



Department of Occupational Safety and Health
Ministry of Human Resources
Malaysia

GUIDELINES ON OCCUPATIONAL SAFETY AND HEALTH MANAGEMENT SYSTEMS





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Department of Occupational Safety and Health

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FOREWORD

This guideline has been developed to guide and assist organizations on the implementation of the MS1722: Occupational Safety and Health Management Systems - Requirements standard.

It is developed in replacement of the MS 1722: Part 2:2003 - Occupational Safety and Health Management Systems - Guidelines standard which has been withdrawn by Standards Malaysia.

The development of this guideline is a smart collaborative effort from regulatory body, institution of higher learning, consultant, the industry association, NGOs, employees association, employers association and certification bodies with the aim to support the objective of the OSH-MP15.

The guideline is intended to assist organizations to develop and implement an effective OSHMS that can be integrated with other management systems. The implementation of an effective OSHMS is crucial for an organization to achieve a sound OSH performance and to comply with legal requirements.

Organizations of all industries, types and sizes may use this guideline as it provides generic assistance for establishing, implementing and improving an OSHMS.

This guideline is divided into four main parts, Part I brief explanation on scope and purpose about OSHMS. Terms and definitions gives based on MS1722: Occupational Safety and Health Management Systems-Requirement standard in Part II. Explanation and described the OSHMS elements is given in the Part III. Part IV gives examples of form and checklist for references and implementation the OSHMS.

Director General
Department of Occupational Safety and Health
2011

OCCUPATIONAL SAFETY AND HEALTH MANAGEMENT SYSTEMS - GUIDELINES

1. SCOPE AND PURPOSE

1.1 Scope

This guideline provides generic advice on the application on MS1722:2011 Occupational Safety and Health Management System. It explains each requirements of MS1722 in steps and contains some example of forms and checklist to assist the user.

1.2 Purpose

This guideline is to provide direction and assistance in implementing Occupational Safety and Health Management System (OSHMS) that can contribute to the protection of employees from hazards and its associated risks, the elimination of work-related injuries, disabilities, ill health, diseases, near misses and fatalities. This guideline is intended to:

- interpret the requirement MS1722:2011
- assist compliance to legal requirements
- ensure continual improvement in OSH performance
- cultivate OSH culture in organisation

2. TERMS AND DEFINITIONS

For the purpose of this document, the following terms and definitions given in MS1722 apply.

MS1722: 2011 REQUIREMENTS

2.1 active monitoring

The ongoing activities, which check that hazard and risk preventive and protective measures, as well as the arrangements to implement the OSHMS, conform to the defined criteria.

2.2 arrangements

Act of planning, scheduling, arranging and adapting activities to meet the desired set objectives. Arrangements could include systems, programs, activities, processes, procedures, records and instructions. Such arrangements are communicated and where appropriate documented.

2.3 audit

A systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which the defined criteria are fulfilled.

2.4 competent person

A person determined by the employer or authorities to have suitable training, and sufficient knowledge, experience and skill, for the performance of the specific work.

2.5 continual improvement

Iterative process of enhancing the OSHMS to achieve improvements in the overall OSH performance.

2.6 contractor

A person or an organisation providing services to an employer in accordance with agreed specifications, terms and conditions.

2.7 corrective action

Action to eliminate the cause of a detected nonconformity or other undesirable situation.

NOTES:

1: There can be more than one cause for a nonconformity.

2: Corrective action is taken to prevent recurrence whereas preventive action is taken to prevent occurrence.

2.8 disability

Any injury other than death which results in the partial loss, or complete loss of use of any member or part of a member of the body, or any permanent impairment of functions of the body or part thereof, regardless of any pre-existing disability of the injured member or impaired body function.

2.9 employee

Any person who perform work, either regularly or temporarily, for an employer.

2.10 employer

The owner of an organisation or the person with whom an employee has entered into a contract of service.

2.11 hazard

A source, situation, or act with a potential for harm in terms of human injury or ill health and damage to property.

2.12 ill health

Identifiable, adverse physical or mental condition arising from and/or made worse by a work activity and/or work-related situation.

2.13 incident

Work-related event(s) in which an injury or ill-health (regardless of severity) or fatality or damage to property or could have occurred;

NOTES:

- 1: An accident is an incident which has given rise to injury, ill health or fatality.
- 2: An incident where no injury, ill health or fatality occurs may also be referred to as a "near-miss", "near hit", "close-call" or "dangerous occurrence".
- 3: An emergency situation is a particular type of incident.

2.14 near miss

An unsafe occurrence arising out of or in the course of work where no, human injury or ill health, damage to property, damage to the environment is caused.

2.15 organisation

A company, operation, firm, undertaking, establishment, enterprise, institution or association, or part of it, whether incorporated or not, public or private, that has its own functions and administration.



2.16 OSH Management System (OSHMS)

A set of interrelated or interacting elements to establish and implement OSH policy and objectives, and to achieve those objectives. OSHMS is part of the organisation's overall management system used to manage OSH risks.

NOTE: A management system includes organisational structure, planning activities (including for example, risk assessment and the setting of objectives), responsibilities, practices, procedures, processes and resources.

2.17 OSH performance

Measurable results of an organisation's management of its OSH risks.

NOTES:

- 1: OSH performance measurement includes measuring the effectiveness of the organisation's controls
- 2: In the context of OSHMS, results can also be measured against the organisation's OSH policy, OSH objectives, and other OSH performance requirements.

2.18 preventive action

Action to eliminate the cause of a potential nonconformity or other undesirable potential situation

NOTES:

- 1: There can be more than one cause for a potential nonconformity.
- 2: Preventive action is taken to prevent occurrence whereas corrective action is taken to prevent recurrence.

2.19 reactive monitoring

Check that failures in the hazard and risk prevention and protection control measures, and the OSHMS, as demonstrated by the occurrence of injuries, ill health, disease and incidents, and identified, and acted upon.

2.20 risk

A combination of the likelihood of an occurrence of a hazardous event or exposure with specified period or in specified circumstances and the severity of injury or damage to the health of people, property, environment or any combination of these caused by the event or exposure.

2.21 risk assessment

The process of estimating and evaluating the risk(s) arising from a hazard(s), taking into account the adequacy of any existing controls, and deciding whether or not the risk(s) is acceptable.

2.22 safety and health committee

A committee with representation of employees' safety and health representatives and employers' representatives established and functioning at organisation level.

2.23 work-related injuries, disabilities, ill health and diseases

Negative impacts on health arising from exposure to chemical, biological, physical, work-organisational and psychosocial factors activities at work.

2.24 workplace

Any physical location in which work related activities are performed and whenever OSH effect on personnel are involved.

NOTE: This includes travelling or in transit (e.g. driving, flying, on boats or trains), working at the premises of a client or customer, or working at home.



3. OSHMS IN THE ORGANISATION

Occupational safety and health, including compliance with the OSH requirements pursuant to national laws and regulations, and practice, is the responsibility and duty of the employer. The employer shall show strong leadership and commitment to OSH activities in the organisation, and make appropriate arrangements for the establishment of an OSHMS. The system shall contain the main elements of policy, organising, planning and implementation, evaluation and action for improvement (**Figure 1**). These categories are:

- **Policy**

Include activities related to the development of the organisation's OSH policy statement and structures and practices that insure active and meaningful worker participation in OSH arrangement.

- **Organising**

Addresses the establishment of OSH responsibilities and accountabilities structures, a training system, competency definitions, documentation practices and a communication system.

- **Planning & Implementing**

Addresses those activities associated with the fulfilment of the principles expressed in the OSH policy statement. These activities include the initial assessment of the OSH arrangement that then support the actual system planning, development and implementation functions.

- **Evaluation**

Addresses those functions associated with measuring the management system's performance. This involves the development of performance monitoring and measurement protocols, investigation practices for accidents, auditing methods and management review arrangement.

- **Action for Improvement**

Addresses issues associated with preventive/corrective actions and continual improvement. With the information obtained from performance monitoring and measurement, investigations, audits, and management review, appropriate prevention/corrective and continual improvement actions can be taken.



Figure 1: OSH elements

Source: ILO- OSH 2001 Implementation Manual

The relationship between the five categories is represented in the conceptual framework of OSHMS with its sub element is shown in **(figure 2)**.

MODEL IMPLEMENTATION FRAMEWORK

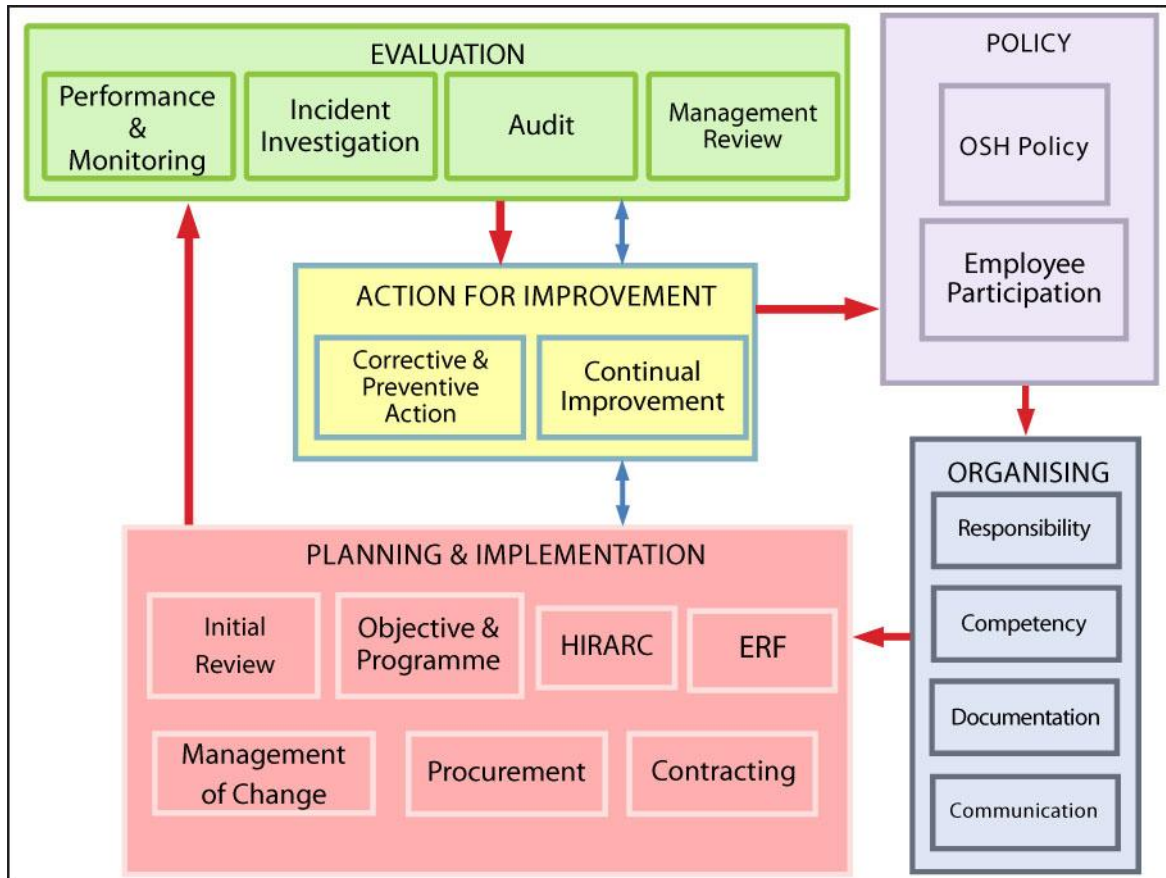


Figure 2: Implementation Framework

Note: The red arrow represents the interaction between each main element of OSHMS, whereas the blue arrow represents the systemic interaction between the sub elements respectively.

