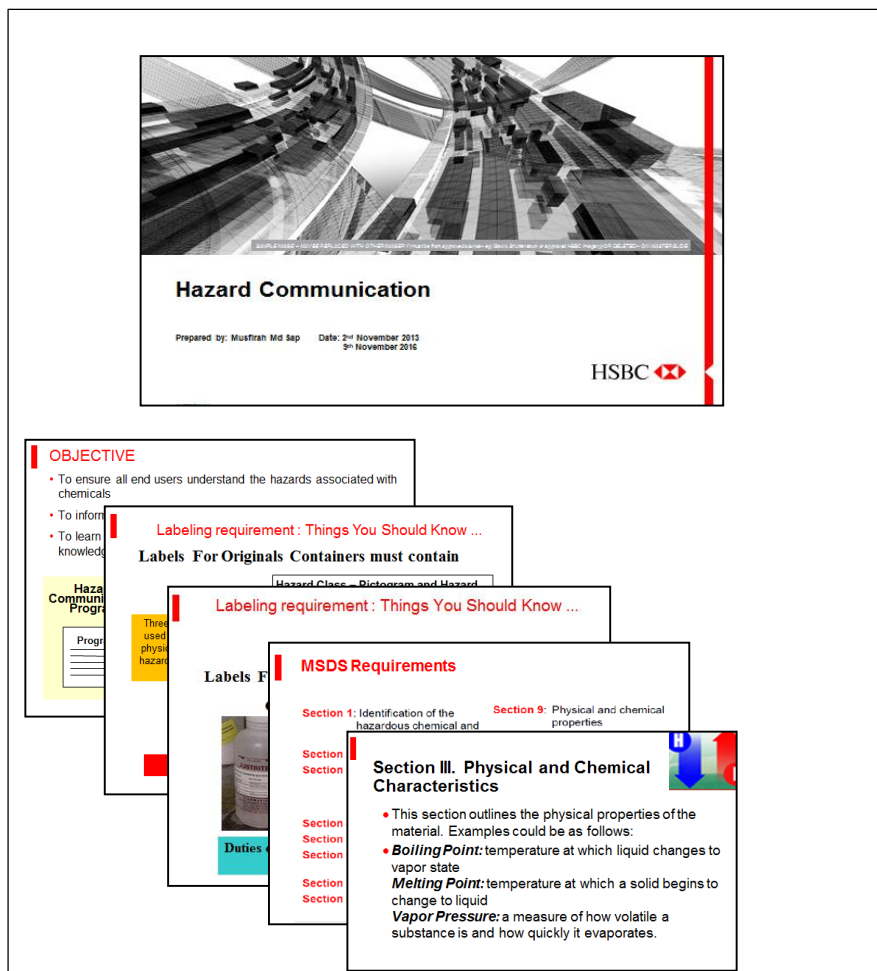
Provided ergo chair but many staff did not adjust the chair

