

# Program Seminar Serantau Keselamatan & Kesihatan Pekerjaan dari Perpektif Maqasid Al Shariah



***“Komunikasi Kepimpinan Pengamal Keselamatan dan Kesihatan : Keberkesanan program dengan impak yang positif”***

**NORWANI AHMAT**

Head of Safety, Health and Environment (SHE)  
Perusahaan Otomobil Nasional Berhad (PROTON)

Committee Member of Malaysia Society for Occupational Safety and Health (MSOSH)

# SPEAKER PROFILE

2

## Education and Credential

- Degree in Chemical and Process Engineering, UKM
- Certified International Training Practitioner (CIPD), UK
- Certified Safety & Health Officer (SHO) JKPP IS/438/2328
- Certified CIDB Assessor
- Certified Lead Auditor for OHSAS 18001 & ISO 14001
- Train of The Trainer (TTT) and PSMB trainer TTT/14487
- Member of Majlis Keselamatan Jalanraya Negeri Selangor (MKJR)
- Management Committee of Malaysia Society Occupational Safety and Health (MSOSH)

## Working Experiences

- **1999** - Diamond Chemical Industries Sdn Bhd - **Chemist**
- **2000** - Philips Semiconductors Seremban - **Process engineer**
- **2001** - Philips Semiconductors Seremban - **EHS engineer**
- **2005** - Sime Darby Berhad - **Sr. EHS Executive**
- **2009** - Faber Group Berhad - **SHE Manager**
- **2011** - Nestle Manufacturing (M) Sdn Bhd - **SHE Manager**
- **2013** - MMC Gamuda (PDP) KVMRT - **Safety and Health Manager**
- **2014** - Proton Holdings Berhad- **Senior SHE Manager/Head Of Department**



# TOPIK

1. Pengenalan
2. Cabaran melaksanakan Program KKP
3. Komunikasi Kepimpinan
4. Bagaimana mendapatkan program yang berkesan?
5. Program KKP berimpak positif
6. Perkongsian - “Sharing is Caring”



1

# PENGENALAN

# 1. PENGENALAN

A photograph of a dense forest with tall, slender trees and vibrant green foliage. A dirt path winds through the center of the forest, leading the eye into the distance. The lighting is bright and natural, highlighting the textures of the tree bark and the lushness of the leaves.

Kehijauan menenangkan, mendamaikan dan memberi **SEMANGAT** dalam kehidupan

A close-up, front-quarter view of a red Proton Iriz car. The car's hood, grille with the Proton logo, and headlights are visible. The license plate area displays the word 'IRIZ'. The background is a plain, light color.

**BATTERI** kereta  
merupakan jantung  
dalam system electrical  
kereta

Ia MENJANA TENAGA dan memberikan kestabilan  
kepada kenderaan



**Tempat kerja yang yang teratur dan Selamat  
memberikan SEMANGAT kepada pekerja**

# 1. PENGENALAN

SAFETY FIRST  
UTAMAKAN KESELAMATAN

Ketua / pemimpin yang BERKOMUNIKASI dengan BAIK memberi SEMANGAT kepada pekerja melaksanakan yang TERBAIK



# 2. CABARAN

## MELAKSANAKAN

## PROGRAM KKP

### SYMPTOM YANG PERLU DIPERHATIKAN!

1. Ketidakpuasan hati dan pergeseran
2. Kurang Penglibatan
3. Komplen dan gossip dari pelbagai sumber
4. **Tiada budget, tiada volunteer, tiada AJK!**
5. Program **tidak interaktif dan menarik**
6. Ramai pekerja **yang hilang (MIA)** ketika program
7. **Melaksanakan perkara yang sama** secara berulang-ulang
8. **Koordinasi yang lemah** daripada seluruh pasukan
9. **Perhatian dan tenaga yang diberikan** jauh menyimpang dari KPI

### 3. Cabaran

Melaksanakan  
Program KKP  
Berkesan



*Komunikasi Kepimpinan Pengamal Keselamatan dan  
Kesihatan : Keberkesanan program dengan impak  
yang positif*

## 2. Cabaran Melaksanakan Program KKP

# OBJEKTIF YANG JELAS

A photograph showing several firefighters in blue uniforms and yellow helmets training with a red fire hose. One firefighter in the foreground is spraying water from a nozzle. Other firefighters are in the background, some holding the hose. The scene is outdoors on a paved area with yellow markings. In the background, there are trees, a white truck, and a sign that reads 'LAKS BANGUNAN DE SUKSES ISLAND'.

