Second Link (Malaysia) Berhad

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December 2003
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<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOSH</td>
<td>Department of Occupational Safety and Health</td>
</tr>
<tr>
<td>EHRC</td>
<td>Environmental Health Research Center</td>
</tr>
<tr>
<td>HRM</td>
<td>Human Resource Management</td>
</tr>
<tr>
<td>IMR</td>
<td>Institute for Medical Research</td>
</tr>
<tr>
<td>JB</td>
<td>Johor Bahru</td>
</tr>
<tr>
<td>MoH</td>
<td>Ministry of Health</td>
</tr>
<tr>
<td>NIOSH</td>
<td>National Institute for Occupational Safety and Health</td>
</tr>
<tr>
<td>OHS</td>
<td>Occupational Health and Safety</td>
</tr>
<tr>
<td>OHSMS</td>
<td>Occupational Health and Safety Management System</td>
</tr>
<tr>
<td>PG</td>
<td>Pasir Gudang</td>
</tr>
<tr>
<td>PPE</td>
<td>Personal Protective Equipment</td>
</tr>
<tr>
<td>UWS</td>
<td>University of Western Sydney</td>
</tr>
<tr>
<td>WHOCC</td>
<td>World Health Organisation Collaborating Center</td>
</tr>
<tr>
<td>WHO</td>
<td>World Health Organisation</td>
</tr>
<tr>
<td>WTS</td>
<td>Walk Through Survey</td>
</tr>
</tbody>
</table>
Acknowledgement

We would like to express our deepest appreciation to the following departments / companies for their generous support, encouragement and contribution towards this report:

1) The Ministry of Health Malaysia [(Occupational and Environmental Health Division) and (Special Program)] Kuala Lumpur.

2) Johor Bahru District Health Office especially to Dr Khalijah Yusoff (2nd MOH) and staff who directly involved with this project.

3) Second Link (Malaysia) Berhad especially to representatives (workers and management) who participate during Walk Through Survey.

4) EHRC (Environmental Health Research Center) especially to Dr Stephen Ambu and Pn Asmaliza Ismail.
HEALTHY WORKPLACE:
SECOND LINK (MALAYSIAN) BHD

1. Background

The Western Pacific Regional Office for the WHO, has developed Regional Guidelines for Healthy Workplaces. Released in December 1999, they were the first of their kind to address workplace settings and while trailed in a number of countries, they had not been fully implemented as of the commencement of this project. The recent introduction of WHO’s ‘healthy settings’ approach has shed new light on the application of health promotion in the workplace. The workplace, like other settings, can have a very positive impact on the health and well-being of workers, their families, communities and society at large. It is not the aim of the Healthy Workplace process to replace the many important statutory occupational safety and health (OSH) requirements laid down by governments but with a to compliment the process that provides all stakeholders, with a voice for all stakeholders including workers.

2. Introduction

A healthy workplace is a place where everyone works together to achieve an agreed vision for the health and well-being of workers and the surrounding community. It provides all members of the workforce with the physical, psychological, social and organizational conditions that protect and promote health and safety. It enables managers and workers to increase control over their own health and to improve it, and to become more energetic, positive and contented.

A healthy workplace aims to:

- Create a healthy, supportive and safe work environment
- Ensure that health promotion and health protection become an integral part of management practices
• Foster work styles and lifestyles conducive to health
• Ensure total organization participation
• Extend positive impacts to the local surrounding community and environment

The development of a healthy workplace can be viewed as an 8-step process:

1. Ensure management support
2. Establish a coordinating body
3. Conduct a needs assessment
4. Prioritize needs
5. Develop an action plan
6. Implement the plan
7. Evaluate the process and outcome
8. Revise and update the programme

3. Objective of The Project

To create a workplace environment that practises a comprehensive, participative and empowering collaboration through multisectoral and multi-disciplinary approach to ensure that such practices are sustainable and compliant to the necessary legislation.

The principles that guide the development of healthy workplaces must be comprehensive, participatory and empowering. The healthy workplace initiative must encourage multisectoral and multidisciplinary cooperation, promote social justice and be sustainable.
3.1 The Project

The project has been designed to be a collaborative action research process. This approach encourages professionals at the local level to be researchers and be the ones to initiate changes guided by the framework outlined in the Regional Guidelines. However, the action to test the applicability of the guidelines is being explored by those working at the local level with the community.

Workplaces were selected as pilot projects to ascertain the feasibility of the WHO Regional Guidelines for the Development of Healthy Workplaces under the ‘healthy settings’ concept in local situation. The selection of companies was based on their willingness to participate actively, cooperation, collaborative partnership and sense of ownership of the project. In Johor Bahru, Second Link Malaysian Berhad was one of the 4 selected companies for this pilot project.

3.2 Initial Collaborating Committee

Dr Daud Abdul Rahim : Johor Bahru District Health Office  
En. Zainal Abidin Mohd : Johor Bahru District Health Office  
Dr Stephen Ambu : Environment Health Research Centre  
Dr Brent Powis : World Health Organization Collaboration Committee  
Dr Zina O’Leary : World Health Organization Collaboration Committee  
Mr Javed Ahmedi : World Health Organization Collaboration Committee  
Puan Asmaliza Ismail : Environment Health Research Centre  
Mr Michael Campbell : External Corporate Support (Australia)  
Mr Lim Geok Tian : External Corporate Support (Malaysia)
3.3 Company Profile

Second Link was designed to accommodate up to 200,000 vehicles a day. The Second Link incorporates a multi-lane 2 km bridge between Malaysia and Singapore and 44 km of expressways connected to Johor roads and Malaysia’s North-South Highway. The Second Link includes a big Customs, Immigration and Quarantine (CIQ) Complex to provide faster clearance. These facilities ensure smoother passage, thus preventing costly delays for business travellers and the hassle of long queues for commuters and holiday makers.