This guideline will briefly explain of each of sub-element in the OSH Management System. The conceptual sub element within the five categories is shown in **(Table 1)**.

Policy	<ul style="list-style-type: none"> • OSH Policy • Employee Participation
Organising	<ul style="list-style-type: none"> • Responsibility • Competency • Documentation • Communication
Planning & Implementation	<ul style="list-style-type: none"> • Initial Review • Objective and programme • HIRARC • ERF • Management of change • Procurement • Contracting
Evaluation	<ul style="list-style-type: none"> • Performance and Monitoring • Incident investigation • Audit • Management Review
Action for Improvement	<ul style="list-style-type: none"> • Correction and prevention action • Continual improvement

Table 1: The conceptual sub element in OSH Management System

3.1 Policy

3.1.1. Occupational safety and health policy

3.1.1.1 The employer, in consulting with employees and their representatives, shall set out in writing an OSH policy, which shall be:

- a) specific to the organisation and appropriate to its size and the nature of its activities;
- b) concise, clearly written, dated and made effective by the signature or endorsement of the employer or the most senior accountable person in the organisation;
- c) communicated and readily accessible to all persons at their workplace;
- d) reviewed for continuing suitability; and
- e) made available to interested parties, as appropriate.

3.1.1.2. The OSH policy shall include, as a minimum, the following key principles and objectives to which the top management of organisation shall provide leadership and commitment in:

- a) protecting the safety and health of all members of the organisation and others who may be affected by the work carried out.
- b) preventing work-related fatalities, disabilities, injuries, ill health, diseases, property and environmental damage and near misses;
- c) complying with relevant OSH national laws and regulations, and other requirements to which the organisation subscribes;
- d) ensuring that employees and their representatives are consulted and encouraged to participate actively in all elements of the OSHMS; and
- e) continually improving the performance of the OSHMS.



3.1 POLICY

The first element of an ideal management system is policy. This element is the basis of the OSH management system and sets the direction for the organizing to follow.

This is the starting point for establishing a system. Start by finding out regarding the OSH requirements that apply to your business.

3.1.1 Occupational safety and health policy

A well-formulated OSH policy forms a basis for the objectives in the field of occupational safety and health.

The policy spells out the measures to be taken and also highlight the relationship of these measures with the other organisation objectives such as quality or environment policy. The policy should be short and precise, be published by the top management and made known to all employees.



But what is OSH Policy?

An OSH policy is a written document which expresses the organisation's commitment to employee's health, safety and well being. It is a foundation for the efforts taken to provide a suitable working environment.

The policy should influence all the activities including the selection of people, equipment and materials, the way work is done and how you design and provide goods and services.

Set a clear policy statement for safety and health. The policy statement can be brief, but it would mention:

- **commitment to prevent work related incident**

Example: Our organisation is committed to take every reasonable effort to eliminate the hazards that cause accidents and injuries.

- **commitment to comply with relevant national OSH legislations and other requirements to which the organization subscribes.**

Example: We recognize that all employees have the right to work in a safe and healthy environment, consistent with the national Occupational Safety and health laws and regulations and any other requirements the organisation subscribes to.

- **management's commitment to protect the safety and health of employees**

Example: The organisation is committed to ensuring the safety, health and welfare of its employees and any other people who may be affected by the organizations operations.

- **management's commitment to improve the performance of the OSHMS**

Example: The organisation is committed to continually improve the OSH performance by improving the implementation of the OSHMS.

- **who is responsible for occupational safety and health policy**

Example: It is the responsibility of management to develop, implement and review, in participation with its employees, the organisation's OSH Policy

- **the general responsibilities of all employees**

Example: All employees are required to understand the policy and their responsibilities to support the organization in achieving the OSH policy that has been set.

The policy statement may include:

- **safety and health shall not be sacrificed for expediency**

Example: No job is to be regarded so urgent that time cannot be taken to do it in a safe manner. The welfare of the individual is our greatest concern. Disregard or willful violations of this Policy by employees at any level may be considered cause for disciplinary action in accordance with the organisation policies.

- **unacceptable performance of safety and health duties will not be tolerated**

Example: All employees, subcontractors, supervisors and visitors will be held accountable for their safety and health performance.

- **the organization's basic safety and health philosophy**

Example: The occupational safety and health of all persons employed within the facility, residents and those visiting the facility are considered to be of utmost importance.

The policy should be:

- drawn in participation with employees and their representatives,
- stated in clear, unambiguous, and unequivocal terms,
- signed by the most senior accountable person in the organization,
- kept up-to-date,
- communicated to employees and individual or groups concerned with or affected by the OSH performance, and
- adhered to in all work activities.

The policy must demonstrate your commitment and ways to manage the safety and health matters in your organization. There are no set rules on what you should include in your policy, but it is often only one page long. The most senior accountable person in the organisation should endorse the policy. **ANNEX 1: EXAMPLE OF SAFETY AND HEALTH POLICY (Page 58).**

So, what measure(s) should your organization take to fulfill this requirement?

The employers are required to set policy statement for safety and health in their organisation.

3.1.2 Employee participation

3.1.2.1 The employer shall:

- a) ensure that employees and their safety and health representatives are consulted, informed and trained on all aspects of OSH, including emergency arrangements, associated with their work;

make arrangements for employees and their safety and health representatives to participate actively in the OSHMS; and

ensure, as appropriate, the establishment and efficient functioning of a safety and health committee is in accordance with national laws and practices.



3.1.2 Employee participation

What is employee participation?

Situation where employees are involved in some way with decision-making regarding safety and health issues in a business organization is known as employees participation. Employee's participation should be strongly encouraged by management because it establishes ownership of safe behaviour at the execution level, where it is most appropriate.

Employee participation can take many forms. There might be through participation or through a safety circles which meet regularly in small groups to discuss ways in which safety and health issue could be improved.

OSH participation involves:

- the sharing of relevant information about OSH and welfare with employees;
- giving employees the opportunity to express their views and to contribute to the
- resolution of OSH and welfare issues; and
- valuing the views of employees and taking them into account.

Participation enables employees to contribute to the decisions that affect their safety, health and welfare. It helps employers and employees to work together to seek solutions that lead to safer and healthier workplaces.

The organizations should encourage participation in good OSH practices, and support for its OSH policy and objectives, from all those affected by its operations, by the following but not limited to these procedures:

- Formal management and employee participations through OSH councils and similar bodies;
- Involvement in hazard identification, risk assessment and risk control;
- Initiatives to encourage employee OSH participations, review and improvement activities in the workplace, and feedback to management on OSH issues;
- Employee OSH representatives with defined roles and communication mechanisms with management, including, for example, involvement in accident and incident investigation, site inspection and etc.

How participation is to be undertaken?

Type of employees participation may depend on the size of the organisation. Employees participation may take place via three methods:

- OSH Committee - where employees are elected to an OSH Committee.
- OSH Representatives - representatives are elected by other employees of the business
- Other agreed arrangements such as :
 - ✓ Holding regular staff meetings where employees have their concerns
 - ✓ Considered by employer (OSH could be made a regular agenda item)
 - ✓ Holding specific OSH meetings when concerns are discussed
 - ✓ Holding 'tool box' meetings which are informal meetings, where the employer and employees can discuss OSH concerns and issues.
 - ✓ Training on all aspect of OSH including emergency arrangements associated with their work

Under the requirement of the Occupational Safety and Health Act 1994, an employer of 40 or more persons, or when directed by the Director General, must establish a safety and health committee at the workplace. The committee's main function is to keep under review the measures taken to ensure the health and safety of persons at the workplaces and investigate any related matter arising such as complaints and incidents. There shall always be consultation and cooperation between the employer and committee on safety and health matters.

The participation process between the employer and employee is a very important part of OSHMS. It can be extremely useful for employers to talk things over with their employees, seek and listen to their advice and ask them for information. OSHMS work best if everyone, including management and employees, are actively involved in their development and implementation.

Effective participation can be achieved in many ways and you should choose the style that best suits your organization.

So, what measure(s) should your organization take to fulfill this requirement?

The employers shall consult and inform al employees on all aspects of OSH.

3.2 Organising

3.2.1 Responsibility, accountability and authority

3.2.1.1 The employer shall have overall responsibility for the protection of employees' safety and health and provide leadership for OSH activities in the organisation.

3.2.1.2 The employer shall allocate responsibility, accountability and authority for the development, implementation and performance of the OSHMS and the achievement of the relevant OSH objectives.

3.2.1.3 The responsibilities and accountabilities of all personnel on OSH shall be clearly defined, documented and communicated to respective personnel.

3.2.1.4 The employer shall provide appropriate resources to ensure that persons responsible for OSH can perform their functions effectively.

3.2.1.5 A person(s) at the senior management level shall be appointed as OSH management representative(s), with responsibility, accountability and authority for:

- a) the development, implementation, periodic review and evaluation of the OSHMS;
- b) periodic reporting to the top management on the performance of the OSHMS; and
- c) promoting the participation of all members of the organisation.



3.2 ORGANISING

The second element of OSHMS is organising and these elements address the establishment of OSH responsibilities, accountabilities, structures, a training system, competency definitions, documentation practices and a communication system.

3.2.1 Responsibility, accountability and authority

The role, responsibility, accountability and authority of all employees who perform duties that are part of the OSHMS shall be clearly defined, documented and communicated to respective employees. These can be described in job descriptions, manuals and procedures.

The executive ownership and accountability of OSH performance is a critical feature, where the employer is held directly accountable for each aspect of the OSH programmed, e.g., anticipation, recognition, evaluation, and control of OSH hazards.

When determining the resources required an organization should consider:

- financial and human resources
- the technologies
- infrastructure and equipment
- information systems, and
- the need for expertise and training

The employer should appoint a person at the senior management level as OSH management representative to develop, implement, review and evaluate OSHMS, report on the performance of OSHMS and promote participations in achieving the relevant OSH objectives. The management representative would be supported by other personnel who have delegated responsibilities for monitoring the overall operation of the OSHMS.

What does it really mean?