“Setiap individu pekerja dengan sejasasnya **memahami tujuan, visi dan misi** yang diperlukan dalam tugas yang diberikan kepada mereka



# MENGENALPASTI TUGASAN

“Memastikan **bakat dan kepakaran** setiap individu diketengahkan dan diperkuatkan

## 2. Cabaran Melaksanakan Program KKP



# KOMUNIKASI YANG TERBUKA DAN JELAS

Setiap ahli pasukan **bersikap terbuka untuk menerima kritikan dan pandangan**

## 2. Cabaran Melaksanakan Program KKP



# MEMBUAT KEPUTUSAN YANG EFEKTIF

Keputusan yang diambil **dapat memuaskan hati semua pihak** yang terlibat

# PARTISIPASI YANG SEIMBANG

Memastikan dalam setiap aktiviti KKP yang dilaksanakan semua pekerja mengambil bahagian dari peringkat atasan sehinggalah bawahan

# MENGHARGAI KEPELBAGAIAN



“Kepelbagaian dalam setiap pekerja merupakan rahmat dan **majikan bersikap proaktif dalam mencari titik persamaan**”

# PENGURUSAN KONFLIK



**Konflik yang berjaya diatasi dengan efektif  
akan meningkatkan lagi kreativiti dan inovasi**

## 2. Cabaran Melaksanakan Program KKP

# PERSEKITARAN POSITIF



“**KEPERCAYAAN** merupakan perkara yang sukar dilaksanakan dalam organisasi untuk menjadikan **persekitaran positif** dikalangan pekerja”



# 3

## KOMUNIKASI

## KEMPIMPINAN

# KEPIMPINAN DAN VISI MASA DEPAN



Pemimpin perlu meneliti dan melihat secara menyeluruh kelemahan dalam organisasi dan mencari solusi

## PEMIMPIN ADALAH CONTOH TAULADAN



Setiap ucapan daripada Top Management perlu dimulakan dengan peringatan tentang **KESELAMATAN DAN KESIHATAN**



Setiap mesyuarat yang dipengerusikan oleh HOD / Ketua Jabatan perlu menekankan **KESELAMATAN DAN KESIHATAN**



Menggunakan **BAHASA dan PERKATAAN** yang positif



Menunjukkan contoh terbaik. Jangan jadi **NATO (No Action-Talk Only)**



Sebarang keputusan yang dibuat oleh pihak pengurusan atasan mengambil kira **KESELAMATAN DAN KESIHATAN**

### 3. Komunikasi Kepimpinan

## Pemimpin memastikan latihan diberi kepada pekerja

### Motorcycle Defensive Riding Training (MDRT)



### Safety Briefing



### Industrial Safety Training



### Ergonomic Training



### Fire Safety Talk



## KEHADIRAN PEMIMPIN DIRASAI - VISIBILITY



### Hari Kesihatan PROTON 2016



Jabatan Keselamatan, Kesihatan dan Persekitaran telah menganjurkan Hari Kesihatan PROTON 2016 pada 1 April 2016 bertempat di Kompleks Sukan PROTON Tanjung Malim Sdn. Bhd.

Program seawal 7.30 pagi itu telah dimulakan dengan bacaan doa oleh Encik Shavira Alias diikuti nyanyian lagu kebangsaan. Warga PROTON turut bersama-sama menjayakan senaman pagi, senaman "Zumba" bagi memanaskan badan sebelum melakukan aktiviti berjalan kaki beramai-ramai iaitu aktiviti "Walkathon".

Ucapan pembukaan telah disampaikan oleh Puan Norwani Ahmat, Ketua Keselamatan, Kesihatan & Persekitaran, PROTON. Manakala, Tn. Hj. Sharudin Razali, Ketua Operasi Perkilangan PTMSB juga telah menyampaikan ucapan seterusnya merasmikan program tersebut.



### 3. Komunikasi Kepimpinan

## Pemimpin memberi penghargaan dan pengiktirafan

Example: Recognise the team effort during SHE Awareness Campaign



**BEST EMPLOYEE  
BEST SUPERVISOR  
SUPER HERO  
BEST DEPARTMENT  
BEST SAFETY SLOGAN**

### 3. Komunikasi Kepimpinan

## Pemimpin memastikan keterlibatan pekerja

Example: Mobile SHE Campaign 2016 organised by SHE Team



SHE Survey & Stress test



SHE Quiz



BMI test



Token for



Lucky draw



Photo Booth

### 3. Komunikasi Kepimpinan

## Pemimpin senantiasa melakukan kolaborasi

### STRESS MANAGEMENT WORKSHOP (BEST) – *Bengkel Pengurusan Stres*



### OPS PIKAT (PAKAI & IKAT)





# 4. Bagaimana Mewujudkan Program KKP Yang Berkesan?

# 4. Bagaimana Mendapatkan Program KKP Yang Berkesan



**WIN their hearts and minds**



Hubungan dengan pekerja

Tunjukkan penghargaan

Berkomunikasi secara jelas dan konsisten

## 4. Bagaimana Mendapatkan Program KKP Yang Berkesan


### 1. ATTITUDE YANG POSITIF



**Kepimpinan yang positif akan memberikan inspirasi yang positif kepada pengikutnya**

## 4. Bagaimana Mendapatkan Program KKP Yang Berkesan

### 2. Bertanggungjawab kepada diri

A woman wearing a grey hijab and a high-visibility yellow safety vest is speaking into a microphone to a large group of men. The men are mostly wearing blue polo shirts and some are wearing white hard hats. They are standing in a line in a large industrial factory setting with high ceilings and metal structures.