Name of Factory : Second Link (Malaysian) Berhad

Factory Address : Km 25, Lebuhraya Perling
                 81200 Johore Bharu

Ownership : Corporate

Year Establish : 1994

Area of Factory : 44 km

Ownership : Corporate

Year of Establishment : 1994

Factory Area : 44 km
3.4 Employment Data

<table>
<thead>
<tr>
<th>Category</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management</td>
<td>5</td>
<td>-</td>
<td>5</td>
</tr>
<tr>
<td>Executive</td>
<td>10</td>
<td>2</td>
<td>12</td>
</tr>
<tr>
<td>Steno</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Link ronda</td>
<td>10</td>
<td>-</td>
<td>10</td>
</tr>
<tr>
<td>LCC Operator</td>
<td>3</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Supervisor</td>
<td>13</td>
<td>3</td>
<td>16</td>
</tr>
<tr>
<td>Clerk</td>
<td>2</td>
<td>10</td>
<td>12</td>
</tr>
<tr>
<td>Toll Teller Tg Kupang</td>
<td>22</td>
<td>17</td>
<td>39</td>
</tr>
<tr>
<td>Toll Teller Lima Kedai</td>
<td>10</td>
<td>7</td>
<td>17</td>
</tr>
<tr>
<td>Toll Teller Taman Perling</td>
<td>8</td>
<td>11</td>
<td>19</td>
</tr>
<tr>
<td>Driver</td>
<td>3</td>
<td>-</td>
<td>3</td>
</tr>
<tr>
<td>Dispatcher</td>
<td>1</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>87</td>
<td>53</td>
<td>140</td>
</tr>
</tbody>
</table>

Trade union : None

Absenteeism : Sickness absence……working days per month
(monthly average) Injuries absence……working days per month

Other absence :……15….working days per month

4. Methodology

3.1 Method of Hazard Identification

Method of hazard identification and the existing risk management measures carried out were documented during the walk-through survey.
3.2 Needs Assessment
The needs assessment conducted at Second Link (Malaysian) Berhad followed the methodology provided in the WHO Regional Guidelines for Healthy Workplace. The team used 3 major tools:

a) Walk Through Survey (WTS)
b) Questionnaires
c) Focus group discussions

3.2.1 Walk-through Survey (WTS)

3.2.1.1 Welfare facilities
Working hours for administration staff is 8.30am to 5.00pm. However, the toll-tellers' working hours are 24 hours, as such three shifts are in place (duration of each shift is 8 hours) with 2 times break for each shift.

For both male and female employees, various facilities are provided including:
- Rest room
- Change room
- Lockers
- Canteen
- Recreation based facilities (games and social gatherings)

3.2.1.2 Sanitary facilities
Toilets for both males and females were provided for both respectively. The cleanliness of the toilets for both were satisfactory.

3.2.1.3 Occupational Health Service
Second Link (Malaysian) Berhad was found to have a comprehensive policy/procedure document. A first aid box is available and well equipped. Supervisors and some workers are trained in emergency management and first aid. However, emergency room and
sick/minor accident facilities are not provided. Medical treatment is obtained at General Hospital Johor Bharu and panel clinics. Pre-employment medical examination is a requirement in this factory.

3.2.1.4 Safety Provision
There is a safety committee in the company chaired by the manager. However, the safety manual was not available during the visit. There is no Safety and Health Officer employed. However, 2 workers have been sent for safety training organized by NIOSH. The workers were provided with Personal Protective Equipment, such as facemask, glove and boots. The other safety equipment provided for the toll-tellers was air-curtain to reduce dust and fume gas, and also air ironizer to purify air. There are yearly safety courses on fire drill organized by BOMBA and chemical hazard organized by the Department of Environment.

3.2.1.5 Issues of concern
In the Second Link (Malaysian) Berhad, few hazards were identified in relation to the general occupational environment. Among the chemical hazards identified were carbon monoxide, lead fumes and plumbum.

3.2.2 Questionnaire
A pre-designed questionnaire for managers and employees based on the WHO Regional Guidelines for the Development of Healthy Workplaces was used to identify the needs.
3.2.3. Results of the questionnaires

a) Socio-demographic Characteristics

A total of 48 workers participate in the questionnaire survey. Majority of the worker’s age were 21 to 30 years old (76%). Majority of the workers were male (73%). 57% of the workers were married.

Table 1 – Socio-demographic characteristics of the Second Link workers

<table>
<thead>
<tr>
<th>Characteristics</th>
<th>No</th>
<th>(%)</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Age</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18-20</td>
<td>3</td>
<td>6</td>
<td>18-40</td>
</tr>
<tr>
<td>21-30</td>
<td>37</td>
<td>76</td>
<td></td>
</tr>
<tr>
<td>31-40</td>
<td>9</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>41-50</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>51-60</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td><strong>Sex</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>35</td>
<td>73</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>13</td>
<td>27</td>
<td></td>
</tr>
<tr>
<td><strong>Race</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Malay</td>
<td>45</td>
<td>98</td>
<td></td>
</tr>
<tr>
<td>Chinese</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Indian</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td><strong>Marital Status</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Single</td>
<td>21</td>
<td>43</td>
<td></td>
</tr>
<tr>
<td>Married</td>
<td>28</td>
<td>57</td>
<td></td>
</tr>
</tbody>
</table>
b) Health promotion issues:

bi) Exercise
58% workers exercised regularly and 42% did not. Figure 1 shows reasons of workers for not exercising.