AFTER

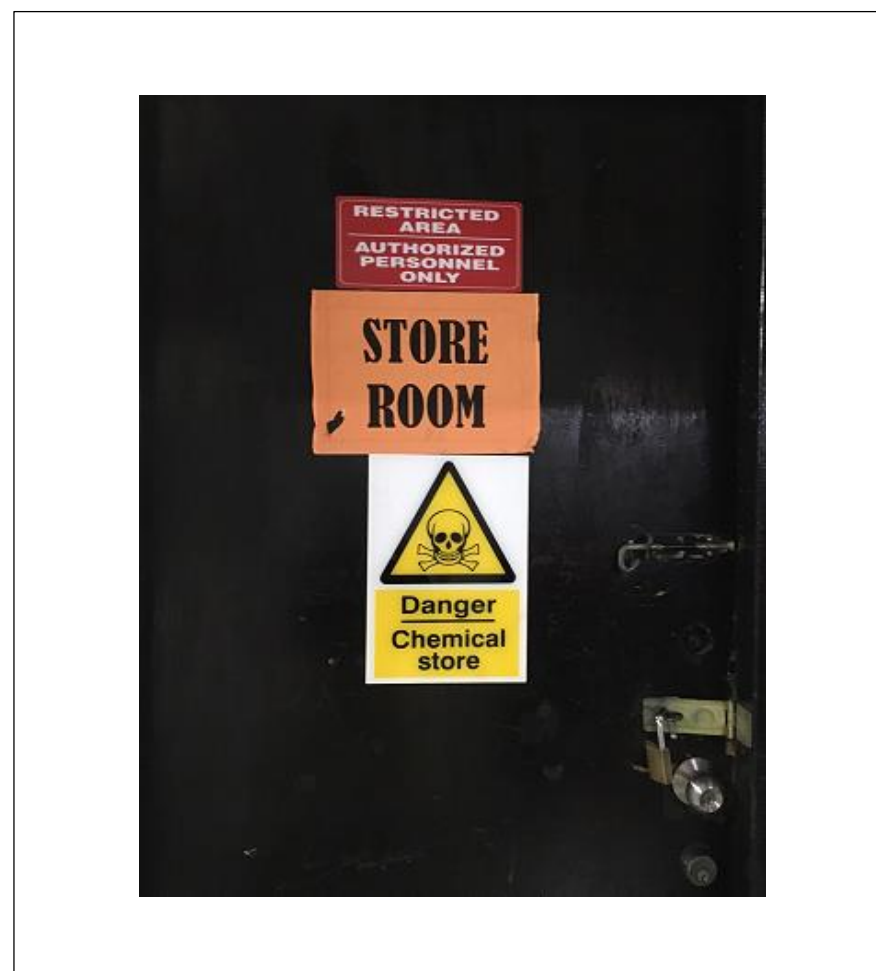


Conducted briefing on chair adjustment and proper sitting posture

IMPROVEMENTS - ERGONOMICS



Conducted HazCom (Hazard Communication) Training For Cleaners



Installed Warning Signs at Chemical Store Entrance

IMPROVEMENTS - ERGONOMICS



Trolley for Correspondence Team

Health & Safety Bulletin
Q3 2016

Topics :
• Zika
• Ergonomics
• Mental Health

Prepared by :
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Corporate Real Estate

Topic 2 : ERGONOMICS

Ergo Hazards

- Workplace design
- Layout of workstation
- Excessive manual handling
- Design of tools
- Repetitive movements

Health & Safety Bulletin
Q2 2016

Proper Seating Posture

Perfect Posture while Working on a Computer

Sitting and standing with **proper** postural alignment will allow one to work more efficiently with less fatigue and strain on your body's ligaments and muscles.

Improper seating posture can lead to pains :

INTERNAL

Series of Communications on Ergonomics

IMPROVEMENTS - ERGONOMICS



Health and Safety Guidebook
Corporate Real Estate
September 2016

INTERNAL

CONTENTS

- Introduction and Background 1
- Knowing Your Evacuation Plan 2
- Slips, Trips and Falls
- Good Hygiene
- Ergonomics
- Reporting Accidents, Incidents and
- First Aid Arrangements
- More Information

ERGONOMICS

Did you know?
Injury and pain caused by poor posture and not setting up work stations correctly, is a major contributor to work related absenteeism.

What does ergonomics mean?
'Ergonomics' is the science of designing environments and products to match the individuals who use them.
HSBC provides adjustable furniture to suit individual needs. To ensure you are maximizing the correct ergonomic set-up, adjust your workstation correctly. This is often overlooked – a proper ergonomic setup can help to alleviate physical discomfort.

How do you setup your workstation correctly?
Go into HR Direct – MyLearning and type 'ErgoNet'
There are two parts to the 'ErgoNet' online tool:
1st part: The assessment tool will determine if the workstation is setup correctly.
2nd part: The guidelines show the user how to properly adjust their workstation.

Work station ergonomic equipment
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 HSBC furniture and equipment cannot provide, please contact your line manager and HR representative, with a referral or recommendation from your doctor (not a Physiotherapist / Chiropractor).

Musculoskeletal disorders
The most common type of injuries resulting from poor ergonomics is 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 aches and pains 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 loads (pushing, pulling and lifting).