Pastikan setiap pemimpin mematuhi polisi dan peraturan yang ada

## 4. Bagaimana Mendapatkan Program KKP Yang Berkesan

### 3. Elakkan Gosip!

“Apabila menerima berita gossip, hentikan serta merta!”

## 4. Bagaimana Mendapatkan Program KKP Yang Berkesan



**4. Elakkan komen/complain berpanjangan!**

## 4. Bagaimana Mendapatkan Program KKP Yang Berkesan

### 5. Berkata yang perlu sahaja



Kawal lidah anda.  
**Berfikir sebelum bercakap.**

## 4. Bagaimana Mendapatkan Program KKP Yang Berkesan



**6. Senantiasa menggunakan perkataan 'Tolong' dan 'Terima Kasih'.**

## 4. Bagaimana Mendapatkan Program KKP Yang Berkesan

## 7. Usah libatkan diri dalam konflik. Bersikap Neutral!



“Apabila anda mengambil bahagian dalam konflik, and menjadi sebahagian dari konflik”

## 4. Bagaimana Mendapatkan Program KKP Yang Berkesan

### 8. Tidak bersetuju tetapi Komited!

“Perbezaan pandangan itu RAHMAT. Yang paling utama adalah mencari titik persamaan bagi mencapai sasaran bersama”

## 4. Bagaimana Mendapatkan Program KKP Yang Berkesan

# 9. Never lose your temper !



**Loss of temper = Loss of control**

# 10. Fokus on Behaviour Not Personality.



Never get personal and be professional



# 5. Program KKP berimpak positif

## Menekankan Kepentingan Aspek Keselamatan dan Kesihatan



Sentuh hati dan minda mereka. Tekankan pentingnya menjaga nyawa dan anggota badan

## 5. Program KKP Berimpak Positif

**Gunakan BAHASA mereka**



**Jika anda boleh menawan hati mereka, minda mereka boleh bekerja untuk anda**



**Libatkan pekerja untuk terlibat secara aktif dalam program CSR**

Contoh: Latihan kebakaran di PROTON TASKA



**Dorong pekerja untuk menyumbang kepada komuniti melalui Program CSR**

Contoh : Latihan kebakaran di Maahad Tahfiz



# 6. Perkongsian

**”Sharing is Caring”**

**PROTON**  
**COM** 

## PROTON ACTIVITIES



### HEARING CONSERVATION TRAINING

**When?** 24 July 2018

#### Why you should attend?

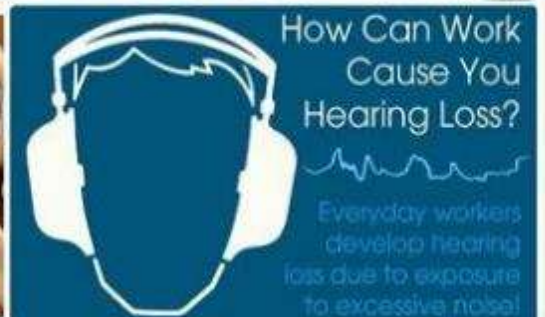
To gain information and knowledge on:

- ✓ What are the type of noises in the factory/plant?
- ✓ What is *Audiometric Testing*?
- ✓ What we can do to prevent hearing loss?
- ✓ The effects of continuous exposure to loud noises.
- ✓ How to handle hearing loss problems?
- ✓ How to take care of your ears?



How Can Work  
Cause You  
Hearing Loss?

Everyday workers  
develop hearing  
loss due to exposure  
to excessive noise!



Hearing loss can be caused naturally with age but this doesn't ordinarily happen until later life. If you are experiencing hearing loss earlier it is more than likely noise induced. This is caused by exposure to loud noises, usually in the workplace.



**"Health, Safety & Wellbeing"**

To register, please email your name and staff number to :

En Ariffin/Azmi/Azri L&D (ext 6061)

[ariffinj@proton.com](mailto:ariffinj@proton.com)/[azmish@proton.com](mailto:azmish@proton.com)/[azrijuhari@proton.com](mailto:azrijuhari@proton.com))

**PROTON**  
**COM** 

## PROTON ACTIVITIES



### FORKLIFT HANDLING TRAINING

When? **17 & 18 July 2018**

#### Why you should attend?

To gain information and knowledge on:

- ✓ Introduction to forklift components and its functions.
- ✓ To learn on how to manage/drive a forklift in a safe way.
- ✓ Checklist before handling a forklift.
- ✓ Safety rules when handling a forklift.
- ✓ Factors that lead to accident when handling a forklift.
- ✓ Theory & practical using a forklift & others.