The employer has to clearly defined responsibility, accountability and authority for the OSHMS.

Every members of the organization should understand their respective responsibility, authority and accountability for OSH issues.

So, what measure(s) should your organization take to fulfill this requirement?

The organization should ensure that every employee is accountable for their health and also of their co-employees. It should also consider incorporating this accountability into job descriptions (where they exist) and make a point of reviewing it during performance appraisals.

3.2.2 Competence, training and awareness

3.2.2.1 OSH competence requirements, unless defined by authorities, shall be defined by the employer. Arrangements shall be established and maintained to ensure that all persons are competent to carry out the safety and health aspects of their duties and responsibilities.

3.2.2.2 The employer shall have, or shall have access to sufficient OSH competence to implement the OSHMS.

3.2.2.3 The employer shall identify training needs and conduct training programmes for all members of the organisation to effectively implement OSHMS. Training records shall be established and maintained.



3.2.2 Competence, training and awareness

All employees should possess the necessary mental skills (e.g. knowledge capability), physical preparation, and knowledge to work safely. Management and employees should demonstrate competence to safely conduct or supervise work. This competence can be acquired through a combination of education, certification(s), experience, and workplace training. When necessary the organisation could engage competent consultant (s) from external sources.

The organisation should give specific consideration to the competency requirement for those person(s) who will be:

- the management representative
- performing hazard identification risk assessment and risk control (HIRARC)
- performing exposure assessment
- performing audit
- performing behavioural observation
- performing incident investigation
- performing high risk task
- others who may require competency in carrying out their work safely.

Training requirements, procedures and arrangements should be appropriate to the organization's OSH hazards/risks.

Through proper and adequate training, managers, supervisors and workers will be able to manage worksite hazards. Regardless of the size of the organization, training should be used as a tool to prevent workplace accidents and possible injuries and illnesses. Up-to-date training records should be kept for legal purposes, and as references for future competency training needs and decision making.

How can you do your training?

You can follow the following approach:

Step 1: Determine what training your organization need or prepare OSH Training matrix

The OSH Training matrix is a tool which can be use to assist employers and supervisors to identify what OSH training are required for their workers. The matrix aims to compile a list of OSH training modules necessary to equip workers with the skills, knowledge and information to effectively manage hazard exposures during their working day.

Step 2: Prepare your training plan

Prepare training plan by prioritising the training modules and develop a training schedule for the organization. It is recommended that the legislation and hazard management training modules are delivered first. The other modules listed within the OSH Training matrix can be delivered in an order appropriate to the worker's need. Example format of OSH training plan can be referred to ***ANNEX 2: EXAMPLE OF TRAINING PLAN (Page 59)***.

Step 3: Deliver the training

Once the plan is developed, train the workers in accordance with the training plan and schedule. You may require developing your training modules for the topics covered within the workers specific elements. You must ensure that the information is easy to understand and try using variety of training methods to deliver your message. Also, ensure that the trainer has enough time to prepare their resources and venue. Competency training should be conducted by competent person.

Record the training particular (e.g. name and date) on the training form when training has been completed. Example of training record form is as in ***ANNEX 3: EXAMPLE OF TRAINING RECORD (Page 59)***. Maintain the training records on file in a hard copy form or electronically.

Step 4: Evaluation of training

Check whether the training has worked or not. To make sure that the training program is accomplishing its goals, an evaluation of the training can be valuable. Training should have as one of its critical components, a method of measuring the effectiveness of the training. A plan for evaluating the training session(s), either written or thought-out by the employer, should be developed when the course objectives and content are developed. It should not be delayed until the training has been completed. Evaluation will help employers or supervisors determine the amount of learning achieved and whether an employee's performance has improved on the job.

Among the methods of evaluating training are:

- *Participants opinion's.*

Questionnaires or informal discussions with participants can help employers determine the relevance and appropriateness of the training program.

- *Supervisors' observations.*

Supervisors are in good positions to observe an employees' performance both before and after the training. Supervisor should note deficiencies and help implement improvements.

- *Workplace improvements.*

A successful training program will reduce accidents and injuries in the workplace.

Evaluation of training can give employers the information necessary to decide whether the workers have achieved the desired results and whether the training should be offered again

Finally, review your OSH training needs, plan and training module periodically.

So, what measure(s) should your organization take to fulfill this requirement?

The organisation shall defined OSH competence requirement. Employer shall identify training needs and conduct training for all member of organisation.

MS1722: 2011 REQUIREMENTS

3.2.3 OSHMS documentation

3.2.3.1 OSHMS documentation shall be established and maintained. The documentation shall include:

- a) the OSH policy and objectives of the organisation;
- b) the allocated key OSH management roles and responsibilities for the implementation of the OSHMS;
- c) the significant OSH hazards/risks arising from the organisation's activities, and the arrangements for their prevention and control; and
- d) procedures, instructions or other internal documents used within the framework of the OSHMS.

3.2.3.2 The OSHMS documentation shall be:

- a) clearly written and presented in a way that is understood by those who have to use it;
- b) periodically reviewed, revised as necessary, communicated and readily accessible to all appropriate or affected members of the organisation; and
- c) disposed off or removed from circulation when obsolete in accordance to procedure.

3.2.3.3 OSH records shall be established and maintained according to the needs of the organisation. They shall be identifiable, traceable, retrievable and their retention times shall be specified.



3.2.3 OSHMS Documentation

The organization should maintain up-to-date documentation that is sufficient to ensure that its OSHMS can be adequately understood and effectively and efficiently implemented.

Generally, the OSHMS documentation consists of:

- OSHMS Manual
- Standard Operating Procedures (SOPs)
- Operation Controls /Work Instructions specific to the processes and plant.
- Forms to support the above documentation.

What is OSH Manual?

OSH manual broadly describes how the organization will implement each element of the OSHMS and their inter-relations.

What are SOPs?

SOPs address system procedures. These include:

- control of documents
- hazard identification, risk assessment and risk control
- emergency prevention, preparedness and response
- procurement
- contracting
- incident investigation
- audit

What are work instructions?

Work instructions are written instructions for a particular task and they describe the steps to be taken in completing a task. Examples are plant maintenance procedures, Safe Work Method Statements and site safety inspection procedures.

Control of documents

All documents critical to the operation of the OSHMS and the performance of the organization's OSH activities should be identified and controlled. The written procedures should define the controls for the identification, approval, issuance and removal of OSH documentation, together with the control of OSH data.

OSHMS documents must also be made available at all appropriate locations and to all applicable personnel.

Control of records

OSH records include but are not limited to completed copies of forms, checklists and HIRARC records. OSH records may include externally produced documentation such as but not limited to Material Safety Data Sheets, external OSH audit reports, health surveillance records or workplace monitoring reports.

Why keep records?

Maintaining essential records demonstrates sound business management. Records are the mean by which an organization can demonstrate compliance to OSHMS.

Records are also necessary to demonstrate compliance with legal obligations. They can be used to assist in the implementation and operation of OSHMS and provide useful information that can assist in reviewing safety performances.

Records are proof or evidence that certain actions have been taken and may be used to verify that certain conditions have been met and action has been taken.

What records should be kept?

There are different types of records that should be kept by the organisation. These records include those that:

- are required by the regularly authorities;
- assist in the operation of the OSHMS;
- pertain to the day to day operation of business.

Example of OSH records:

- Accident/incidents/near misses;
- Audits and reviews;
- Permits to work, licenses, engineering certification;
- Reporting of incidents and system failures;
- Responsibilities;
- OSH committee minutes/toolbox meetings minutes;
- Training;
- Worker's compensation claims;
- Rehabilitation;
- Health surveillance.
- Work environment monitoring;
- Inspection, calibration and equipment maintenance;
- Supplier and contractor information.

Maintaining records

The first step in maintaining records is determining who is going to be responsible for them and then training those responsible in their use. There should also be procedures for records identification, collection, indexing, filing, storage, maintenance, retrieval, retention, disposition and access. Records should be:

- kept so that they can be readily located and retrieved;
- periodically reviewed;
- approved for adequacy by responsible persons; and
- kept in locations where they are used.

Periodically review records to look for any patterns or trend. Records can help you to identify high-risk areas that require immediate attention.

By maintaining these records in an orderly manner, the organization can quickly respond to the demands of regulators and certification auditors as well as control their operations more effectively through the identification of trends or inappropriate activities which result in nonconformance.

Figure 3 presents a document and record management schematic. It shows the relationship between the highest level, policy statements, then procedures, work instructions and finally records. This hierarchy well established in all management system structures throughout the world.

So, what measure(s) should your organization take to fulfill this requirement?

The organization shall establish and maintain OSHMS documentation.

