



# CELCOM TIMUR (SABAH) SDN. BHD.

<b>SAFE WORK PROCEDURES</b>
<b>Office Safety</b>
DOCUMENT NO. : CTSSB-OSHMP/SWP-14

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REVISION : 0	.....	.....	.....
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<b>DATE:</b>	1 <sup>st</sup> JANUARY 2013	1 <sup>st</sup> JANUARY 2013	1 <sup>st</sup> JANUARY 2013

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## TABLE OF CONTENT

ITEM	DESCRIPTION	PAGES
1.0	Governing Policy	3
2.0	Purpose	3
3.0	Scope	3
4.0	Reference	3
5.0	Responsibility, Authority And Accountability	4
6.0	Terms And Definitions	5
7.0	Details Procedure	6
8.0	Record Management	11
9.0	Appendices	11

<b>SAFE WORK PROCEDURE</b>		Issued No. 1
<b>Office Safety</b>		Revision No. 0
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## 1.0 GOVERNING POLICY

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

## 2.0 PURPOSE

The purpose of this procedure is to ensure that all types of office operation are conducted in the safest possible manner to injury, ill health, prevent fire, explosion, and loss of property.

## 3.0 SCOPE

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

## 4.0 REFERENCES

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



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## 5.0 RESPONSIBILITY, AUTHORITY AND ACCOUNTABILITY

### i. Manager of Human Resources and Administration

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

### ii. Head of Department (HOD) / Officer in-charge (OIC)

- The HOD / OIC are fully responsible for ensuring the implementation of this procedure and transmittal of the safety information to their subordinate.
- HOD / OIC or designated person shall ensure the implementation of this safe work procedure by instruct or train the new employee or contractor at any workplace under their control.
- Conduct workplace inspections to ensure all the CTSSB's employees and other interested parties at all CTSSB's premises and associated work areas that identified have potential high risk shall implement this Permit to Work System.
- To ensure the records of Permit to Work record are properly kept and easy to retrieve.

### iii. All Employees (Including Contractor)

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

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Document No. <b>CTSSB-OSHMP/SWP – 14</b>		Effective Date 1 Jan. 2013

## 6.0 TERMS AND DEFINITIONS

### i. CTSSB

- Celcom Timur (Sabah) Sdn. Bhd

### ii. OSHMP

- Occupational Safety & Health Management Plan.

### iii. SWP

- Safe Work Procedure.

### iv. SHMC

- Health & Safety Management Committee

### v. SOR

- Safety Observation Report

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## 7.0 DETAILS PROCEDURE

### i. General Office Safety

A large percentage of workplace accidents and injuries occur in office buildings. Like the shop or laboratory, the office requires a few preventive measures to ensure a safe and healthful environment. Common causes of office accidents include the following:

- Slipping, tripping, and falling hazards
- Burning, cutting, and pinching hazards
- Improper lifting and handling techniques
- Unobservant and inattentive employees
- Improper office layout and arrangement
- Dangerous electrical wiring
- Exposure to toxic substances
- Horseplay

### ii. Good Housekeeping Practices

Many office accidents are caused by poor housekeeping practices. By keeping the office floor both neat and clean, you can eliminate most slipping, tripping, and falling hazards. Other good housekeeping practices include the following:

- Ensure that office lighting is adequate and available. Replace burned out light bulbs, and have additional lighting installed, as necessary.
- Ensure that electrical cords and phone cords do not cross walkways or otherwise pose a tripping hazard. If you cannot move a cord, have a new outlet installed or secure the cord to the floor with cord covering strips. Do not tape cords down or run them underneath carpet.
- Report or repair tripping hazards such as defective tiles, boards, or carpet immediately.
- Clean spills and pick up fallen debris immediately. Even a loose pencil or paper clip could cause a serious falling injury.
- Keep office equipment, facilities, and machines in good condition.
- Store items in an approved storage space. Take care to not stack boxes too high or too tight. Ensure that boxes are clearly labeled with their contents.



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Document No. <b>CTSSB-OSHMP/SWP – 14</b>		Effective Date 1 Jan. 2013

### iii. Hazardous Objects and Material

Hazardous objects such as knives and firearms are not permitted in the workplace. In addition, hazardous chemicals and materials should not be stored in the general office. Hazardous materials include, but are not limited to, the following:

- Carcinogens
- Combustibles
- Flammables
- Gas cylinders
- Irritants
- Oxidizers
- Reactives

### iv. Preventing Cuts and Punctures

Cuts and punctures happen when people use everyday office supplies without exercising care. Follow these guidelines to help reduce the chance for cuts and punctures:

- When sealing envelopes, use a liquid dispenser, not your tongue.
- Be careful when using kitchen knives, scissors, staplers, letter openers, and box openers. Any of these items could cause a painful injury.
- Avoid picking up broken glass with your bare hands. Wear gloves and use a broom and a dustpan.
- Place used blades or broken glass in a rigid container, such as a box, before disposing in a wastebasket.

### v. Preventing Machine Accidents

Only use machines that you know how to operate. Never attempt to operate an unfamiliar machine without reading the machine instructions or receiving directions from a qualified employee. In addition, follow these guidelines to ensure machine safety:

- Secure machines that tend to move during operation.
- Do not place machines near the edge of a table or desk.
- Ensure that machines with moving parts are guarded to prevent accidents. Do not remove these guards.
- Unplug defective machines and have them repaired immediately.