**DON'T MISS THIS OPPORTUNITY !**

**"Practice safe work culture for your loved ones"**

To register, please email your name and staff number to:

- En Ariffin - [ariffinj@proton.com](mailto:ariffinj@proton.com)
- En Azmi - [azmish@proton.com](mailto:azmish@proton.com)
- En Azri L&D - [azrijuhari@proton.com](mailto:azrijuhari@proton.com)





# PROTON ACTIVITIES



## ERGONOMIC AND STRESS MANAGEMENT TRAINING

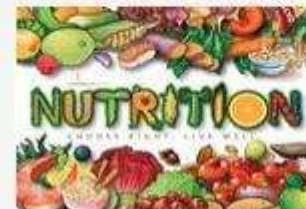
When? **17 JULY 2018**



To get information and knowledge on:

- ✓ Ergonomic hazard at the workplace.
- ✓ Practicing right ergonomic posture in work processes to ensure good safety and health practice for the workers.
- ✓ Increase productivity and reduce stress levels at workplace.
- ✓ Right ergonomic posture at the office.
- ✓ **Stress Test** – What is my level?
- ✓ What are the signs of stress?
- ✓ What are the main causes of stress?

**SPECIAL SLOT: NUTRITIONAL TALK BY A DIETITIAN**



Stop Stressing,  
Start Living.

**STRESS**

**Closing date:**  
**3 JULY 2018**

Please contact Pn. Norrena, T&D Dept (ext 9224), [nooream@proton.com](mailto:nooream@proton.com) for further information & to email your full name and staff number for registration.

**PROTON**  
COM 

# INFORMATION



## ROAD SAFETY PRECAUTIONS BEFORE BALIK KAMPUNG



**Overtake  
With Caution**

Overtake with  
caution



**Always  
Use Rear  
Seat Belts**

Always use rear seat  
belts



**Don't Abuse  
Emergency  
Lanes**

Don't abuse  
emergency lanes



**Observe  
Speed  
Limits**

Observe speed limits



**Don't Tailgate**

Don't tailgate



**Stay Focused,  
Plan Your Journey**

Stay focused, plan  
your journey



**DRIVE SAFELY,  
THINK SAFETY**

**YOUR FAMILY AND  
FRIENDS NEED YOU**

**PROTON  
COM** 

## PROTON ACTIVITIES



### ADVOCACY ON ROAD SAFETY IN CONJUNCTION WITH CHINESE NEW YEAR 2018

The Department of Safety, Health and Environment (SHE) in collaboration with Manufacturing Department organised a ROAD SAFETY ADVOCACY programme on 15 February 2018 at the designated parking lots of PONS, ETM and Casting. Mr Masazumi Ogawa, Director of Group Quality was also present at the programme.

#### CAMPAIGN OBJECTIVES

- ✓ To provide information on road safety in conjunction with Chinese New Year holidays.
- ✓ To advise road users to practice safety by wearing helmets and seatbelts properly and adhere to road regulations.
- ✓ To stimulate and encourage road safety awareness among road users.
- ✓ To reduce motor vehicle accidents among PROTON staff.





# INFORMATION



## WORLD ENVIRONMENT DAY 2018

**BEAT  
PLASTIC  
POLLUTION**



**WORLD  
ENVIRONMENT  
DAY**

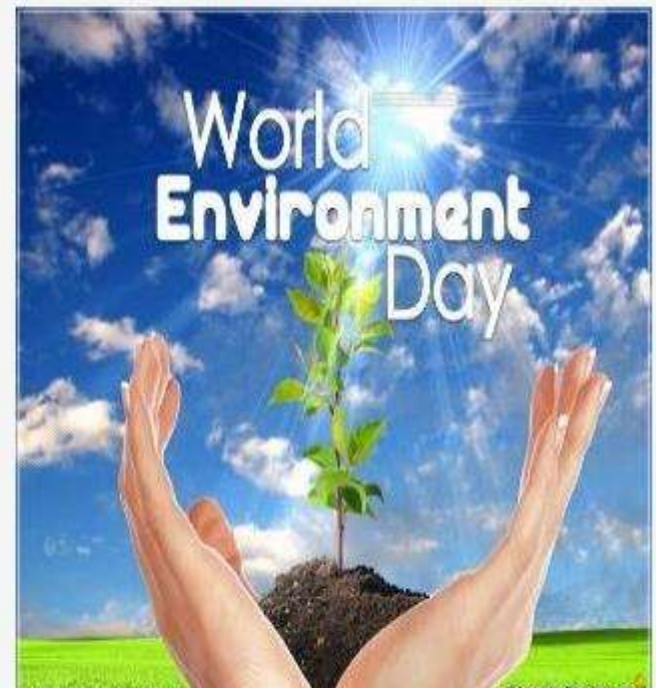


**INDIA  
2018**

**UN**   
environment

**World Environment Day** was held on Tuesday, 5 June 2018, and designated to be the annual date. It isn't a public holiday but it is an environmental awareness day, run by the United Nations. It is sometimes also unofficially called Eco Day, with the aim of raising awareness on the environment and specific environmental issues.