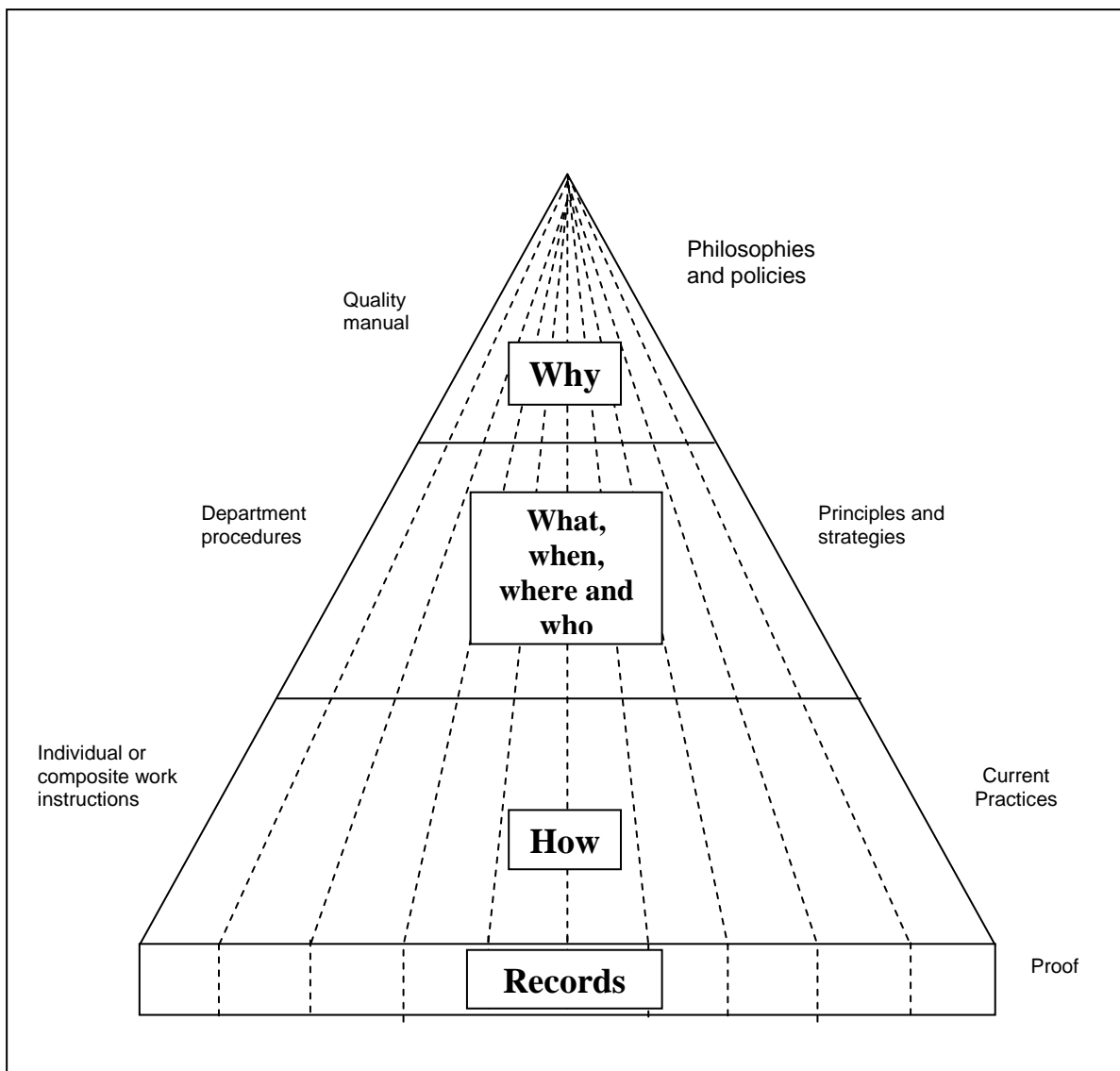


Figure 3: The pyramid

Source: ILO-OSH 2001 Implementation Manual

3.2.4 Communication

3.2.4.1 Arrangements shall be established and maintained for:

- a) receiving, documenting and responding appropriately to internal and external communications related to OSH;
- b) ensuring the internal communication of OSH information between relevant levels and functions of the organisation shall also cover contractors, vendors and visitors; and
- c) ensuring that the concerns, ideas and inputs of employees and their representatives on OSH matters are received, considered and responded to.



3.2.4 Communication

No system is effective unless it is supported by an effective two-way flow of information both up and down the organizational hierarchy and across the different parts of the organization. The organization should have a mechanism in place for receiving, documenting and responding to relevant communication from external interested parties such as neighboring community and authorities.



The employer should set up a communication system to draft, update and disseminate OSH related information across the organization. Communication system includes all communications channels whether verbal, written or electronic communication. Communication can be in the form such as:

- OSH briefings for employees and other interested parties,
- Notice boards containing OSH performance data, newsletter, poster, etc.
- Providing coaching session(s) and demonstrations
- Organisation's booklets
- Sending memos
- Intranet/ internet

In order for the communication to be effective, processes of information flow need to be established and relevant workers need to be trained. The organization should ensure that the content and methods of OSH-related communications are timely, useful, and easily understood by the intended recipients.

So, what measure(s) should your organization take to fulfill this requirement?

The employer should set up and maintain communication system to disseminate OSH related information across the organization.

3.3 Planning and implementation

3.3.1 Initial review

3.3.1.1 The organisation's existing OSHMS and relevant arrangements shall be evaluated by an initial review. In the case where no OSHMS exists, or if the organisation is newly established, the initial review shall serve as a basis for establishing an OSHMS.

3.3.1.2 The initial review shall be carried out by employer with the assistance of competent persons, in consultation with employees and/or their representatives. The result of the initial review shall :

- a) be documented;
- b) become the basis for planning and making decisions regarding the implementation of the OSHMS; and
- c) provide a baseline from which continual improvement of the organisation's OSHMS can be measured.



3.1 PLANNING AND IMPLEMENTATION

3.3.1 Initial review

Initial review of the workplace is to gather necessary information to perform a baseline or gap analysis by employer with the assistance of competent person(s) in consultation with employees and/or their representatives. Organizations with well-established OSHMS may find that they already have most if not all of the kinds of information.

The purpose of the review is to assure, as far as practicable, that all OSHMS issues are identified so that they can be assessed and prioritized for further action. Initial review should;

- a) identify the current applicable national OSH policies, laws and regulations, guidelines, voluntary OSH programmes and other requirements to which the organisation subscribes;
- b) identify and anticipate hazards and assess risks to safety and health arising from the existing or proposed work environment and work organisation, and established procedures for the processes; and
- c) determine whether planned or existing controls are adequate to eliminate hazards or control risks.

Useful documents and records to be reviewed during the initial review include but not limited to:

- audit reports and findings;
- exposure, hazard, and/or risk assessments;
- relevant local and national OSH laws and regulations;
- existing OSH program/system manuals, policies, and/or procedures;
- regulators citations and/or fines;
- audit findings, SOPs and recommendations; and
- OSH training procedures and records.

The result of the initial review should be documented to be used as a basis for making decisions regarding the implementation of the OSHMS and provide a baseline from which continual improvement of the organisation's OSHMS can be measured. Report should include:

- Method of conducting initial review e.g. interview, workshop, meetings etc;
- Sources of information;
- Findings on current status; and
- Recommendations (may include plan of action).

So, what measure(s) should your organization take to fulfill this requirement?

The employer shall conduct initial review and the result shall serve as a basis for establishing an OSHMS.

3.3.2 Occupational safety and health objectives

3.3.2.1 Consistent with the OSH policy and based on the initial, manage mentor subsequent reviews, measurable OSH objectives shall be established, which are:

- a) specific to the organisation, appropriate to and according to its size and nature of activity;
- b) consistent with the relevant and applicable national laws and regulations, and the technical and business obligations of the organisation with regard to OSH;
- c) focused towards continually improving employees' OSH protection to achieve the best OSH performance;
- d) realistic and achievable;
- e) documented, and communicated to all relevant functions and levels of the organisation; and
- f) periodically evaluated and if necessary updated.



3.3.2 Occupational safety and health objectives

The organization shall develop and document OSH objectives, in consistent with the OSH policy.

Objectives state what the organization is trying to achieve. This kind of clarity is essential for planning and accountability. Clear objectives assist the organization in determining what programs and services it needs to offer. OSH objectives should be specific to the organization and appropriate to or according to its size and nature of activity.

When setting OSH objectives the organization needs to take into account:

- legal and other requirements
- technological options, financial, operational and business requirements,
- policy and objectives relevant to the organization’s business as a whole,
- results of hazard identification, risk assessment and existing controls,
- evaluations of the effectiveness of the OSHMS (e.g. from internal audits),
- views of workers (e.g. from employee perception or satisfaction surveys),
- information from employee OSH consultations, reviews and improvement activities in the workplace (these activities can be either reactive or proactive in nature),
- analysis of performance against previously established OSH objectives,
- past records of OSH nonconformities and incidents,
- the results of the management review,
- the need for and availability of resources.

The objectives shall be periodically reviewed and communicated to workers and other stakeholders.

What are OSH objectives?

Objectives are the specific, measureable, time-bound activities which the employers develop for the purpose of improving working conditions.

Clear objectives can lead to measureable goals, and enable the organization to determine whether or not it is being effective in achieving these goals.

Example of OSH objectives:

OSH OBJECTIVES
Organisation: XXX (M) Sdn. Bhd.
OBJECTIVE: We will provide a workplace which incident and injury results by 10% each year.

The intent of OSH objectives is to meet OSH performed expectation, and therefore these must be measureable for each function in the organization. Measureable could be:

- reduction of risk levels;
- introduction of additional features into the OSHMS;
- steps taken to improve existing features, or consistency of their application; and
- elimination or the reduction in frequency of the undesired incident(s).



What is OSH Plan?

A documented plan detailing a strategy or series of strategies required to be undertaken to achieve established OSH objectives and targets.

Development of OSH Plan

In order to achieve the safety and health objectives, the organization should prepare their OSH plan. OSH Plan can serve as a “road map”. The plan should identify and allocate responsibility and authority to deliver the OSH objectives (at each relevant level). It will tell the organization what has to be done, when it has to be done, who is responsible and what to achieve. It should also identify the tasks to be implemented, allocated timescales to meet the related objectives and resources (e.g. financial, human, equipment and logistics) to each task. **ANNEX 5: LEGAL REQUIREMENT (Page 62)** is given to gather the information.

So, what measure(s) should your organization take to fulfill this requirement?

The employer shall establish OSH Objective.

3.3.3 Hazard Identification, Risk Assessment and Risk Control (HIRARC)

3.3.3.1 Hazard identification

Arrangements including documented procedure(s) shall be made to identify hazards, assess and control risks. These activities require the participation of employees or their representatives.

Hazards associated with activities of all employees and persons at workplace shall be identified. These activities shall include routine, non-routine and abnormal.

The hazard identification shall determine all sources, conditions and situations at workplace with potential for harm in terms of human injury or ill health, damage to property and environment or a combination of these.

3.3.3.2 Risk assessment

The organization shall estimate and evaluate the level of risks associated with the identified hazards. The results of these assessments shall be considered for decision making and for determining control.

3.3.3.3 Risk control

When determining risk control, priority shall be given to control option consistent with the following order:

- a) eliminate the hazard/risk;
- b) control the hazard/risk at source, through the use of engineering controls or organisational measures;
- c) minimise the hazard/risk by the design of safe work systems, which include administrative control measures; and
- d) where residual hazards/risks cannot be controlled by collective measures, the employer shall provide appropriate personal protective equipment programme.

Control shall be established and implemented to manage the risks to an acceptable level.

3.3.3.4 Hazard identification risk assessment and risk control procedures shall be:

- a) adapted to the hazards and risks encountered by the organisation;
- b) reviewed and modified if necessary on a regular basis;
- c) in compliance with national laws and regulations, and reflect good practice; and
- d) in consideration with the current state of knowledge, including information or reports from relevant authorities, competent institution such as labour inspectorates, occupational safety and health services, and other services as appropriate.

3.3.3.1 Hazard identification

Hazard identification is the process of identifying hazards in the workplace or for a work procedure. In order to understand what hazard identification involves, it is first necessary understand the nature of hazards.

Hazard identification should consider different types of hazards including physical, chemical, biological and psychosocial hazards which are found in many workplaces. The organisation should establish specific hazard identification tools and techniques that are relevant to the work activities.

Carrying out hazard identification for all existing plant, substances, processes and work practices in your workplace may require some effort. It is a good idea to split your workplace into several discrete areas for the hazard identification process and to tackle one area at a time. Priority should be given to areas with hazardous plant, substances, processes or environment.

The relevant safety and health representatives need to be consulted during the hazard identification process.

Workers working in the area have day to day experience of any hazards and should be involved in the hazard identification process. Advice should also be sought from people who are associated with the plant processes and activities in the area because they may provide valuable input towards hazards identification.

Once the hazards have been identified, they should be listed for a risk assessment to be carried out. **ANNEX 6: HIRARC FORM (Page 63)** is given to gather the information.