Prepared Safety Guidebook

Implementation of Ergonomics program

<div> <div>HSBC</div> <div>HEALTH & SAFETY WEEK 2016</div> </div>					
No.	MONDAY AUG 8	TUESDAY AUG 9	WEDNESDAY AUG 10	THURSDAY AUG 11	FRIDAY AUG 12
1	<div>12.30 - 1.30 pm</div> <div>Talk on Office Ergonomics</div> <div>by Hanirajiah, Ergonomics Specialist</div>	<div>9.00 am - 5.00 pm</div> <div>First Aid Training</div> <div>by CERT Academy</div> <div>(For First Aiders Team)</div>			<div>9.00 am - 3.30 pm</div> <div>Basic Medical Check-up by Sime Darby Ramsay Healthcare</div>
2		<div>12.30 - 1.30 pm</div> <div>Health Talks: Stress and Headaches -</div> <div>by Dr Ooi Thaik Yee, Pantai Parkway Hospital</div>	<div>12.30 - 1.30 pm</div> <div>Health Talk</div> <div>Stress Management</div> <div>by Dr Umar Adzlin Sulim - HKL Psychologist</div>	<div>12.30 - 1.30 pm</div> <div>Health Talk</div> <div>Physiotherapy & Relaxation Techniques</div> <div>by Sime Darby Ramsay Healthcare</div>	
All Day	Exhibition by DOSH (8 th to 9 th August) - all activities will be held @ Level 21, North Tower				

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

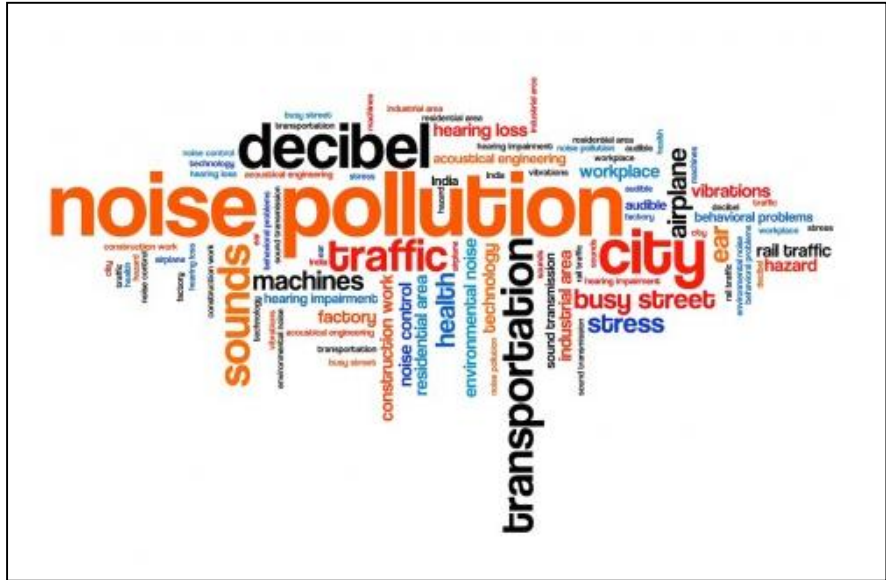
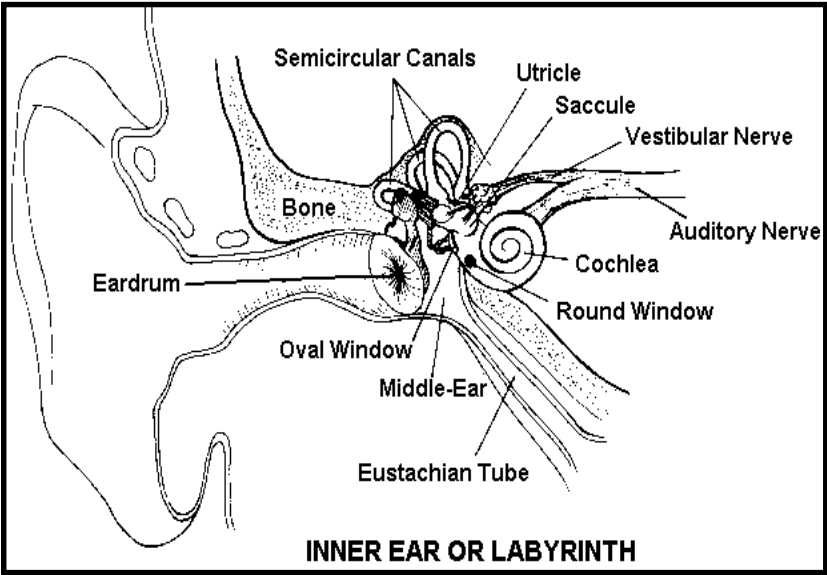