Figure 1 – Reasons of workers for not exercising

<table>
<thead>
<tr>
<th>Reason</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of time</td>
<td>35</td>
</tr>
<tr>
<td>Lack of facilities</td>
<td>29</td>
</tr>
<tr>
<td>Tired</td>
<td>18</td>
</tr>
<tr>
<td>Little interest</td>
<td>12</td>
</tr>
<tr>
<td>Health problems</td>
<td>3</td>
</tr>
<tr>
<td>Others</td>
<td>3</td>
</tr>
</tbody>
</table>
bii) Smoking

Figure 2 shows the smoking status of 48 employees. 40% of them were smokers, 58% were non-smokers and 2% ex-smokers. Among smokers (19 workers) 95% expressed the desire to stop smoking and 5% did not want to stop the habit. Among the smokers, 88% would be interested in joining a smoking cessation club while 12% were not interested.

Figure 2- Smoking Status among workers
c. Rating of own health

Among 50 workers sampled, 52% felt very good about job and life, 46% felt rather good and 2% were having difficulties with their job and life. Figure 3 shows factors that workers think would improve quality of life.

Figure 3 – Factors that workers think would improve quality of life

Generally, the workers were satisfied with their job and they were satisfied with the involvement in making decision. There was considerable levels of response which were not sure for areas of feeling towards employer attitude relating to awareness of effects of stress at work, interest in well being, job fairness and their perception of their level of reward against effort.
d) Safety Hazards

Figure 4 shows work hazards identified among workers. 43% of them identified physical hazards, 5% chemical hazards and 5% biological hazards and 43% on ergonomics. However, 2% of the workers had no problems with the occupational environment.

Figure 4 – Work hazards identified in workplace

<table>
<thead>
<tr>
<th>Physical</th>
<th>Ergonomics</th>
<th>Biological</th>
<th>Chemical</th>
<th>No problem with occupational</th>
</tr>
</thead>
<tbody>
<tr>
<td>43</td>
<td>43</td>
<td>5</td>
<td>5</td>
<td>2</td>
</tr>
</tbody>
</table>
e) Health interest

Out of 47 workers, 94% express willingness to participate in a health programme, whereas 6% of the workers not interested. Figure 5 shows health issues of most interest to workers.

Figure 5 – Health issues of most interest to workers

<table>
<thead>
<tr>
<th>Health issues</th>
<th>Nutrition</th>
<th>Exercise</th>
<th>Stress management</th>
<th>Hazards at workplace</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>14</td>
<td>14</td>
<td>11</td>
<td>11</td>
</tr>
</tbody>
</table>
3.2.4 Health Camp

On 28 March, 2003, Klinik Kesihatan Ibu dan Anak, Johor Bharu held one day Health camp at Second Link. The objective of the health camp was to do health screening of the Second Link workers. Parameters checked were body weight, height, BMI (body mass index), blood pressure, random blood sugar. There was also a talk on “danger of smoking” by IK Zainal. About 40 workers participate in the programmes.

3.2.5. Result of Health Camp

a) Socio-demographic Characteristics

The mean age of the workers took part in the health camp were 32 years old with the minimum of 20 years old and the maximum of 48 years old. 75% of workers were male. Majority of the workers were Malays and married.

Table 1 – Socio-demographic characteristics of Second Link workers

<table>
<thead>
<tr>
<th>Characteristics</th>
<th>No</th>
<th>%</th>
<th>Mean</th>
<th>Sd</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td></td>
<td></td>
<td>32.4</td>
<td>6.4</td>
</tr>
<tr>
<td>Sex</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-male</td>
<td>30</td>
<td></td>
<td>75</td>
<td></td>
</tr>
<tr>
<td>-female</td>
<td>10</td>
<td></td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>Ethnic</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- malay</td>
<td>40</td>
<td></td>
<td>100</td>
<td></td>
</tr>
<tr>
<td>Marital Status</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Single</td>
<td>5</td>
<td></td>
<td>12.5</td>
<td></td>
</tr>
<tr>
<td>Married</td>
<td>35</td>
<td></td>
<td>87.5</td>
<td></td>
</tr>
</tbody>
</table>
b) Health Parameters

55% of the workers were smokers. The mean height was 1.7. The mean weight was 68.9 kg. The mean body mass index (BMI) was 25.1. The mean diastolic blood pressure (BP) was 75.9. The mean systolic BP was 120.8. The mean glucose level was 5.7.