3.3.3.2 Risk assessment

Risk assessment involves the estimation and evaluation of risks levels taking into account the existing controls. Risk is estimated by taking into consideration the levels of likelihood of an occurrence of a hazardous event with specified period or in specified circumstances and the severity of injury or damage. The level of exposure (e.g. number of people likely to be exposed) should also to be considered where applicable.

Risk levels for all hazards identified should be ranked to facilitate decision making in risk control.

A simple method of risk assessment is explained below:

- a) Likelihood of an occurrence

Table A indicates likelihood using the following values:

LIKELIHOOD(L)	EXAMPLE	RATING
Most Likely	The most likely result of the hazard/ event being realized	5
Possible	Has a good chance of occurring and it is not unusual	4
Conceivable	Might be occur at sometimes in future	3
Remote	Has not been known to occur after many after	2
Inconceivable	Is practically impossible and has never occurred	1

Table A

Table B indicates severity by using the following table:

SEVERITY(S)	EXAMPLE	RATING
Catastrophic	Numerous fatalities, irrecoverable property damage and productivity	5
Fatal	Approximately one single fatality major property damage if hazard is realized	4
Serious	Non-fatal injury, permanent disability	3
Minor	Disabling but not permanent disability	2
Negligible	Minor abrasions, bruises, cuts, first aid type injury	1

Table B

Risk can be calculated using the following formula:

$$L \times S = R;$$

Where,

L = Likelihood

S = Severity

R = Relative Risk;

A typical example of risk matrix table is shown in Table C:

		Severity (S)				
Likelihood(L)		1	2	3	4	5
5	5	5	10	15	20	25
4	4	4	8	12	16	20
3	3	3	6	9	12	15
2	2	2	4	6	8	10
1	1	1	2	3	4	5

Table C

High  Medium  Low 

The relative risk value can be used to prioritize necessary actions to effectively manage work place hazards. Table D determines priority based on the following ranges of risk value:

INDEX	DESCRIPTION	ACTION
15 - 25	HIGH	A HIGH risk requires immediate action to control the hazard as detailed in the hierarchy of control. Actions taken must be documented on the risk assessment form including date for completion.
5 - 12	MEDIUM	A MEDIUM risk requires a planned approach to controlling the hazard and applies temporary measure if required. Actions taken must be documented on the risk assessment form including date for completion.
1 - 4	LOW	A risk identified as LOW may be considered as acceptable and further reduction may not be necessary. However, if the risk can be resolved quickly and efficiently, control measures should be implemented and recorded.

Table D

3.3.3.3 Risk control

Appropriate risk control should be established and implemented according to the level of risks identified. Determining whether these risks are tolerable; and determining the appropriate risk controls, where these are found to be necessary (workplace hazards and the way they are to be controlled are often defined in regulations, codes of practice, guidance published by regulators, and industry guidance documents).

The sequence and priority of controls recommended here is often referred to as the “hierarchy of OSH controls.” These are:

- Elimination
- Substitution
- Isolation
- Engineering Control
- Administrative control
- Personal Protective Equipment (PPE)

PPE should be considered for residual risk. Residual risk is the remaining risk after all other risk controls are in place.

So, what measure(s) should your organization take to fulfill this requirement?

The employer shall identify hazards, assess and control risks.

HAZARD IDENTIFICATION

Worked example:

Scenario 1: Wood panel cutting process

A team of two workers operates a cross-cut saw machine. Their work includes loading wood panel onto the machine, cutting the wood unloading the cut wood. They also need to repair and maintain the machine regularly as well as to change the blades of the machine (Caution: this example may not be applicable to similar work in your workplace)

HIRARC FORM										
Company:		2F Furniture Entp			Conducted by: (Name, designations)			Mr. S (supervisor), Miss m & Mr L (operator)		
Process/Location:		Wood cutting/Panel Sect			Date: (from... to...)			24 Jun 2007 to 28 July 2007		
Approved by: (Name, designation) (Date)		Mr. K (manager) 25 July 2007			Last Review Date:			1.		2.
1. Hazard Identification				2. Risk Analysis				3. Risk Control		
No	Work Activity	Hazard	Which can cause/effect	Existing Risk Control (if any)	*Likelihood	*Severity	*Risk	Recommend d Control Measures	PIC (Due date /status)	
1	Loading timber to machine	Cutting blades	Cut/ first aid type injury	Safe work practice	4	1	4 (Low risk)	Use leather hand glove	Andy (26 July 2007) completed	
2	Operating the machine	Unguarded machine	Hand get caught into rotating parts/amputation	Safe work practice, daily pre-use check and regular maintenance	4	3	12 (Medium risk)	To fix L-guard	Chia (26 Aug 2007) In progress	
		Flying fragment	Serious cuts & eye injuries by flying fragments of blades that break during cutting	Warning signs: Training, Safety goggle	4	3	12 (Medium risk)	Use stronger blades; To fix L-guard install	Mutu (26 Aug 2007) completed	
3	Unloading cut wood	Heavy load	Muscular strain/back pain	Manual lifting procedure	3	1	3 (Low risk)	Use mechanical lifter	Ali (20 Aug2007) KIV	
4	Repair & maintenance of the machine	Unguarded machine; unsafe work practice	Serious cuts from blade & getting caught in rotating parts if machine is accidentally started	Cover 'on button' safe work practice	4	4	16 (High risk)	To make delay start button	Ahmad (18 Aug 2007) completed	

*Indicate changes

Worked example:

Scenario 2: Wall exterior plastering work

A group of three workers was instructed to do plastering work at exterior wall at first floor of the building. Their work includes erecting working platform, wall plastering with concrete and do clearing work. (Caution: This example may not be applicable to similar work in your workplace)

HIRARC FORM										
Company:		3D Construction Eng. Entp			Conducted by: (Name, designations)			Mr. B (supervisor), Miss S & Mr. R (plaster)		
Process/Location:		Plastering Work/ Exterior Wall			Date: (from... to...)			24 Jun 2007 to 28 Jun 2007		
Approved by: (Name, designation) (Date)		Mr. J (Site Manager) 25 July 2007			Last Review Date:			1.		2.

4. Hazard identification				5. Risk Analysis				3.Risk Control	
No	Work Activity	Hazard	Which can cause/effect	Existing Risk Control (if any)	*Likelihood	*Severity	*Risk	Recommended Control Measures	PIC (Due date /status)
1	Erect working platform	Unguarded floor	Head injury/fatal	Safety helmet, housekeeping	4	5	20 (High risk)	1. Fence upper floor exposed edges 2. Establish safe work procedure use JSA	1. Andy /26 July 2007) in progress 2. Ravi / 2 sep 07 in progress
2	Loading concrete onto platform	Uneven floor	Fall of person/broken leg	Housekeeping. Safety shoes	4	3	12 (Medium risk)	Put plank on floor, anti slip mat	Chia (26 Aug 2007) Completed
		Heavy load	Muscular strain/Back pain	Manual lifting procedure	3	1	3 (Low risk)	Use small container	Mutu (26 Aug 2007) completed
3	Plastering	Defective platform fall	Fall from height/fatal	Safety belt	4	5	20 (High risk)	1. Install handrail 2. Use new plank as platform	Mutu (26 Aug 2007) completed
		Hot weather	Dehydrate	Nil	3	1	3 (Low risk)	Provide drinking facilities	Ahmad to purchase (26 Aug 2007) in progress
4	Clearing unused material	Sharp object	Finger cuts	Nil	3	1	3 (Low risk)	Use leather glove, use tool	Ahmad to purchase (6 Aug 2007) in progress

*Indicate changes

3.3.4 Emergency prevention, preparedness and response

3.3.4.1 Arrangements including documented procedures shall be established and maintained for emergency prevention, preparedness and response. These arrangements shall:

- a) identify the potential for accidents and emergency situations, and address the prevention of OSH risks associated with them;
- b) be established in cooperation with external emergency services and other bodies where applicable;
- c) be periodically tested where practicable; and
- d) be periodically reviewed and where necessary, revised after periodical testing and occurrence of emergency situations.



3.3.4 Emergency prevention, preparedness and response

A workplace emergency is an unforeseen situation that threatens your workers, customers, or the public; disrupts or shuts down your operations; or causes physical or environmental damage.

Emergencies may be natural or manmade and include but not limited to the following:

- Fires,
- Toxic gas releases,
- Chemical spills,
- Radiological accidents,
- Explosions,
- Civil disturbances,
- Workplace violence resulting in bodily harm and trauma
- Floods,
- Hurricanes
- Earthquake and
- Tornadoes.

Emergency management is a comprehensive system set up to address and handles man-made and natural hazards. It has four phases:

1. Prevention
2. Preparedness
3. Response
4. Recovery

*But what is actually the process involved in these four phases?
What does it mean?*

Prevention efforts attempt to prevent hazards from developing into disasters altogether, or to reduce the effects of disasters when they occur. The prevention phase differs from the other phases because it focuses on long-term measures for reducing or eliminating risk.

Prevention measures can be structural or non-structural. Structural measures use technological solutions and non-structural measures include legislation, land-use planning (e.g. the designation of nonessential land like parks to be used as flood zones) and insurance.

Whereas emergency preparedness phase consist advance planning and preparation process for emergencies. Advance planning and preparation for emergencies is good insurance. Few people can think clearly and logically in a crisis, so it is important to do so in advance, when you have time to be thorough.

An emergency plan is the output of the emergency preparedness process. An emergency action plan covers designated actions employers and workers must take to ensure employee safety from fire and other emergencies. An emergency action plan is a good way to protect yourself, your workers, and your business during an emergency.

The organization should actively assess potential accident and emergency response needs, develop plans, procedures and processes to cope with them, test its planned responses, and seek to improve the effectiveness of its responses.

When developing an emergency action plan, it's a good idea to look at a wide variety of potential emergencies that could occur in the workplace. Where applicable, the planning should involve external emergency services and other bodies such as:

- Fire and Rescue Department (BOMBA)
- Police
- Hospitals
- Department of Occupational Safety and Health (DOSH)
- Department of Environmental (DOE)
- Jabatan Kerja Raya (JKR)
- Local Authority
- Jabatan Pertahanan Awam Malaysia
- NGOs such as Bulan Sabit, St. John

It should be tailored to the worksite and include information about all potential sources of emergencies. Developing an emergency action plan means doing hazard assessment - determine what, if any, physical or chemical hazards in the workplaces could cause an emergency.

At a minimum, emergency action plan must include (but not limited) the following:

- A preferred method for reporting fires and other emergencies;
- An evacuation policy and procedure;
- Emergency escape procedures and route assignments, such as floor plans, workplace maps, and safe or refuge areas;
- Names, titles, departments and telephone numbers of individuals both within and outside the organisation to contact for additional information or explanation of duties and responsibilities under the emergency plan;
- Procedures for workers who remain to perform or shut down critical plant operations, operate fire extinguishers, or perform other essential services that cannot be shut down for every emergency alarm before evacuating;
- Rescue and medical duties for any workers designated to perform them;
- Designated assembly location and procedures to account for all workers after an evacuation;
- The site of an alternative communications center to be used in the event of a fire or explosion;
- A secure onsite or offsite location to store originals or duplicate copies of accounting records, legal documents, your workers' emergency contact lists, and other essential records; and
- A way to alert workers on how to evacuate or take other action, and how to report emergencies.