Store Labeling and Housekeeping



Ensuring All Chemical Containers Have Proper Labels

100



IMPROVEMENTS – NOISE PROGRAM

BEFORE



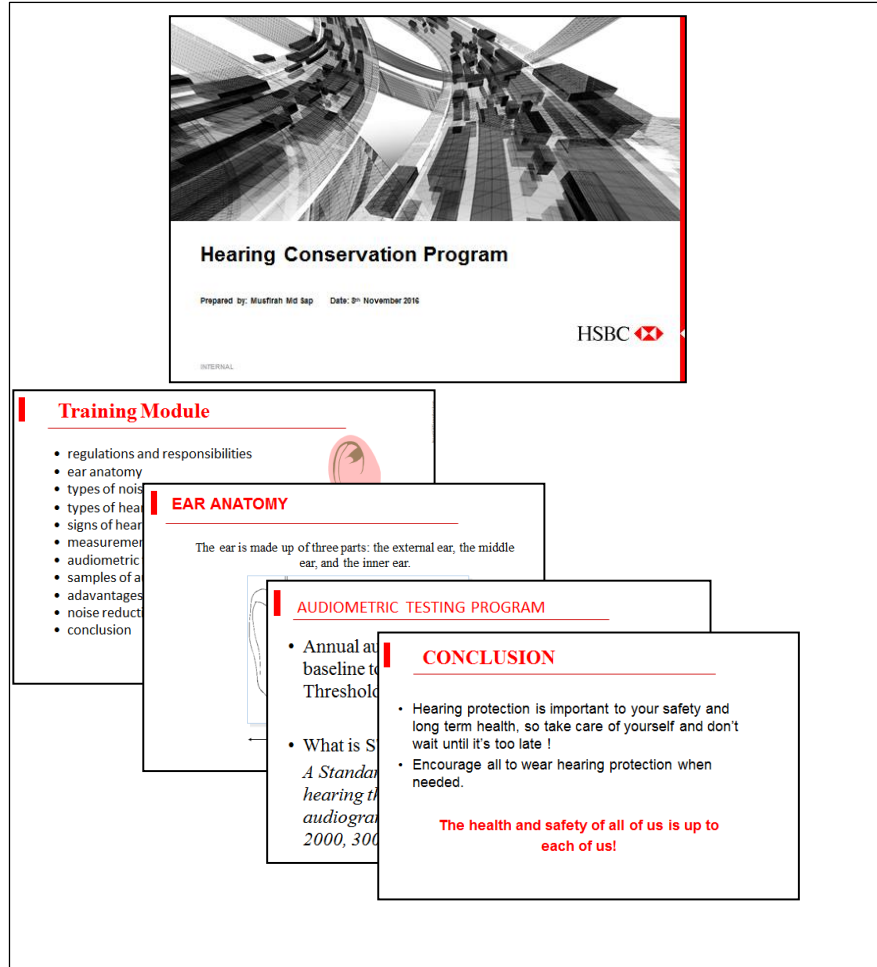
**Improper PPE Storage Area
Incomplete PPE**