Table 3 – Health parameters of Second Link workers

<table>
<thead>
<tr>
<th>Parameters</th>
<th>No</th>
<th>%</th>
<th>Mean</th>
<th>Sd</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smoking Status</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Yes</td>
<td>18</td>
<td>45</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- No</td>
<td>22</td>
<td>55</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Height</td>
<td></td>
<td></td>
<td>1.7</td>
<td>0.07</td>
</tr>
<tr>
<td>Weight</td>
<td></td>
<td></td>
<td>68.9</td>
<td>13.4</td>
</tr>
<tr>
<td>BMI</td>
<td></td>
<td></td>
<td>25.1</td>
<td>4.0</td>
</tr>
<tr>
<td>Diastolic BP</td>
<td></td>
<td></td>
<td>75.9</td>
<td>6.8</td>
</tr>
<tr>
<td>Systolic BP</td>
<td></td>
<td></td>
<td>120.8</td>
<td>8.7</td>
</tr>
<tr>
<td>Glucose</td>
<td></td>
<td></td>
<td>5.7</td>
<td>1.2</td>
</tr>
</tbody>
</table>

5. Limitation

a) The data that we gather were from secondary data based on confidential draft report on healthy workplace research project. These data lacked of completeness with a lot of missing data that could not be clarified.

b) The questionnaires were translated in Bahasa Malaysia. However, there was no back-to-back translation done. As a result, accuracy and precision of data were questionable, as there was no reliability and validity test been done for the questionnaires.

c) The secondary data lack ascertainment of outcomes as outcomes of interest may not be captured.

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d) The company has been dissolved and new management has been appointed on 1st September 2003. The writer has no opportunity to meet the earlier management team who agreed to participate in the project. Even though the new management gave cooperation during the visit, they also not clear about the programme.

d) Focus group discussions were part of 3 major tools used to identify needs assessment according to the Regional Guidelines for the Development of Healthy Workplaces. However, there was no mention about focus group discussions in the reports.

e) When the company was asked about documents on safety and health activities, they could not show the documents. However, they claimed that they have written documents on the safety and health activities.

6. Discussions

The project has identified a number of opportunities to address specific and general areas of health and well-being of workers. Based on the walk-through survey, the problems identified were:

a) The workers in the toll booths are exposed to gases such as carbon monoxide, lead fumes and benzene.

b) The supervisor should be always on guard so that every toll booths must be with the air curtain switch on

c) Air sampling should be done in toll booths itself

Issues on health have been identified as an area of high level of interest for example healthy eating and exercise. The action plan framework was developed to address some of the areas of concern. This includes aims, methods and responsible agency.
A. Health and well being: Nutrition and Exercise

Aim: to support workers in improving their health through better nutrition and exercise.

<table>
<thead>
<tr>
<th>Objective</th>
<th>Activity</th>
<th>Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Determine current health levels</td>
<td>Physiological assessment of workers: body mass, blood pressure, fitness level</td>
<td>JB Health Team / EHRC</td>
</tr>
<tr>
<td>Identify barriers</td>
<td>Social surveys of volunteers</td>
<td>JB Health Team / EHRC</td>
</tr>
<tr>
<td>Develop health program</td>
<td>Liaise with Second Link to develop specific programs</td>
<td>Second Link / JB Health Team</td>
</tr>
<tr>
<td>Implement program</td>
<td>Identify and work with volunteers on site and offsite</td>
<td>Second Link / EHRC / JB Health Team</td>
</tr>
<tr>
<td>Evaluate program</td>
<td>Monitor workers physical progress and review barriers</td>
<td>JB Health Team / EHRC</td>
</tr>
</tbody>
</table>

B. Toll Booth Study

Aim: to identify the risks associated with tollbooth operation

<table>
<thead>
<tr>
<th>Objective</th>
<th>Activity</th>
<th>Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify issues</td>
<td>Survey of toll booth workers</td>
<td>JB Health Team / EHRC</td>
</tr>
<tr>
<td>Measure risk parameters</td>
<td>Undertake physical assessment of indoor environment, air quality, noise and air flow</td>
<td>DOSH / JB Health Team / EHRC</td>
</tr>
<tr>
<td>Identify health of toll workers</td>
<td>Interview workers, conduct health assessment – health diary</td>
<td>J B Health Team / Second Link</td>
</tr>
</tbody>
</table>
The health camp showed that the mean value in all parameters checked was within normal range. However, more than half of the workers were smokers. Therefore continuous health education regarding healthy lifestyle should be emphasized to the workers to create awareness. Therefore, health promotion in the workplace can take several approaches such as commitment to a healthier workforce by providing information on health promotion, implementation of policies and practices which assist employees make healthy choices and recognition of the impact the organizations can have on individuals.

As a whole, the needs assessment done was dependant on management commitments. Without such commitments, it was difficult to establish a healthy workplace based on the guidelines.

7. **Recommendation**

Recommendations made to reduce the problems through walk-through survey were:

a) The air condition system for the toll boot should be centralized where by the intake of the inlet air must be away from the surrounding polluted air.

b) The air curtain switch should be always on, even if the air condition is too cold. The workers in the toll booths should be provided with sweater or blazer to avoid hypothermia.
8. **Conclusion**

The implementation of the guidelines is now entering its most important phase, the determination and implementation of change. The need for specialists to support the various activities will necessitate the coordinating committee extending its support network.

The immediate actions recommended are:

1. To review needs assessment report and amend as required
2. Identify priorities for action
3. Develop an action plan
4. Implement the plan
ANNEXES
CHECK LIST OF FACTORY INSPECTION

INSPECTION REPORT OF : .................................................................

Date of Inspection : ..........................................................................

Inspected by : ..................................................................................

.........................................................................................

1. INTRODUCTION : ........................................................................

1.1 Name of Factory : .....................................................................

1.1 Factory Address : .....................................................................

.........................................................................................

1.2 Postal Address : .....................................................................

.........................................................................................

1.3 Ownership : ..........................................................................

.........................................................................................