**World Environment Day** was established in 1972 but it was first celebrated in 1974, raising concern about the environment for several decades. 143 countries take part in World Environment Day, and the day focuses on environmental concerns ranging from pollution to global warming and sustainable food production to protection of wildlife.



**PROTON  
COM** 

**PROTON NEWS**



## PROTON SHE MOBILE CAMPAIGN AND MEGA OSH TOOL BOX 2018

During this event, SHE Department also took the opportunity to give away certificates and safety vests to selected department representatives who were appointed Safety Coordinators to assist SHE Department. The same event also was held at the same day in all PROTON Group of Companies.





# PROTON NEWS



## SHE AWARD 2018



During the launch, SHE also took the opportunity to hand over safety awards to selected employees who have contributed to the success of SHE FY2017 for PONSB and PESB.

Azman Ismail, MVF

Yusman, PESB Langkawi



**BEST SAFETY KAIZEN AWARD**

BODY, MVF

PESB Banting



**FREE ACCIDENT AWARD (DEPARTMENT)**

Mohd Nor Azman, PONSB

Mohammad Hazry, PESB

Kamal Bashah, PONSB

Mohd Wazir, PESB

Nor Azmi Timan, PONSB



**BEST EMPLOYEE AWARD**



**BEST COMMITMENT AWARD (HOD)**



**BEST UNION SAFETY AWARD**

# JABATAN KESELAMATAN, KESIHATAN DAN PERSEKITARAN (SHE)

TEMA  
7S



**SELAMAT**



**SIHAT**



**SEGAR**



**SEMANGAT**



**SAYANG**



**SIAP SEDIA**



**SABAR**



PROTON  
COM 

## PENGUMUMAN KHAS



### SHE D' HATI PROGRAM (SESI DUA HALA)



- ♥ Jabatan SHE akan memperkenalkan Program SHE D'Hati (Sesi Dua Hala) bersama mangsa kemalangan terdahulu dan juga pekerja untuk membincangkan dan mengenalpasti isu keselamatan, kesihatan dan persekitaran yang ada di tempat kerja.
- ♥ Kaunter SHE D'HATI akan dibuka pada **setiap hari Jumaat 3.00 petang-5.00petang bermula pada 8 Dec 2017 di SHE Office, PONSb.**
- ♥ SHE eksekutif akan memberikan konsultansi consultation dan membantu menyelesaikan masalah berkaitan SHE secepat mungkin untuk mengurangkan kadar kemalangan di tempat kerja.

- ♥ Sebarang pertanyaan untuk program ini bolehlah menghubungi wakil SHE, En Mazlan 03 – 8026 2136 @ En Rahizan 03- 8026 2537.

**PROTON**  
**COM** 

**PROTON ACTIVITIES**



# **PROTON SHE MOBILE CAMPAIGN 2018**

**Launch Ceremony:**

**26 April 2018, Auditorium, COE**

**Organized by:**

**Safety, Health & Environment (SHE) Department**

**Supported by:**



**Tupperware® Vitagen®**

**PROTON**  
**COM** 

## PROTON ACTIVITIES



Special Offers in conjunction with Launch Day

### Blood Donations

Time : 10.00 am – 4.00 pm  
Venue: Customer Lounge, COE

### Driving License



RM 530

RM 1590

### Pre-Loved Sales



RM1 – RM20

### Fire Extinguisher



From 5%  
Discount

### PERKESO Health Screening Programme (with Voucher)

Time: 8.00 am - 4.00 pm  
Venue: Lobby, COE

### Cultured Milk Drink

From 5%  
Discount



### Safety protection items

From  
RM 5



### Sports & Safety Shoes

From  
RM45



### Tupperware

From 5%  
Discount



## 6. Sharing is Caring



# SHE MOBILE CAMPAIGN - PPCSB

## 6. Sharing is Caring



# SHE MOBILE CAMPAIGN - CASTING

## 6. Sharing is Caring

# SHE MOBILE CAMPAIGN - PESB



PROTON  
COM 

SPECIAL  
ANNOUNCEMENT



**DONATE**

**TODAY**

**&**

**BRING**

**HAPPINESS**



**PROTON**  
**COM** 

## SPECIAL ANNOUNCEMENT



In conjunction with the Launch of Safety, Health & Environment (SHE) Mobile Campaign on 26 April 2018, SHE Department would like to invite all PROTON Staff to donate your pre-loved items (in good condition) for the charity sales booth.

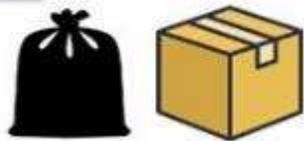
### INTERESTED?