AFTER

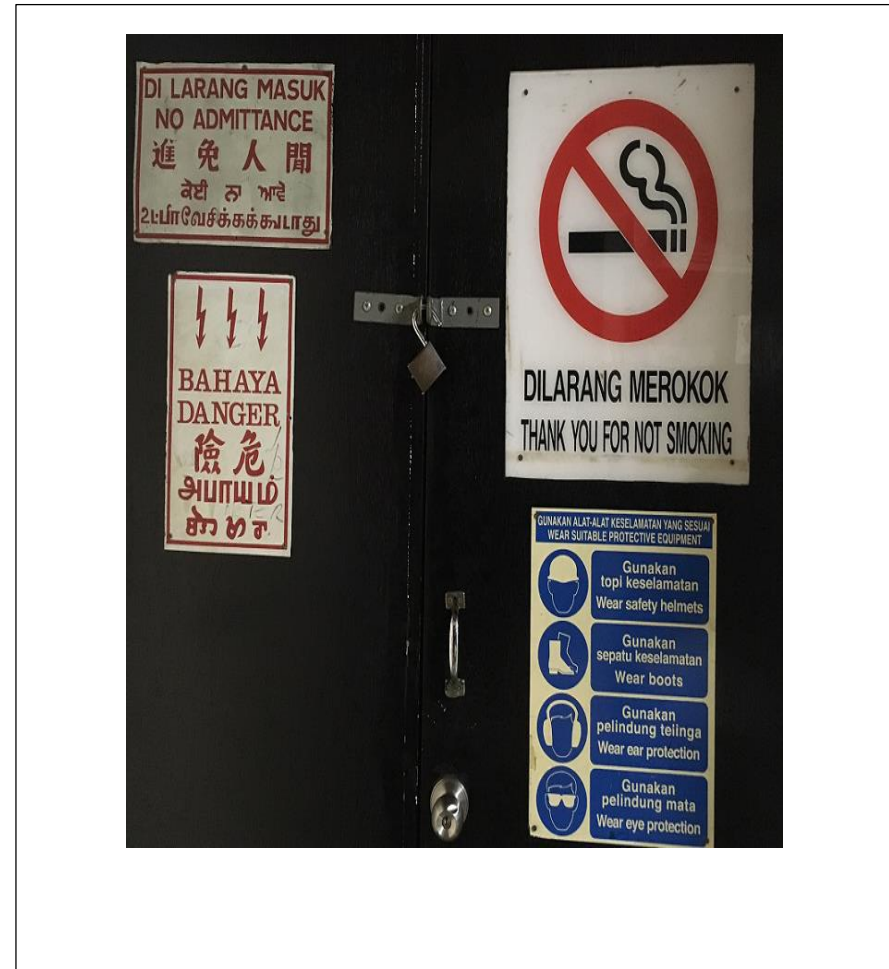


**Improved PPE storage area
Purchased additional PPE**

IMPROVEMENTS – NOISE PROGRAM



Completed Hearing Conservation Program Training For Technician



Installed Warning Signs at Entrance to High Noise Area

IMPROVEMENTS – NOISE PROGRAM

INITIAL NOISE EXPOSURE MONITORING REPORT

HSBC BANK MALAYSIA BHD
Level 2, Management Office,
HSBC North Tower,
No 6, Lebuhr Ampang,
50100 Kuala Lumpur.

*Noise Monitoring Report
HSBC Bank Malaysia Bhd*

1.0 INTRODUCTION

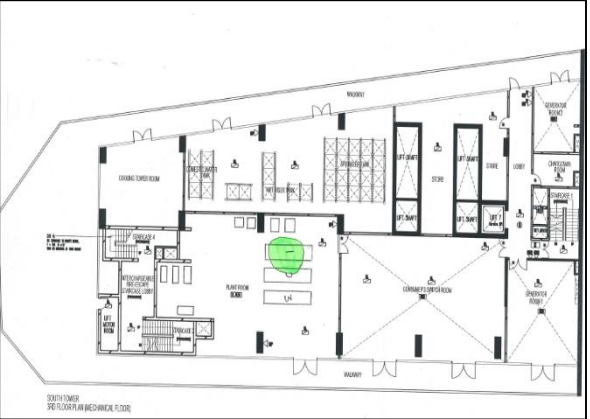
This noise survey was carried out at HSBC Bank Malaysia Bhd, HSBC North Tower, No 6, Lebuhr Ampang, 50100 Kuala Lumpur. The survey and monitoring were undertaken by Hazle Ismail, a registered competent person with the Department of Occupational Safety and Health (JKKP HIE 127/6/3-1(115)) on 29th April 2014. This was a typical operational working day.