1.4 Year Establish : .....................................................................

1.5 Area of Factory : .....................................................................

1.6 Factory Site : .........................................................................

1.7 Layout Plan of Factory : ............................................................

.........................................................................................

Annex 1
2.0 EMPLOYMENT DATA

2.1 Number of Officers / Workers

<table>
<thead>
<tr>
<th>No.</th>
<th>Category</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>i.</td>
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<tr>
<td>ii.</td>
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<td>v.</td>
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<td>vi.</td>
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<td>viii.</td>
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<td>ix.</td>
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<tr>
<td></td>
<td>Total</td>
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</tbody>
</table>

2.2 Trade Union : Yes / No

2.3 No. of Members :  ........................................................................

2.4 Worker’s Representative :  ........................................................................

2.5 Absentism  :  Sickness absence  ............... Working day / month

          Injury absence  ............... Working day / month

          Other absence  ............... Working day / month

As an average :  ........................................................................

per month   ........................................................................
<table>
<thead>
<tr>
<th>Category</th>
<th>No. of Workers</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.6 Number of Resignation</td>
<td></td>
</tr>
<tr>
<td>Previous Year</td>
<td></td>
</tr>
<tr>
<td>Current Year</td>
<td></td>
</tr>
<tr>
<td>2.7 Number of New Employment</td>
<td></td>
</tr>
<tr>
<td>Previous Year</td>
<td></td>
</tr>
<tr>
<td>Current Year</td>
<td></td>
</tr>
<tr>
<td>2.8 No. of Contract workers</td>
<td></td>
</tr>
<tr>
<td>2.9 Training of Workers</td>
<td></td>
</tr>
<tr>
<td>e.g. on job / training by</td>
<td></td>
</tr>
<tr>
<td>experience worker / attended</td>
<td></td>
</tr>
<tr>
<td>course or / other</td>
<td></td>
</tr>
<tr>
<td>2.10 Salary of Workers (Average)</td>
<td></td>
</tr>
<tr>
<td>(Level of School attended)</td>
<td></td>
</tr>
</tbody>
</table>
3. STRUCTURE AND CONDITION OF FACTORY

3.1 Type of Building : .................................................................
No. of Storey : .................................................................

3.2 Lighting of Factory : If Good ✅  Bad ✗

<table>
<thead>
<tr>
<th>Area / Places</th>
<th>Intensity</th>
<th>Reflection</th>
<th>Glare</th>
<th>Emergency Lighting</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

3.3 Temperature : ( ✅ or ✗)

<table>
<thead>
<tr>
<th>Area / Places</th>
<th>Humidity</th>
<th>Radiant Heat</th>
<th>Physical</th>
<th>Clothing</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

3.4 Ventilation : ( ✅ or ✗)

<table>
<thead>
<tr>
<th>Area / Places</th>
<th>Natural</th>
<th>Fans</th>
<th>Air Conditioning</th>
<th>Opening / Windows</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

3.5 House Keeping / Maintenance : ( ✅ or ✗)

<table>
<thead>
<tr>
<th>Area / Places</th>
<th>Cleanliness</th>
<th>Method</th>
<th>Drain</th>
<th>Waste Disposal</th>
<th>Odours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>
3.6 Floor: (✓ or ✗)

<table>
<thead>
<tr>
<th>Area / Places</th>
<th>Level</th>
<th>Slippery</th>
<th>Accessible</th>
<th>Cleanliness</th>
<th>Safe</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

3.7 Environmental Sanitation of surrounding: (✓ or ✗)

..............................................................................................................................................
..............................................................................................................................................
..............................................................................................................................................
..............................................................................................................................................

4.0 SANITARY FACILITIES

4.1 Water Supply: ..............................................................

4.2 No. of Bathrooms / Showers: ......................... Adequate: Yes / No
Condition: ..............................................................

4.3 No. of Toilets for Male Workers: ................. Adequate: Yes / No
Condition: ..............................................................

4.4 No. of Toilets for Female Workers: ................. Adequate: Yes / No
Condition: ..............................................................

4.5 Wash Basins: ..............................................................
Condition: ..............................................................

4.6 Sanitary Waste Treatment: Septic Tank: Yes / No

4.7 Filtration of Sanitary Waste before discharge: Yes / No .................

4.8 Sanitary Effluent Waste Discharge into: ..............................

4.9 Solid Refuse Disposal: Refuse Bin: Adequate / Not Adequate
Cleanliness: Yes / No
Disposal Method: ..............................
5.0 WELFARE FACILITIES

5.1 Working Hours - Office Hours / Shift Duty :

Time Start - Finish :

(i) Office Hours :

Morning Tea Break :

Lunch Break :

Afternoon Tea Break :

(ii) Shift Duty :

No. of Shift / Day :

Period of shift Duty :

Break of Shift Duty :

5.2 Rest Rooms Provided / Not provided :

If yes, No. of rooms for Male :

Female :

or Mixed :

Condition :

5.3 Change Room Provided / Not provided :

If yes, No. of rooms for Male :

Female :

or Mixed :

Condition :

27
5.4 Lockers: Yes/No
If Yes, No. of rooms for Male: .................................
Female: .................................
Condition: ...........................................................................................
...........................................................................................

5.5 Is canteen Provided: Yes/No
Managed by: Employer / Contract Caterers
Health provision of canteen workers: Individual check up - Yes/No
Licensing of Canteen: Yes/No
Licensing Authority: ...................................................................................
Sanitary Inspection done by the Authority: Yes/No
Toilet of Canteen: No. of Male: ..........................
Female: ..........................
Condition: ...........................................................................................
...........................................................................................