ANNEX 4: EXAMPLE OF EMERGENCY MANAGEMENT CHECKLIST (Page 60) is an example of emergency management checklist. You can refer to the checklist when you prepare for potential emergencies that could occur in your workplace.

The response phase includes the mobilization of the necessary emergency services and first responders in the disaster area. The responders are the first wave of core emergency services, such as firefighters, police and ambulance crews.

The response plan should provide for the periodic testing of equipment such as fire water pump, alarm system and emergency training and exercises. Evaluation should be carried out after exercises. The organization should review its emergency, preparedness and response procedure periodically. Examples of when it can be done are:

- On a Schedule define by the organization
- During management review
- Following organizational changes
- As a result of management of change , corrective action and preventive action
- Following an event that activated the emergency response procedure
- Following drills or tests that identify deficiencies in the emergency response
- Following changes to legal and other requirements.

The final phase of emergency management is the recovery phase. The aim of the recovery phase is to restore the affected area to its previous state. It differs from the response phase in its focus; recovery efforts are concerned with issues and decisions that must be made after immediate needs are addressed.

Recovery efforts are primarily concerned with actions that involve rebuilding destroyed property, re-employment, and the repair of other essential infrastructure.

So, what measure(s) should your organization take to fulfill this requirement?

The employer shall be establish and maintain emergency prevention, prepare and response procedure.

3.3.5 Management of change

3.3.5.1 The impact on OSH arising from internal and external changes shall be evaluated and appropriate preventive steps taken prior to the introduction of changes.

3.3.5.2 A workplace hazard identification and risk assessment shall be carried out before any modification or introduction of new work methods, materials, processes or machinery.

3.3.5.3 The implementation of a decision to change shall ensure that all affected members of the organisation are properly informed and trained.



3.3.5 Management of change

The management of change addresses OSH concerns and issues associated with the installation of new processes or modification of existing processes or operations (internal changes), or changes in legislations or voluntary code of practices (external changes).

Organisational merger may introduce new work processes activities, and accommodation of new set of employees which may introduce new or additional hazards and risks.

The management of change process should include consideration on issues related to whether there are changes in hazards, risks and controls. When new safety and health procedures and processes are required to be implemented, management should ensure their affected employees or persons are informed of the changes before those changes are implemented.

The management in consultation with employees should establish standard operating procedures in implementing management of change.

Management of change arrangements typically includes the review of the following:

- the overall arrangement and functioning of processes & procedures.
- raw materials used in existing processes.
- OSH controls.
- stationary and mobile equipment
- facility fixtures.
- available resources and OSH arrangement costs.
- employee skills, training and the controllability of their behaviour.
- emergency/disaster preparedness arrangements.
- regulations/standards updates and revisions.

So, what measure(s) should your organization take to fulfill this requirement?

The employer shall taken and appropriate steps prior to the introduction of changes.

MS1722: 2011 REQUIREMENTS

3.3.6 Procurement

Arrangements including documented procedures shall be established and maintained to ensure:

- a) safety and health requirements for the organisation is identified, evaluated and incorporated into purchasing and leasing specifications; and
- b) national laws and regulations are identified and complied.

3.3.6 Procurement

The organisation should establish a documented procedure for controlling the process of procurement. The following should also be considered in developing and maintaining procurement procedure:

- a) General control measures
- b) Performance of hazardous tasks
- c) Use, handling, storage and security of hazardous materials
- d) Facilities and equipments including personal protective equipments
- e) contractors and external personnel related to the implementation of procurement

The knowledge on all regulatory requirements, code of practices related to acquisition, use, storage and disposal of procured items (materials, machines, equipments and products) and services entering the facility are essential to understand the potential OSH ramifications they present.

Material Safety Data Sheets (MSDS) and technical documents are often used to determine the properties and potential hazards associated with procured items.

Arrangements should be made to achieve conformance to the requirements prior to their use.

So, what measure(s) should your organization take to fulfill this requirement?

The employer shall establish and maintain of all document according safety and health requirements.

3.3.7 Contracting

Arrangements shall be established and maintained to ensure that the organisation's safety and health requirements, or at least the equivalent, are applied to contractors and their employees



3.3.7 Contracting

There are different types of contractors and they may require specific safety and health arrangements. Examples are;

- a) *Long-term* contract employees who provide support on a daily basis for an extended period of time (e.g. security services, janitorial).
- b) *Vendors* who provide services on a regular basis, but who may only be on site for short period (e.g. short-term facilities maintenance).
- c) *Construction* work related to the modifications of the facility or installation of equipments (e.g. major construction, plumbing repairs).

Arrangements for contractors working on site should:

- include OSH criteria in procedures for evaluating and selecting contractors;
- establish effective ongoing communication and coordination between appropriate levels of the organisation and the contractor prior to commencing work. This should include provisions for communicating hazards and the measures to prevent and control them;
- include arrangements for reporting of work-related fatalities, injuries, disabilities, ill health, diseases and near misses among the contractors' employees while performing work for the organisation;
- provide relevant workplace safety and health hazard awareness and training to contractors or their employees prior to commencing work and as work progresses, as necessary;
- regularly monitor OSH performance of contractor activities on site; and
- ensure that on-site OSH procedures and arrangements are followed by the contractor.

3.4 Evaluation

3.4.1 Performance monitoring and measurement

3.4.1.1 Arrangements to monitor, measure and record organisation's OSH performance on a regular basis shall be developed, established and periodically reviewed. Responsibility, accountability and authority for monitoring at different levels in the management structure shall be allocated.

3.4.1.2 The selection of performance indicators shall be according to the size and nature of activity of the organisation and the OSH objectives.

3.4.1.3 Both qualitative and quantitative measures appropriate to the needs of the organisation shall be considered.

3.4.1.4 Performance monitoring and measurement shall include both active and reactive monitoring and be recorded.

3.4.1.5 The result of monitoring and measurement shall:

- a) provide feedback on OSH performance;
- b) provide information to determine whether the day-to-day arrangements for hazard and risk identification, prevention and control are in place and operating effectively; and
- c) be used as a means of determining the extent to which OSH policy and objectives are being implemented and risks are controlled.



3.4 EVALUATION

3.4.1 Performance monitoring and measurement

Performance monitoring and measurement are important in managing OSH issues in the organization. They provide feedback on what is happening so that we can shape appropriate actions to respond to changing circumstances. They provide information on:

- what is happening around us,
- how well we are doing,
- what has happened so far,
- warning of impending problems or dangers that we may need to take action to avoid.

Arrangement for performance monitoring and measurement should:

- a) be based on the organisation's identified hazards and risks, the commitments in the OSH policy and the OSH objectives; and
- b) support the organisation's evaluation process, including the management review.

Performance monitoring and measurement should:

- a) be used as a means of determining the extent to which OSH policy and objectives are being implemented and risks are controlled;
- b) include both active and reactive monitoring, and not be based only upon near misses, work-related fatalities, injuries, ill health, diseases, disabilities statistics; and
- c) be recorded.

Active monitoring should contain the elements necessary to have a proactive system and should include:

- a) monitoring of the achievement of specific plans, established performance criteria and objectives;
- b) the systematic inspection of work systems, premises, plant and equipment;
- c) surveillance of the working environment^{*},
- d) surveillance of employees' health, where appropriate, through suitable medical monitoring or follow-up of employees for early detection of signs and symptoms of harm to health in order to determine the effectiveness of prevention and control measures; and
- e) compliance with applicable national laws and regulations, collective agreements and other commitments on OSH to which the organisation subscribes.

Reactive monitoring should include the identification, reporting and investigation of:

- a) work-related fatalities, injuries, disabilities, ill health (including monitoring of aggregate sickness absence records), diseases and near misses;
- b) other losses, such as damage to property;
- c) deficient safety and health performance, and OSHMS failures; and
- d) employees' rehabilitation and health-restoration programmes.

Where appropriate, the organization should establish qualitative measurement which has no numerical value or quantitative measurement which has numerical value.

Examples of performance indicators include:

Example 1: OSH Performance indicators used by RM (M) Sdn Bhd to measure their OSH performance

OSH OBJECTIVE, TARGET & PERFORMANCE INDICATOR
Organisation : RM (M) Sdn. Bhd.
<p>OBJECTIVE:</p> <p>We will provide a workplace which continuously reduces our assessed risk levels and OSH incident and injury result by 10% each year. We will work constantly to improve our OSH management systems and our skills to support this objective.</p>

PERFORMANCE INDICATES on 23th May 2011

	TARGET SET	MEASUREMENT
Toolbox Meeting Conducted	40 meetings	10 meeting
Reported Hazards Rectified Within The Defined Timeframe	10 cases	10 cases
Planned Risk Assessment	14 cases	5 cases
Risk Assessment Review Completed	14 cases	5 cases
OSH Training conducted	12 courses	3 courses
Audits Conducted	3 audits	1 audits
Review of Audit Reports	1 audit	1 audit

So, what measure(s) should your organization take to fulfill this requirement?

The employer are required develop, establish and periodically review OSH's performance.

3.4.2 Incident Investigation

- 3.4.2.1 Arrangements including documented procedures shall be established, implemented and maintained for incident investigation which will identify any failures in the OSHMS.
- 3.4.2.2 Where required work-related incidents shall be notified to relevant authorities in accordance to national laws.
- 3.4.2.3 The investigations shall be carried out by competent person(s), with the appropriate participation of employees and their representatives.
- 3.4.2.4 The full investigation report shall be documented and where applicable reported to the relevant authorities.
- 3.4.2.5 The recommendation(s) resulting from such investigations shall be communicated to appropriate persons for it to be implemented and verified.
- 3.4.2.6 Reports produced by external investigative authorities or agencies shall be acted upon in the same manner as internal investigations, taking into account issues of confidentiality.



3.4.2 Incident Investigation

The organisation should establish, implement and maintain procedures to notify, investigate record, analyze and document all OSH related incidents.

All work-related fatalities, injuries, disabilities, ill health, diseases and near misses shall be notified to the employer and/or relevant authorities in accordance to national laws for it to be investigated by the organisation.

In order to prevent recurrence, the investigation should determine the root causes of all incidents in order to identify:

- a) the need for corrective action(s);
- b) opportunities for preventive action(s);
- c) opportunities for continual improvement.

All incidents must be investigated as soon as possible. Those assigned to conduct incident investigations should be competent. Employees and their representatives should participate for the benefit of the investigation.