2.0 MAIN OBJECTIVES

- To identify areas and machinery that emits excessive noise level.
- To evaluate and document employee exposure to noise as required under Regulation 9 of the Factories and Machinery (Noise Exposure) Regulations 1996.
- To

2.1 SPECIFIC

- To
- To
- To
- To
- To



COPY 1/000
REF TO COPY IN MECHANICAL FLOOR

Conducted Initial Noise Monitoring

KLINIK YONG

Date: 7th December 2016

To Whom It May Concern,

Dear Sir / Madam,

The audiogram done on 7th December 2016
high frequency for both ear.
Audiometry report is enclosed.

Thank you

Yours faithfully,

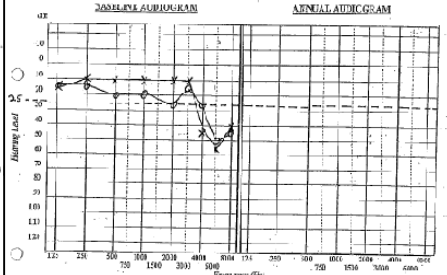
[Signature]
Klinik Yong

KLINIK YONG

PURE TONE AUDIOMETRY

Name of Employee: *[Blank]* Date of Study: *[Blank]*
Job Position: *[Blank]* Age: *[Blank]*
Date of Audiogram: *[Blank]* The Certified By: *[Blank]*
Model of Audiometer: *[Blank]* Date of Calibration: *[Blank]*

DIAGNOSTIC AUDIGRAM **AURAL AUDIGRAM**



Diagnosis: *[Blank]*

Frequency (Hz)	Right Ear		Left Ear		Average Hearing Level (dB)
	HL (dB)	NI (dB)	HL (dB)	NI (dB)	
125	20	25	20	25	22.5
250	20	25	20	25	22.5
500	20	25	20	25	22.5
1000	20	25	20	25	22.5
2000	20	25	20	25	22.5
4000	20	25	20	25	22.5
8000	20	25	20	25	22.5

KLINIK YONG (Boutique)
2nd Floor, Wisma Asean
No. 24, Medan Pasar
50500 Kuala Lumpur
Tel: 03-2070-2020, 03-2070-2021
Fax: 03-2070-2022

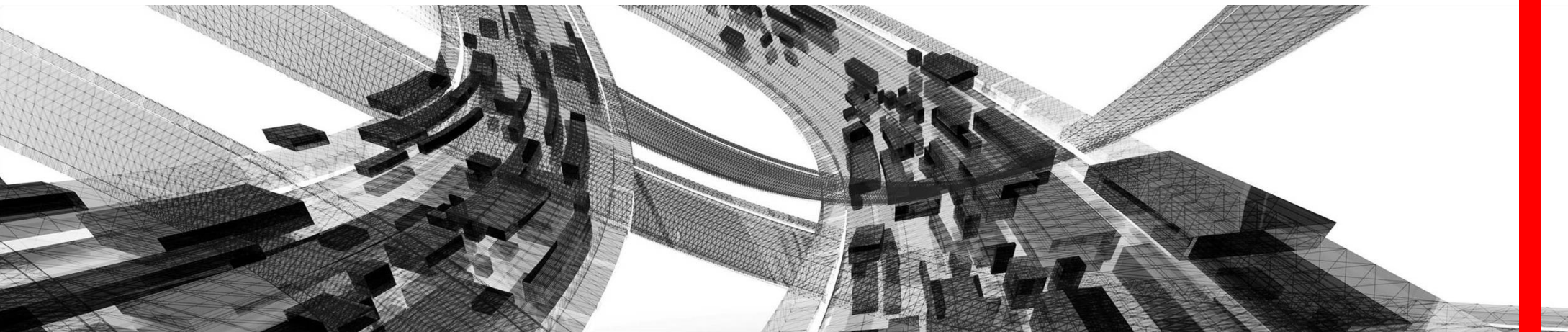
**Conducted Audiometric Testing
For Technician**

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



For more information write to: Musfirahbintimdsap@hsbc.com.my
03-2165 9556

HSBC 