5.6 Recreation Facilities: Yes/No
Type of Facilities / Activity: .................................................................

5.7 Quarters for Workers: Provided / Not provided
Condition: ...........................................................................................
...........................................................................................

6.0 SAFETY PROVISIONS
6.1 Safety Committee: Yes/No
If yes, person in the committee: ..........................................................
.............................................................................................
6.2 Safety Officer: Yes / No
If Yes: Full Time: Part Time
Qualification of Training of Safety Officer: ..................................
.....................................................................................................

6.3 Personal Protective Equipment: Provided / Not Provided
If Provided

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
<th>Nature of (Provided to Whom)</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

6.4 Seating Facilities (if applicable)

<table>
<thead>
<tr>
<th>Area/Places</th>
<th>Design</th>
<th>Dimension</th>
<th>Food-Rest</th>
<th>Arrangement</th>
<th>Adequacy</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

6.5 Work Bench (if applicable)

<table>
<thead>
<tr>
<th>Area/Places</th>
<th>Design</th>
<th>Dimension</th>
<th>Arrangement</th>
<th>Adequate</th>
<th>Cleanliness</th>
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</tbody>
</table>

6.6 Safety / Protective Guards on the Machine: Yes / No
If yes:

<table>
<thead>
<tr>
<th>Description of Machine / Plant</th>
<th>Type of Protective Guard / Device</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>
6.7 Safety Courses Attend by Worker Yes / No

If yes:

<table>
<thead>
<tr>
<th>Year</th>
<th>Type of Courses</th>
<th>Organised by</th>
<th>No. of Worker Attended</th>
</tr>
</thead>
<tbody>
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</table>

6.8 Safety Courses Organized by the Factory : Yes / No

<table>
<thead>
<tr>
<th>Year</th>
<th>Type of Courses</th>
<th>No. of Worker Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

6.9 Fire Fighting Facilities

6.9.1 Fire Extinguisher : Provided / Not Provided

If Provided : Sufficient / Not Sufficient
Condition : Good / Bad
Type : Suitable / Not Suitable
Date of Last Checking : ................................................
Remarks : ......................................................................

6.9.2 Smoke Detector : Provided / Not Provided

6.9.3 Fire Alarm : Provided / Not Provided

6.9.4 Fire Hose : Provided / Not Provided

6.9.5 Fire Exist : Provided / Not Provided

6.9.6 Fire Drill : Conducted / Not Conducted
Remarks / Comments : .................................................

...........................................................................................
7.0 OCCUPATIONAL HEALTH SERVICES

7.1 First Aid Box : Provided / Not Provided

: Well Equipped / Not

Conditions of Box : .................................................................

.................................................................

7.2 Supervisors / Workers Trained in Emergency Aid : Yes / No

7.3 Emergency Room : Provided / Not Provided

7.4 Vehicle / Ambulance : Provided / Not Provided

7.6 Employment of Health Officer : Yes / No

<table>
<thead>
<tr>
<th>No.</th>
<th>Category</th>
<th>Number Employed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Full Time</td>
</tr>
</tbody>
</table>

7.7 Medical examination

(i) Pre-employment Medical Examination : Yes / No

If yes, state type of examination .....................................................

(ii) Periodic Examination : Yes / No

If Yes, state duration for examination .............................................

Is existing services Include : health advice / assessment and

advice related to

occupational health : Yes / No

Remarks : ..........................................................................................
7.8 Hospital / Medical Services

Accident cases usually sent to:

........................................................................................................
........................................................................................................
........................................................................................................

7.9 Panel Doctors: Yes / No

If yes, state the name of Doctors / Clinics:

........................................................................................................
........................................................................................................
........................................................................................................

7.10 Occupational Health and Safety Statistics:

(i) Previous Year

(ii) Current Year (up to date of Inspection)

7.11 Major Causes of Death among Factory Workers:

........................................................................................................
........................................................................................................
........................................................................................................

7.12 Diseases Related to Occupational of Workers:

........................................................................................................
........................................................................................................
........................................................................................................
7.13 Five Commonest Diseases and Injuries Encountered Among Worker:

............................................................................................................
............................................................................................................
............................................................................................................

7.14 Workers Covered by Social Security Organizations Scheme (SOCSO)

Yes / No

No. of Occupational Diseases Compensated
No. of Occupational Injuries Compensated

8. MANUFACTURING PROCESS AND PRODUCTION

8.1. Raw Materials Used

<table>
<thead>
<tr>
<th>Contents and Types of</th>
<th>Effect to Workers / Relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>Raw materials</td>
<td>to Injuries</td>
</tr>
<tr>
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8.2. Products

Type of Product Manufactured

............................................................................................................
............................................................................................................
............................................................................................................
8.3 Flow Chart of The Industrial or Manufacturing Process

<table>
<thead>
<tr>
<th>No.</th>
<th>Description / Stages</th>
<th>Process of Work</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>
9. ASSESSMENT OF OCCUPATIONAL HEALTH HAZARDS

9.1. Health hazards (Materials Handled and Associated with Industry)

<table>
<thead>
<tr>
<th>No.</th>
<th>Process of Work</th>
<th>Health Hazards Identified</th>
<th>Protective Measures Taken</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>
9.2 Emmission and Discharges

<table>
<thead>
<tr>
<th>Description</th>
<th>Quantity</th>
<th>Disposal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Contaminant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Liquid Effluent</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Solid Waste</td>
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</tbody>
</table>

Method of Control emissions and discharges ......................
........................................................................................................
........................................................................................................
........................................................................................................