<b>SAFE WORK PROCEDURE</b>	 <b>CELKOM TIMUR (SABAH) SDN. BHD.</b>	Issued No. 1
<b>Office Safety</b>		Revision No. 0
Document No. <b>CTSSB-OSHMP/SWP – 14</b>		Effective Date 1 Jan. 2013

- Do not use any machine that smokes, sparks, shocks, or appears defective in any way.
- Close hand-operated paper cutters after each use and activate the guard.
- Take care when working with copy machines. If you have to open the machine for maintenance, repair, or troubleshooting, remember that some parts may be hot. Always follow the manufacturer's instructions for troubleshooting.
- Unplug paper shredders before conducting maintenance, repair, or troubleshooting.
- Some items can be very dangerous when worn around machinery with moving parts. Avoid wearing the following items around machines within unguarded moving parts:
  - a. Loose belts
  - b. Jewelry
  - c. Long, loose hair
  - d. Long, loose sleeves or pants
  - e. Scarves
  - f. Ties

#### vi. Preventing Slips and Falls

Falls are the most common source of disabling injury in the office environment. To minimize exposure:

- Avoid thick carpeting. Have frayed carpeting repaired or replaced.
- Have loose floor boards and tiles repaired.
- Have tracked-in rain, spilled drinks, and other out-of-place liquids mopped up immediately.
- Pick up dropped pencils, paper clips, rubber bands, and paper.
- Keep cords from telephones, typewriters, computers, and other business office machines out of traffic areas and knee wells of desks.
- Use appropriate ladders and step stools to reach high objects.
- Close file and desk drawers immediately after completing a task.
- Use the handrail when climbing and descending stairs.
- Move quickly enough to be efficient, slowly enough to be cautious.



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### **vii. Preventing Stress**

Stress can create an environment for illness or accidents to happen, but not all stress can be avoided or counteracted. However, the following tips may aid in relieving physical stress:

- Keep your neck and back in as natural a line as possible with your spine. Bend forward from the hips, but don't arch your lower back.
- Use a footrest to relieve swayback. The idea is to have your knees higher than your hips.
- A few leg exercises at your chair during the day can minimize circulatory problems. For example, lift and lower your heels while keeping your toes on the floor; move your feet up and down while keeping your heels on the floor; and swing your legs back and forth at the knees. Even better, of course, is to walk around from time to time.
- Similarly, a few neck and shoulder exercises can relieve tension from prolonged sitting. For example, lift your shoulders to your ears and drop them down into a relaxed position; move your head up and down, side to side, and in a circular motion; and rotate your shoulders in a circular motion.

### **viii. Ergonomics and Work Station Arrangements**

Ergonomics involves adjusting work processes or stations to fit a particular employee. Improper ergonomic design can cause debilitating long-term musculoskeletal effects. Suggestions for maintaining an ergonomic work atmosphere:

- Stay in good physical condition.
- Take "mini" breaks and stretch intermittently in both sitting and standing positions.
- Change tasks frequently
- Adjust your computer screen to limit glare and take frequent vision breaks away from your computer to allow your eyes to fully relax. Periodically gazing across the room or out a window will help the eye muscles rest and receive oxygenated blood.
- Keep items frequently used in close proximity to you.
- Maintain good posture and use a chair with adequate support to adjust your upper extremities to a neutral position.
- Be aware of cumulative trauma disorder warning signs such as tingling, numbness or burning pain in fingers, hands, arms, wrists and shoulders.

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**ix. Fire and Life Safety**

- Exits are clearly marked. All exit doors and egress pathways leading to them are unobstructed with at least 36" clearance.
- Fire doors are unobstructed, closed, and no doorstoppers or wedges are being used to keep them open.
- Fire extinguishers are available, visible, accessible, in good condition, certified annually, and inspected monthly. Fire extinguishers are wall-mounted in their designated locations with intact tamper seals and location signs in place, if needed for visibility.
- Fire alarm audiovisual devices are easily seen, free of obstruction, and functioning properly.
- The no smoking policy is enforced and employees are not permitted to smoke inside the building.
- Employees are trained in emergency evacuation, how to report a fire or other emergency, and how to use a fire extinguisher. Employees participate in evacuation drills.

**x. Electrical Safety**

- Electrical items including: switches, appliances, outlets, plugs, and cords are in safe working condition (cords are not frayed).
- Multiple electrical cords are tied to circuit breakers/power strips. Only approved power strips or cube adapters with circuit breakers are used. Electrical cords are grounded (3 pronged type). No plug adapters or extension cords (approved for temporary use only) are used. Electrical cords are properly secured (wrapped or tied together), secured to wall (not hanging), not situated under mats or in aisle ways or in any other way so they are a physical hazard. Power strips are plugged directly into approved electrical outlets.
- Electrical and circuit breaker panels have a minimum of 36" unobstructed access (not blocked). Panel doors are kept closed and latched.

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## 8.0 RECORD OF AMENDMENT

Version No	Approval Date	Approved by	Amendment

## 9.0 APPENDICES

- i. Standard Form
  - Nil
- ii. Guideline
  - Office Safety Checklist