SCAN THIS QR CODE BY USING YOUR  
FACEBOOK/QR SCANNER APPLICATION IN YOUR SMARTPHONE TO  
SEE THE LIST OF ITEMS YOU CAN DONATE



**PRELOVED**  
THE JOY OF SECOND HAND

1



Sort and pack your pre-loved items properly.

2



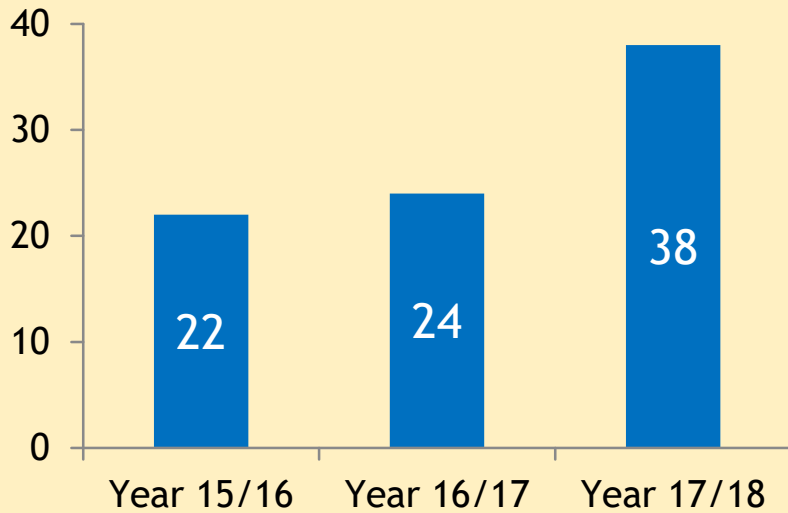
Bring your pre-loved items on 20 April 2018 (Friday) and handover at PONSB Lobby from 12pm to 3pm for the sorting process.