9.3 Storage of Raw Materials

Location of Store : ..........................................................

Size of Store : ..........................................................

Condition of Store : ....................................................
........................................................................................................
........................................................................................................
........................................................................................................

9.4 Storage of completed products
........................................................................................................
........................................................................................................
........................................................................................................

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Annex 2

SOURCE OF INFORMATION DURING WALK-THROUGH

1. Elicit critical data on hazards and controls from the staff carrying out the work

2. Use
   • Senses
   • Smell
   • Noise – interference on conversation
   • Heat stress – perspiration, dampening clothing subjective
     feeling of heat from radiant sources

3. Record with photographs
   • Memory aid for report preparation
   • Useful for communication
   • Useful for planning air monitoring strategies

4. Smoke tube
   • Local exhaust
   • General air movement
   • Drift of air-borne contaminants

5. Observation
   • Ergonomic factors
   • Lighting
   • Unsafe work practices
   • Unguarded equipment
Second Link Walk Through The Plaza Toll

Facilities available :-
1) Provided with air Condition
2) Air purifier
3) Air curtain

The plaza Toll Boots:-
1) The boot size H x L x B = 8ft x 8ft x 5ft
2) Materials made of concrete, metal and glases

Recommendations :-
1) The air condition system for the toll boot should be centralised where by the in take for the inlet air must be away from surrounding polluted air.
2) The air curtain switch should be always on, no matter the air condition is too cold. The workers in the toll should be provided with sweater or blazer.

Problems identified:-
1) The workers in the toll boots are exposed to gases such as Carbon, carbon Monoxide, lead fumes, benzene and etc.
2) The supervisor should always on guard so that every toll boots must be with air curtain switch on.
3) For the future program air sampling should be done in toll boots itself.
HEALTHY WORKPLACE PROGRAMME

QUESTIONNAIRE FOR EMPLOYEES
HEALTHY WORKPLACE
EMPLOYEE QUESTIONNAIRE

Name of Industry: ____________________________________________

Work Section: _____________________________________________

Lifestyle survey

1. Personal data

   1. Gender:
      Male ☐
      Female ☐

   2. Race: ______________

   3. Marital status:
      Single ☐
      Married ☐
      Separated/divorced ☐
      Widow ☐

   4. Age: ______

   5. Highest level of education attained:
      No official education ☐
      Primary school ☐
      Secondary school ☐
      Graduated from university ☐
      Having professional qualifications ☐
II. Health status

6. Number of days you were unable to work due to sickness in the last year: _____ days

7. Number of days you were unable to work due to injury at work last year: _____ days

8. Number of days you were unable to work due to injury at home last year: _____
   days

9. Have you had any of the following health problems diagnosed or treated by a doctor in the
   last year? (May tick more than one)

   A. Lung disease ◯
   B. Asthma ◯
   C. Bronchitis ◯
   D. Heart diseases such as heart attack, heart failure ◯
   E. Diabetes ◯
   F. Stroke ◯
   G. Cancer ◯
   H. High blood pressure ◯
   I. Skin problems ◯
   J. Others (specify) __________________________
   K. Not applicable ◯

10. Have any of your family members (parent, brother, sister) ever had any of the
    following health problems?

    A. Lung disease ◯
    B. Asthma ◯
    C. Bronchitis ◯
    D. Heart diseases such as heart attack, heart failure ◯
    E. Diabetes ◯
    F. Stroke ◯
    G. Cancer ◯
    H. Others (specify) __________________________
    I. Not applicable ◯
11. Do you do exercise regularly?
   Yes □ (approximately 3 times a week for 20 minutes or more)
   No □

12. If you do not exercise, what are your reasons?
   Lack of time □
   Are not interested in □
   No convenient facilities available for exercising □
   Health problems □
   Too tired because of hard work □
   Others (specify) __________________________

13. If you do not exercise, would you do exercise if facilities were provided at the workplace for your use
   Yes □
   No □

14. Are you a:
   Smoker □
   Non smoker □
   Ex-smoker (stopped smoking completed for at least 1 year) □
   Ex-smoker (stopped smoking completely) □

15. If you are a smoker, do you want to stop smoking?
   Yes □
   No □
16. If you are a smoker and would like to stop smoking, would you be interested in joining a Smoking Cessation Club?

Yes □
No □

17. How do you feel about your job and life?

Very good □
Rather good □
Having difficulties □

III. Rating your own health

18. What, if anything, would you like to do in the next year to improve or maintain your health? (tick all the answers that apply to you)

☐ Eat better
☐ Exercise more
☐ Remove a major source of worry, nerves or stress from life
☐ Learn to cope better with worry, nerves or stress
☐ Change jobs
☐ Change my home situation
☐ Quit smoking, or smoke less
☐ Get medical treatment
☐ Have my blood pressure checked
☐ Try to control my blood pressure
☐ Nothing
IV. Feelings about my health and my job

19. Show how you feel about the following statements:

A. I have an influence over the things that happen to me at work.  01  02  03  04  05

B. My employer knows that stress at work can have bad effects on employees' health.  01  02  03  04  05

C. My employer makes every effort to keep unnecessary stress at work to a minimum.  01  02  03  04  05

D. I am satisfied with the recognition I receive from my employer for doing a good job.  01  02  03  04  05

E. I am satisfied with the amount of involvement I have in decisions that affect my work.  01  02  03  04  05

F. My employer has a sincere interest in the wellbeing of its employees.  01  02  03  04  05

G. I am satisfied with the fairness and respect I receive on the job.  01  02  03  04  05

H. I feel I am well rewarded for the level of effort I put out for my job.  01  02  03  04  05

I. I think that, if I wanted to, I could quite easily find another job at least as satisfying as this one.  01  02  03  04  05

J. At work, I feel I often have to do things or make decisions that I know are bad for my mental or physical health.  01  02  03  04  05

K. On the whole, I like my job.  01  02  03  04  05

L. I look outside of my job for my main satisfaction in life.  01  02  03  04  05
20. On the whole, does your present job challenge you (make use of your skills and abilities).