The results of such investigations should be communicated to the safety and health committee, where it exists, and the committee should make appropriate recommendations. In cases where there is no such committee, the employer must take the responsibility to take necessary action(s).

Appropriate person should be identified and informed for him to take corrective action(s) based on the recommendation. The corrective action(s) resulting from such investigations should be implemented and verified as recommended.

The results of investigations and all related action(s) taken should be recorded, documented, maintained and included in the management review and considered for continual improvement. **ANNEX 7: INCIDENT INVESTIGATION REPORT (Page 64)** is given to gather the information.

So, what measure(s) should your organization take to fulfill this requirement?

The employer shall establish, implement and maintain the procedures and all work related incident and shall be notify relevant authorities.

3.4.3 Audit

3.4.3.1 Arrangements including documented procedures to conduct periodic audits shall be established in order to determine whether the OSHMS and its elements are in place, adequate, and effective in protecting the safety and health of employees and preventing incidents.

1.4.3.2 An audit programme shall be developed, which includes a designation of auditor competency, the audit scope, audit methodology and reporting.

3.4.3.3 The audit includes an evaluation of the organisation's OSHMS elements or a subset of these, as appropriate.

3.4.3.4 Audits shall be conducted by competent person(s) internal or external to the organisation who are independent of the activity being audited.

3.4.3.5 The audit results and audit conclusions shall be communicated to those responsible for corrective action(s).



3.4.3 Audit

An audit programme and procedure should be developed, which includes defining the criteria of auditor competency, the audit scope, audit methodology and reporting.

The audit should identify the audit objectives, criteria and cover all areas and activities within the scope of the OSHMS.

An audit programme should be planned, established, implemented and maintained by the organisation, based on the results of risk assessments of the organisation's activities, and the results of previous audits. An audit programme should address the following:

- a) providing the resources required for successful implementation of the audit programme;
- b) establishing and maintaining the selection, training and registering of the organisation auditor;
- c) establishing control of all audit record, document and their circulation and communication to relevant and approved parties; and
- d) planning coordinating and scheduling of audit.

Audit procedure(s) should be established, implemented and maintained. The procedures should address the responsibilities, competencies, and requirements for planning and conducting audits, reporting results and retaining related records.

The frequency of audit should be predetermined before commencement. Such frequency and coverage of audit are dependent on the risks associated with the failure of the various element and sub-element of the OSHMS, performance of the OSHMS, the output of management review as well as the extent of changes expected from the OSHMS or the organisation activities.

Additional audit may need to be performed if the results of previous audit, the occurrence of incidents or other circumstances indicate that they are necessary.

The audit includes an evaluation of the organisation's OSHMS elements or a sub-element of these, as appropriate. The audit should cover:

- OSH policy;
- employee participation;
- responsibility and accountability;
- competence and training;
- OSHMS documentation;
- communication;
- system planning, development and implementation;
- prevention and control measures;
- management of change;

- emergency prevention, preparedness and response;
- procurement;
- contracting;
- performance monitoring and measurement;
- investigation of work-related fatalities, injuries, disabilities, ill health, diseases and near misses and their impact on environment and the overall safety and health performance;
- audit;
- management review;
- preventive and corrective actions;
- continual improvement; and
- any other audit criteria or elements that may be appropriate.

Audits should be conducted by competent persons, internal or external to the organisation that is independent of the activity being audited. The internal auditor should be selected and trained by the organisation in a manner to ensure objectivity and impartiality of the audit process.

The OSHMS audit process consists of series of well planned phases. Each phase is intended to achieve certain objectives and is dependent on the results of the preceding phase.

The OSHMS audit phases can be divided into:

a) Before Audit

- Planning – who, what, when, where, and how related to audit objective, criteria and scope.
- Preparation-tools needed for audit

b) During (site) Audit

- Opening meeting
- Verifying compliance to audit criteria by reviewing documentation, interviewing key persons and observing work conditions.
- Closing meeting

c) After Audit

- Write audit report

d) Conducting audit follow up

The audit conclusion should determine whether the implemented OSHMS elements or a sub-element of these:

- a) are effective in meeting the organisation's OSH policy and objectives;
- b) are effective in promoting full employee participation;
- c) respond to the results of OSH performance evaluation and previous audits;
- d) enable the organisation to achieve compliance with relevant national laws and regulations; and
- e) fulfil the goals of continual improvement and best OSH practice.

The audit findings and conclusions should be submitted to the management or appropriate and responsible committee who would deliberate on the findings. The necessary recommendations should be communicated to all relevant parties as soon as possible, to allow preventive and corrective actions to be taken. **ANNEX 8: CHECKLIST COMPLIANCE AUDIT (Page 66)** is given to gather the information.

So, what measure(s) should your organization take to fulfill this requirement?

The employer shall be establish and conduct audit to evaluate the organisation's OSHMS elements.

3.4.4 Management review

3.4.4.1 Top management shall review the OSHMS, to ensure its suitability, adequacy and effectiveness.

3.4.4.2 The frequency and scope of management reviews of the OSHMS shall be planned and defined according to the organisation's needs and conditions.

3.4.4.3 The findings of the management review shall be recorded, documented and communicated to relevant persons.



3.4.4 Management review

Management review should be carried out by the employer and senior management, on a regular basis (e.g. quarterly, semi-annually, or annually) and can be carried out by meetings or other communication means. Partial management reviews of the performance of the OSH MS can be held at more frequent intervals, if appropriate. Different reviews may address different elements of the overall management review.

The management representative has the responsibility for ensuring that reports on the overall performance of the OSH MS are presented to employer and senior management, for review.

Management review should ensure the suitability, adequacy and effectiveness of the OSHMS by

- a) evaluating the results and trends of incident investigations; performance monitoring and measurement; and audit findings;
- b) evaluating internal and external inputs as well as changes, including the needs of the organisation, that could affect the OSHMS;
- c) evaluating the overall strategy of the OSHMS to determine whether it meets planned objectives;
- d) evaluating the need for changes to the OSHMS, including OSH policy and objectives;
- e) identifying action(s) that is necessary to remedy any deficiencies in a timely manner, including adaptations of other aspects of the organisational structure and performance measurement;
- f) evaluating the effectiveness of follow-up actions from earlier management reviews; and
- g) providing feedback and direction, including the determination of priorities, for meaningful planning and continual improvement.

The findings from management review should be consistent with the organisation's commitment to continual improvement and should include any decisions and actions related to possible changes to:

- a) OSHMS performance;
- b) OSHMS policy and objectives ;
- c) current hazard identification, risk assessment and risk control processes;
- d) current levels of risk and the effectiveness of existing control measures;
- e) adequacy of resources (financial, employee, material);
- f) the state of emergency prevention, preparedness and response;
- g) an assessment of the effects of foreseeable changes to legislation or technology; and
- h) other elements of the OSHMS.

The findings of the management review should be recorded and communicated to:

- a) the persons responsible for the relevant element(s) of the OSHMS so that they may take necessary action; and
- b) the safety and health committee, employees and their representatives, where appropriate.

So, what measure(s) should your organization take to fulfill this requirement?

The employer shall conduct management review according to the organisation's needs and conditions.

3.5 Action for improvement

3.5.1 Preventive and corrective actions

3.5.1.1 Arrangements shall be established and maintained for preventive and corrective action(s) resulting from OSHMS performance monitoring and measurements, OSHMS audits and management reviews.

3.5.1.2 When the evaluation of the OSH management system or other sources show that preventive and corrective action for hazards and risks are inadequate or likely to become inadequate, the measures shall be addressed according to the recognised control measures, completed and documented, as appropriate and in a timely manner.



3.5 ACTION FOR IMPROVEMENT

3.5.1 Preventive and corrective actions

The organization should have effective procedures for preventive and corrective action resulting from OSHMS performance monitoring and measurements, OSHMS audits and management reviews. These arrangements should include:

- a) identifying and analysing the root causes of any non-conformities with relevant applicable National Laws and legislations and/or OSHMS requirements;
- b) reviewing potential problems and deciding appropriate control measure to stop the problem from occurring. Whenever the preventive and control measure is inadequate then the new control measure should be implemented (see 3.3.3.3);
- c) the response and timing of such actions appropriate to the nature and scale of the nonconformity and the OSH risk; and
- d) completed and documented.

Note:

Once nonconformity is identified, it should be investigated to determine the cause(s), so that corrective action can be focused on the appropriate part of the system. An organization should consider what actions need to be taken to address the problem, and/or what changes need to be made to correct the situation.

Preventive actions are actions taken to eliminate the underlying (root) cause(s) of the potential nonconformity or potential undesirable situations, in order to prevent occurrence.

When a potential problem is identified but no actual nonconformity exists, preventive action should be taken using a similar approach for corrective action. Potential problems can be

identified using methods such as extrapolating corrective action of actual nonconformities to other applicable areas where similar activities occur, or hazard analysis. **ANNEX 9: CORRECTION ACTION (Page 67)** is given to gather the information.

So, what measure(s) should your organization take to fulfill this requirement?

The employer shall be establish and maintain for preventive and corrective action procedures.

3.5.2 Continual improvement

Arrangements shall be established and maintained for the continual improvement of the relevant elements of the OSHMS.



3.5.2 Continual improvement

Arrangements for continual improvement should be establish which may include the following steps:

Step 1: Analyze continual improvement elements based on the following information;

- a) the OSH objectives of the organisation;
- b) the results of hazard identifications and risk assessments;
- c) the results of performance monitoring and measurements;
- d) the investigation of work-related fatalities, injuries, disabilities, diseases, ill health, near misses and the results and recommendations of audits;
- e) the outcomes of the management review;
- f) the recommendations for improvement from all members of the organisation, including the safety and health committee, where it exists;
- g) changes in national laws and regulations, voluntary programmes and collective agreements;
- h) new relevant information; and
- i) the results of employees health surveillance, health protection and promotion programmes.

Step 2: Exploring opportunities for improvement such as;

- Reduction of the resources
- Reduction ill health
- Reduction in workplace incident
- Increase in employee participation
- Increase in hazard reporting

Step 3: Create an action plan

- Based on the opportunities then define responsibilities and resources to be made available for implementing the plan.

Step 4: Communicate action plan to the relevant person

Step 5: Monitor implementation plan

The safety and health processes and performance of the organisation should be compared with others for benchmarking in order to improve OSH performance of the organisation.

Output of continual improvement can contribute to the following:

- a) a better year on year result, as measured by falling rates of all work-related fatalities, injuries, disabilities, ill health, diseases and near misses;
- b) achieving in steady or improved results, but with fewer resources because the OSHMS itself improves and effort is better targeted;
- c) a situation that moves the culture of the whole organisation across a threshold into a new state of effectiveness and efficiency, often described as “breakthrough performance”; and
- d) Improvement in the system itself, so that it is more comprehensive, easier to understand, or in other respects better than before.

So, what measure(s) should your organization take to fulfill this requirement?