3

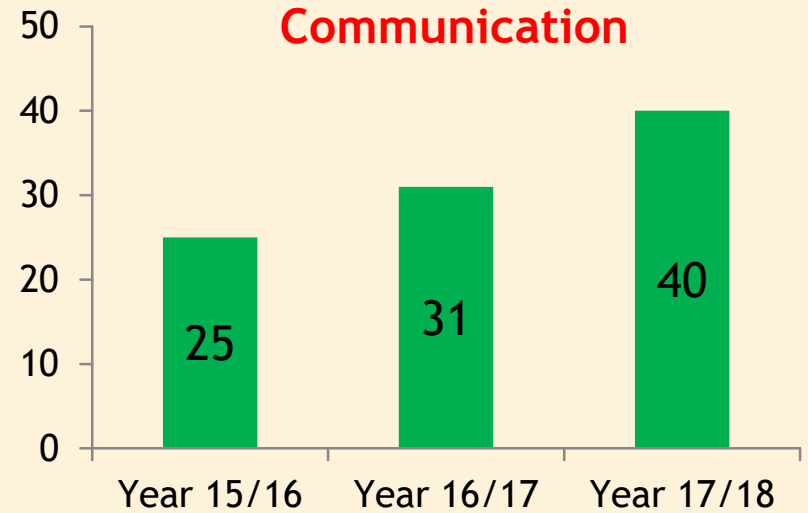


We will sell your items and donate to orphanage or schools

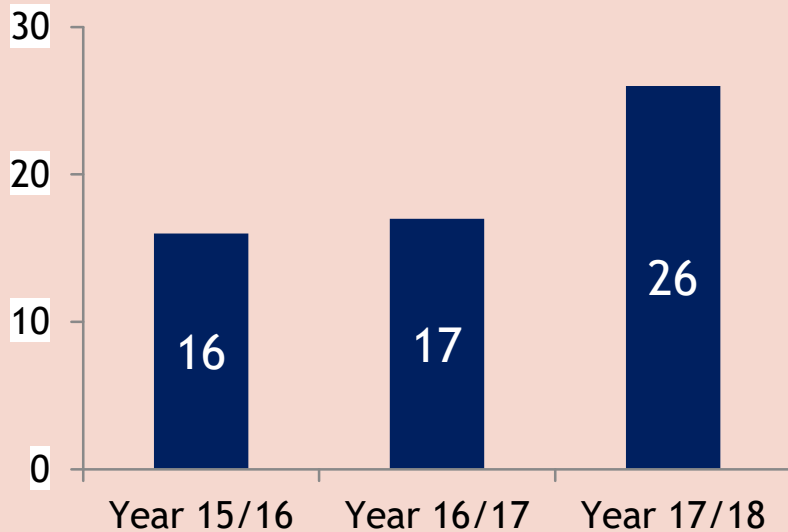
### No. of SHE Training Conducted



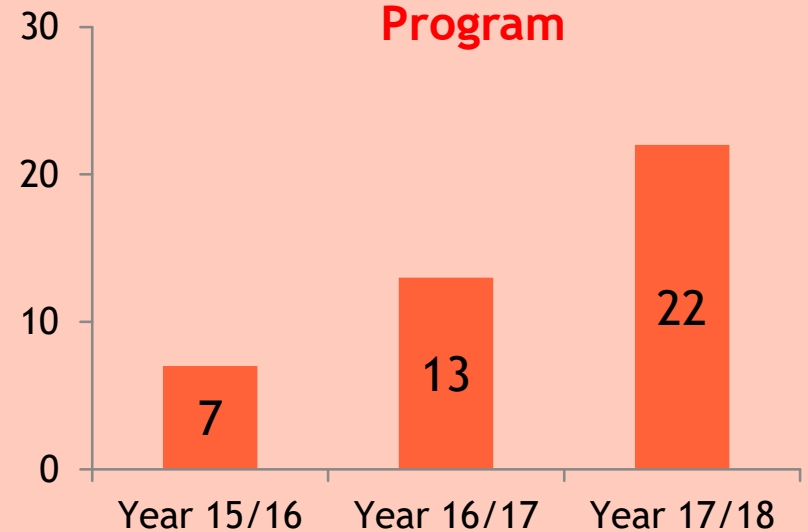
### No. of SHE Alerts and Communication



### No. of SHE Audit Conducted

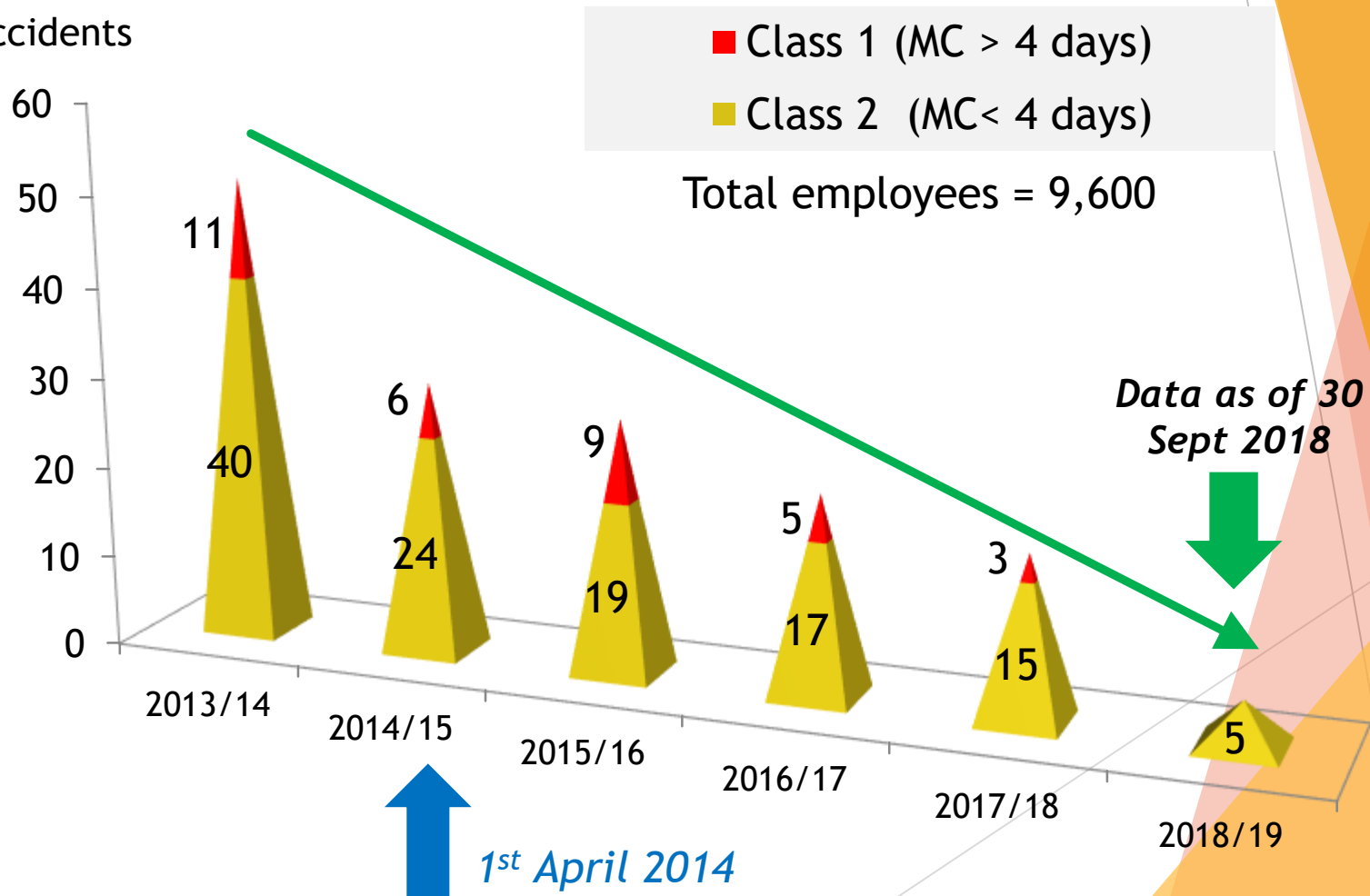


### No. of SHE Engagement and Program



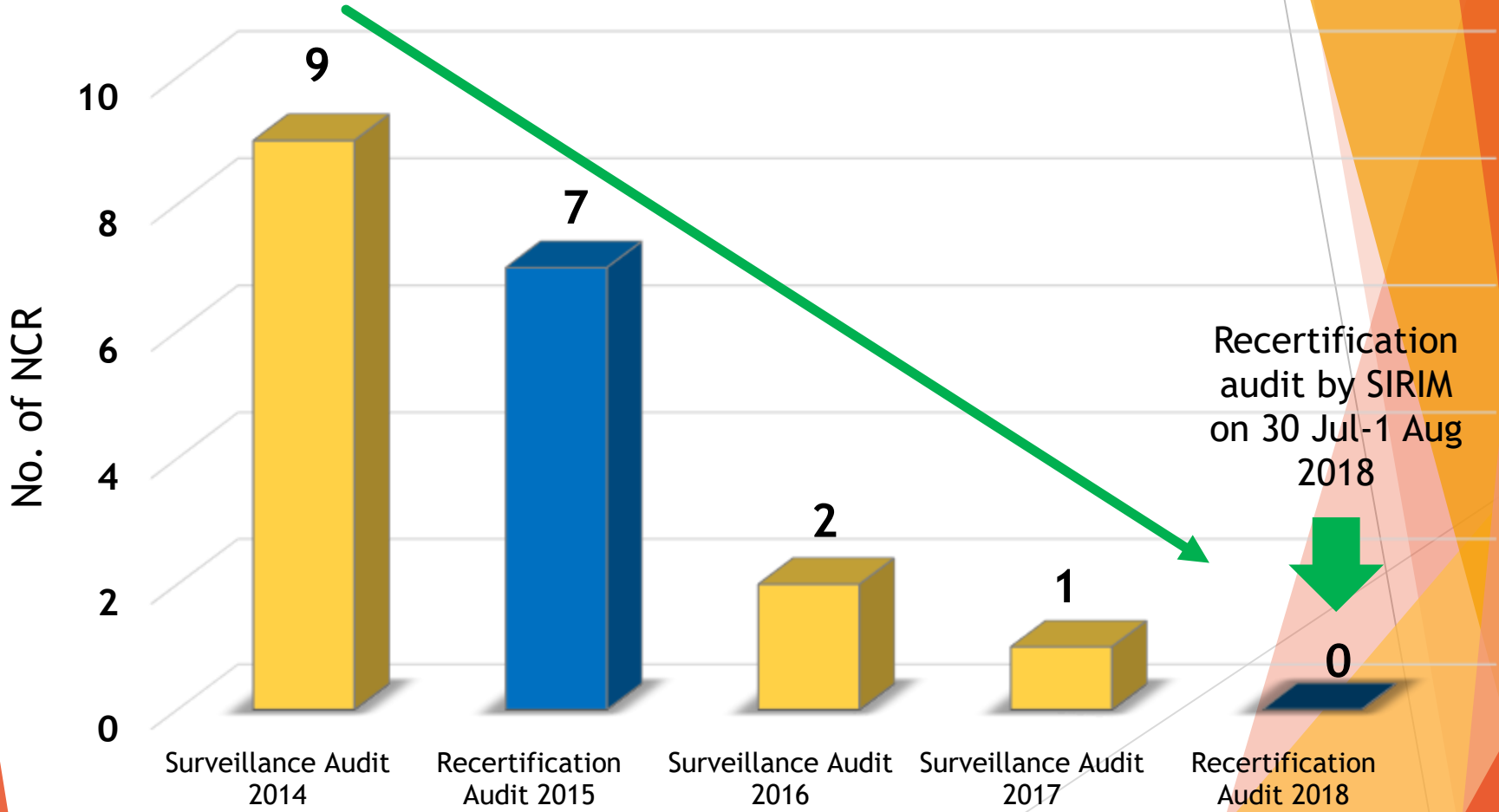
# Industrial Accident Result

No. of accidents



# EMS Audit Result

ISO14001:2015 Audit - Number of NCRs



1<sup>st</sup> April 2014

Recertification audit by SIRIM on 30 Jul-1 Aug 2018

A photograph of several ants working together on a piece of wood. One ant is on the left, another is on top of the wood, and two are on the right. The background is a clear blue sky. The text is overlaid on a semi-transparent white box in the center.

***"SAFETY  
WORKS...  
WHEN PEOPLE  
WORK  
TOGETHER"***

***“Leadership is action, not position”***  
**- McGannon-**



**Norwani Ahmat**

**[ end of presentation ]**