



CELCOM TIMUR (SABAH) SDN. BHD.

SAFE WORK PROCEDURES
Performance Measurement and Reporting
DOCUMENT NO. : CTSSB-OSHMP/SWP-17

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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 establish and maintain a guideline to measure and reporting the CTSSB's OSH performance. The performance will be regularly measured for the setting of objectives and targets and formulate programs and plans of action to achieve the targets.

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**
- viii. CTSSB's Safe Work Procedure: Accident Reporting and Investigation : **CTSSB - OSHMP/SWP – 04**
- ix. CTSSB's Safe Work Procedure: Communication and Resolution : **CTSSB - OSHMP/SWP – 06**

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5.0 RESPONSIBILITY, AUTHORITY AND ACCOUNTABILITY

i. Human Resources and Administration (HRA) Manager

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

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

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

iii. All Employees (Including contractors)

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

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6.0 TERMS AND DEFINITIONS

i. Accident

- Accident is an unexpected event that cause bodily injury and/or property damage.

ii. First aid case

- Work-related event resulting in injury that requires medical treatment. However, the employee is able to return to his/her normal duties on the day of injury after receiving the medical treatment or the next working shift or day.

iii. Minor accident

- Work related event resulting in injury that causes the employee to be unable to perform his/her normal work duties for 3 days or less – with medical certificate.

iv. Major accident.

- Work related event resulting in injury that causes the employee unable to perform his/her normal work duties for more than 3 days – with medical certificate.

v. Fatality

- A fatality is an instantaneous death due to work-related event .

vi. Lost Time Injury (LTI)/ Workday Lost

- An instantaneous work related event leading to bodily injury resulting in the employee being unable to work on his/her next scheduled shift resulting in day(s) away from work - as determined by a competent medical personnel. LTI does not include the day of the injury and any days on which the employee is not working (off day and public holiday).

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vii. Incidence Rate

- The incidence rate is the number of accident causing injury for each one thousand workers employed. The accident scope encompasses first aid, minor accident, major accident and fatality cases.

viii. Frequency Rate for Lost Time Injury. (FR)

- The frequency rate for lost time injuries is the total number of accidents (excluding first aid case) per 1,000,000 hours worked. Frequency Rate is the primary key safety performance indicator for CTSSB.

ix. Severity Rate for Lost Time Injuries (SR)

- The severity rate of lost time injuries is the number of day lost (excluding first aid cases and fatalities) per 1,000,000 hours worked.

x. Average number of employee

- The average number of company employees under direct supervision at the end of the month. Company employee includes temporary workers, trainees, apprentices and students under direct supervision and responsibility of the company.

xi. Total hours worked

- The number of hours worked by all workers in the recording unit including overtime (minus off day and holiday)

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7.0 DETAILS PROCEDURE

i. General Requirements

- Performance Measurement and Reporting provides a critical link between the planning and achieving of the objectives and targets. To establish positive and negative trends in relations to health and safety, statistics and commitment on accident incident reports, results of monitoring safety and health hazards such as noise need to be analysed.
- The procedures established is to ensure that:
 - a. Both qualitative and quantitative measures appropriate to the need of the company are developed and monitored on a regular basis
 - b. The OSH objectives are achieved
 - c. Proactive measures of performance that monitor compliance with the HSE Management system, operational criteria and applicable legislation and other requirements are in place.
 - d. Reactive measures of performance to monitor accidents and incidents involving fatalities, lost time injuries, minor injuries, damage, near miss incidents, environmental incidents and incident that are regulatory reportable are established.
 - e. All data and results from the OSH Performance measurement are sufficient to facilitate subsequent corrective and preventative action analysis.
 - f. Records of all OSH program activities and results are recorded and kept.

ii. Proactive and Reactive Monitoring

• Proactive Monitoring

The frequency and effectiveness of the following activities can be used to measure the proactive performance of the company.

- a. Risk Assessments
- b. Workplaces Inspections and Audits
- c. Safety Improvement Notification.
- d. Safety related meetings including pre start briefings
- e. HSE Management Walkabout
- f. Safety related training

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- **Reactive Monitoring.**

Reactive monitoring shall be used to investigate, analyse and record OSH management system failures. The following system failures can be measured:

- Objectives and Targets not being achieved
- Monitoring results not complying to the stipulated operation criteria or operation parameters
- Non-conformances identified in audits and risk assessments
- Non-conformances or potential non-conformances to legal and other requirements
- Failure to comply with Safety and Health Policy and OSH procedures documented in the OSH Management Plan.
- Accident / incident reports which show LTI's, different levels of injury, near miss incidents and property damage.

iii. Safety Performance Reporting

- CTSSB shall report their monthly safety performance.
- The safety performance information shall be presented by filling the **Monthly OSH Performance Report Form – (OSH/F-19)**.
- The Human Resource and Administration Department will verify and analyze the report and a monthly summary of the safety performance indicators will be produced.
- The monthly summary shall be presented during Safety and Health Management Committee Meeting for further action.

iv. Calculation of Safety Performance Indicator Rates for Internal Benchmarking.

- **Incidence rate**

The incidence rate is the number of accidents occurred for each 1000 workers employed.

$$\text{Incidence rate} = \frac{\text{Number of Accidents}}{\text{Average number of employee.}} \times 1000$$

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- **Frequency rate for lost time injuries (FR)**

The frequency rate is the number of lost time injuries per 1,000,000 hours worked.

$$\text{Frequency rate for lost time injuries (FR)} = \frac{\text{Number of Accidents}}{\text{Total Hours Worked}} \times 1,000,000$$

Total hour worked refers to the number of hours worked by all workers in the recording unit including overtime.

- **Severity Rate (SR)**

$$\text{Severity rate for lost time injuries (SR)} = \frac{\text{Total Workday Lost (LTI)}}{\text{Total Hours Worked}} \times 1,000,000$$

8.0 RECORD OF AMENDMENT

Version No	Approval Date	Approved by	Amendment

9.0 APPENDICES

i. Standard Form

- Monthly OSH Performance Report Form : **CTSSB – OSHMP(F)-17**