The employer shall be establish and maintain for the continual improvement

ANNEX 1: EXAMPLE OF SAFETY AND HEALTH POLICY

Sample 1:
Statement of Policy
[Company Name] is committed to providing a safe workplace for all of its workers. We recognize that all workers have the right to work in a safe and healthy environment, consistent with the Occupational Safety and Health Act and any other applicable legislation.

Our company is committed to take every reasonable effort to eliminate the hazards that cause accidents and injuries.

Disregard or wilful violations of this Policy by workers at any level may be considered cause for disciplinary action in accordance with the company's policies.

[Name and Signature]
President / Chief Executive Officer
[Company Name]
[Date]

Sample 2:
Policy Statement
[Company Name] is committed to a safe and healthy work environment for all workers, sub-contractors, clients and the public at large.

I, _____, as President of [Company Name] give my personal promise to ensure a safe workplace for all parties. I realize that all workers have the right to work in a safe and healthy work environment.

All Management, Superintendents, Supervisors and workers are required to make every effort to ensure that [Company Name] meets all legislative requirements and maintains the highest safety standards.

I invite all personnel to co-operate and participate in achieving a safe and healthy work environment for all.

_____	_____
President	Vice President
_____	_____
Date:	Date:

ANNEX 2: EXAMPLE OF OSH TRAINING PLAN

The following format is an example of OSH training plan and training record form.

OSH TRAINING PLAN AND SCHEDULE												
ORGANISATION: <Insert Organisation's Name>												
OSH TRAINING MODULE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
<Insert OSH Training module test>												
<Insert OSH Training module test>												
<Insert OSH Training module test>												
<Insert OSH Training module test>												

ANNEX 3: EXAMPLE OF OSH TRAINING RECORD FORM

The following format is an example of OSH training record form.

OSH TRAINING RECORD											
<Insert Organisation's Name>											
<Insert Year >											
Date	Worker Name	<Insert OSH Training module test>	<Insert OSH Training module test>	<Insert OSH Training module test>	<Insert OSH Training module test>	<Insert OSH Training module test>	<Insert OSH Training module test>	<Insert OSH Training module test>	<Insert OSH Training module test>	<Insert OSH Training module test>	<Insert OSH Training module test>
<Insert Date>	<Insert OSH Training Participant Name>										
<Insert Date>	<Insert OSH Training Participant Name>										
<Insert Date>	<Insert OSH Training Participant Name>										
<Insert Date>	<Insert OSH Training Participant Name>										
<Insert Date>	<Insert OSH Training Participant Name>										
<Insert Date>	<Insert OSH Training Participant Name>										

ANNEX 4: EXAMPLE OF EMERGENCY MANAGEMENT CHECKLIST

The following checklist can be used to help organize your emergency management and response plan. Be sure to customize this list with items specific to your needs.

EMERGENCY MANAGEMENT CHECKLIST	
Organisation:	
GENERAL ISSUES	
Prepare plan for emergency management: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the plan consider all potential natural or man-made emergencies that could disrupt your workplace? : <input type="checkbox"/> Yes <input type="checkbox"/> No	
Common sources of emergencies identified in emergency action plan include:	
Fires Explosives <input type="checkbox"/>	Floods <input type="checkbox"/> Hurricanes <input type="checkbox"/>
Toxic gases release <input type="checkbox"/>	Radiological Accidents <input type="checkbox"/> Chemical Spills <input type="checkbox"/>
Tornadoes <input type="checkbox"/>	Civil Disturbances <input type="checkbox"/> Workplace Violence <input type="checkbox"/>
Does the plan consider all potential internal sources of emergencies that could disrupt your workplaces? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the plan consider impact of these internal and external emergency on the workplaces' operation and its the response tailored to the workplace? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the plan contain a list of key personnel with contact information as well as contact information for local emergency responders, agencies and contractors? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the plan contain the names, titles, departments, and telephone numbers of individuals to contact for additional information or an explanation of duties and responsibilities under the plan? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the plan address how rescue operations will be performed? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the plan address how medical assistance will be provided? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the plan identify how or where personal information on workers can be obtained in an emergency? <input type="checkbox"/> Yes <input type="checkbox"/> No	
EVACUATION POLICY AND PROCEDURE	
Does the plan identify the conditions under which an evacuation would be necessary? <input type="checkbox"/> Yes <input type="checkbox"/> No	

EMERGENCY MANAGEMENT CHECKLIST

Does the plan address the types of actions expected of different workers for the various types of potential emergency?

Yes No

EVACUATION POLICY AND PROCEDURE

Does the plan designate who, if anyone will stay to shut down critical operations during an evacuation?

Yes No

Does the plan outline specific evacuation routes and exits and are these posted in the workplace where they are easily accessible to all workers?

Yes No

Does the plan address procedures for assisting people during evacuations, particularly those with disabilities or who do not speak your language?

Yes No

Does the plan identify one or more assembly areas where workers will gather and a method for accounting for all workers?

Yes No

Does the plan address how visitors will be assisted in evacuation and accounted for?

Yes No

REPORTING EMERGENCIES AND ALERTING WORKERS IN AN EMERGENCY

Does the plan identify a preferred method for reporting fires and other emergency?

Yes No

Does the plan describe the method to be used to alert workers, including disabled workers, to evacuate or take other action?

Yes No

EMPLOYEE TRAINING AND DRILLS

Does the plan identify how and when employees will be trained so that they understand the types of emergencies that may occur, their responsibilities and action as outlined in the plan?

Yes No

Does the plan address how and when retraining will be conducted?

Yes No

Does the plan address if and how often drills will be conducted?

Yes No

ANNEX 5: LEGAL REQUIREMENTS

	LIST OF LEGAL REQUIREMENTS APPLICABLE TO xx sdn bhd	Form. No. :
		Issue No. :
		Page 1

DEPARTMENT/CENTRE: _____

TITLE: _____

Legend: √ - *The organization complies with the applicable requirement*
 X - *The organization does not comply with the applicable requirement*
 - - *The requirement is not applicable with the organization*

Section Title	Part No.	Section Number	Abstracts	Action	Location	Responsible Person	Compliance Status

Evaluation of Compliance:

Audited by: _____
 (_____)

Date: _____

Department/Centre's Representative: _____
 (_____)

Date: _____

ANNEX 6: HIRARC FORM

HIRARC FORM			
Company:		Conducted by: (Name, designations)	
Process/Location:			
Approved by: (Name, designation)			
Date:		Date: (form ... to....)	
		Last Review Date:	Next Review Date:

1. Hazard Identification				2. Risk Analysis				3. Risk Control	
No	Work Activity	Hazard	Which can cause/effect	Existing Risk Control (if any)	Likelihood	Severity	Risk	Recommended Control Measures	PIC (Due date /status)

ANNEX 7: INCIDENT INVESTIGATION REPORT

INCIDENT INVESTIGATION REPORT	Form. No. :
	Issue No. :
	Page 1 of 2

Part A – Composition of Investigation Team

Investigation Team Leader :

Investigation Team (s)

Names	Department / Centre	Signature

Part B – Affected person

NAME OF PERSON INJURED

EMPLOYEE'S NO.

DESIGNATION

GENDER
 /

DEPARTMENT / CENTRE

AGE

EMPLOYMENT CATEGORY

- Executive
 Non-Executive
 Contractor
 Trainee
 Visitor

LENGTH OF EMPLOYMENT

- < 1 month
 6 months–5 years
 1 - 5 month
 > 5 years

SEVERITY OF INJURY

- Fatality
 Lost Time Injury (LTI) - [MC: _____ day (s)]
 First aid
 Occupational poisoning and disease

INCIDENT INVESTIGATION REPORT	Form. No. :
	Issue No. :
	Page 2 of 2

ADDRESS OF CLINIC / HOSPITAL

Part C – Investigation information

DATE OF INCIDENT

DATE OF INVESTIGATION

DESCRIPTION OF INCIDENT Describe what happened before, during and after the incident and describe detailed injury. (Attach sketch & photos if necessary)

CAUSAL FACTORS Events and conditions that contributed to the incident. This may include hazardous conditions, improper positions of equipment, non-existence of job procedure or management system defect

RECOMMENDED CORRECTIVE ACTION Please specify the action and the recommended completion date

Recommendation accepted for action by: _____
(Head of Department/Centre)

VERIFICATION OF CORRECTIVE ACTION

Verification of corrective action by: _____
(Head of Department)

ANNEX 8: CHECKLIST COMPLIANCE AUDIT

**COMPLIANCE TO MS 1722:2005 SPECIFICATIONS
(SUMMARY BY FUCTIONS / DEPARTMENTS)**

Sites Audited :

MS 1722:2005		FUNCTIONS / DEPARTMENTS PLEASE (/), IF NECESSARY							CAR / Observation		
									Major CAR	Minor CAR	Observation
Clause											
3	The OSHMS in the organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.1	Policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.1.1	OSH Policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.1.2	Employee Participation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.2.1	Responsibility & Accountability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.2.2	Competence & Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.2.3	OSHMS Documentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.2.4	Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.3.1	Initial Review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.3.2	System Planning, Development & Implementation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.3.3	OSH Objectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.3.4.1	Prevention & Control Measures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.3.4.2	Management of Change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.3.4.3	Emergency Prevention, Preparedness & Response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.3.4.4.1	Procurement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.3.4.4.2	Contracting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.4.1	Performance Monitoring & Measurement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.4.2	Investigation of Work – related injuries, disabilities, Ill Health, Diseases & Near Misses & Their Impact on Safety & Health Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.4.3	Audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.4.4	Management Review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.5.1	Preventive & Corrective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.5.2	Continual Improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
TOTAL											

ANNEX 9: CORRECTION ACTION

Corrective Action Request (CAR)

Organisation Name:	CAR Number:	Page
of....	
Location:	[] Minor [] Major	
Area / Department / Function:	Standard:	
	Clause no:	
Details of Non Conformance:		
Objective evidence of Non Conformance:		
Are other sites affected by this CAR?		Yes / No
Auditor signature (NCSB):	Client's Acknowledgment:	
Name :		
Date :		
<p>XYZ Sdn. Bhd. requires that you take timely and appropriate corrective action within 30 days for Minor. [] For Major CAR, response within 90 days(if there is no immediate potential impact to OSH,) otherwise; [] Immediate action is required to remove the risk or significantly reduced. The certification will be suspended until action is taken. The XYZ auditor with mutual understanding with client shall indicate the appropriate timeframe for corrective action.</p>		
		Auditor signature:
Identify the root cause (by the client)		
Proposed Corrective Action including completion date: (by the client)		
Client Representative (Name):	Sign:	Auditor sign:
Verification (by auditor)		
Corrective actions taken:		
Effective	Not effective	
<input type="checkbox"/>	<input type="checkbox"/>	
Remarks:		
NCR Close?	Closed-out date:	Approved by auditor:
Yes <input type="checkbox"/> No <input type="checkbox"/>		

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