☐ Too much?
☐ Too little?
☐ Just enough?

V. Worry, nerves or stress

21. What, if anything, caused you excess worry, "nerves" or stress at work in the last six months? Check all the answers that apply to you.

☐ I changed jobs
☐ Too many changes within my job
☐ I do not like the hours
☐ Too much time pressure
☐ Unscheduled overtime
☐ My duties are not clear
☐ My duties conflict with one another
☐ Management tries to control my work too much
☐ I do not have enough influence over what I do and when I do it
☐ Too much responsibility
☐ Supervisors or managers have unrealistic expectations of me
☐ Deadlines
☐ I do not get enough feedback on how I am doing
☐ I am not treated fairly here
☐ I am afraid of losing my job
☐ My work tires me physically
☐ My work tires me mentally
☐ My work is boring
☐ Conflict with other people at work
☐ I feel isolated from my co-workers
☐ I have difficulty speaking with people at work
☐ I have difficulty understanding written instructions
☐ I do not have enough control over the pace of my work
☐ Trying to cope with the results of an injury or illness
☐ Others
VI. Workplace health and safety

22. Below is a list of health and safety hazards and unpleasant working conditions. Please indicate the ones about which you are very concerned in your workplace by ticking the relevant boxes below:

- [ ] Too much heat
- [ ] Too much cold
- [ ] Bad air (stuffy, not enough air, etc.)
- [ ] Too much noise
- [ ] Too much vibration
- [ ] Poor work space or not enough working space
- [ ] Poor lighting (too much, too little, etc.)
- [ ] Having to perform unsafe work
- [ ] Fire or explosion hazards
- [ ] Litter or mess in work area
- [ ] Not enough safety training
- [ ] Risk of physical strain (e.g. back, wrist, neck)
- [ ] Risk of eye strain
- [ ] Dangerous chemicals
- [ ] Biological agents or infectious diseases
- [ ] Toxic gas hazard
- [ ] Too much dust
- [ ] Unsafe equipment or machinery (including office equipment)
- [ ] Awkward postures and/or repetitive motions
- [ ] Lack of personal protective equipment (clothing, gloves, respirator)
- [ ] X-rays, other radiation, or video display terminals
- [ ] Electrical hazards
- [ ] Slipping and tripping
- [ ] Travel hazards, e.g. public transportation, driving conditions
- [ ] Fear for personal safety and security
- [ ] Exposure to tobacco smoke of others
- [ ] Bad work-station design
- [ ] Meals at enterprise
- [ ] Shift work
- [ ] Too much work outside working hours
- [ ] Lack of health facility or examination
- [ ] Lack of facilities or access for employees with disabilities
- [ ] Lack of adequate toilet facilities
- [ ] Nothing
- [ ] Others
23. Looking back at the hazards listed above, select the two hazards or problems at your workplace that are of greatest concern to you:

1. 

2. 

24. What would you do if your supervisor told you to do something that you thought was dangerous for your health and safety:

☐ I would do it anyway and not complain to anyone in authority
☐ I would do it, but complain to someone in authority later
☐ I would not do it until I was satisfied that there was no danger
☐ I am not sure what I would do

VII. Health interests

25. Would you be interested in participating in a health promotion programme if it was conducted at your enterprise?

Yes ☐

No ☐

26. Are you willing to pay some money to participate in a health promotion programme?

Yes ☐

No ☐
23. Looking back at the hazards listed above, select the two hazards or problems at your workplace that are of greatest concern to you:

1. 

2. 

24. What would you do if your supervisor told you to do something that you thought was dangerous for your health and safety:

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VII. Health interests

25. Would you be interested in participating in a health promotion programme if it was conducted at your enterprise?

Yes ☐

No ☐

26. Are you willing to pay some money to participate in a health promotion programme?

Yes ☐

No ☐
27. Which of the following topics are you interested in? (you can circle more than one)

<table>
<thead>
<tr>
<th>Topic</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Exercise</td>
<td></td>
</tr>
<tr>
<td>Nutrition and healthy eating</td>
<td></td>
</tr>
<tr>
<td>Stress management</td>
<td></td>
</tr>
<tr>
<td>Risk of smoking</td>
<td></td>
</tr>
<tr>
<td>Hazards of alcohol</td>
<td></td>
</tr>
<tr>
<td>Hazardous factors at the workplace</td>
<td></td>
</tr>
<tr>
<td>Backache</td>
<td></td>
</tr>
<tr>
<td>Musculoskeletal disorder</td>
<td></td>
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<tr>
<td>Heart disease: high blood pressure, heart attack</td>
<td></td>
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<tr>
<td>Diabetes</td>
<td></td>
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<tr>
<td>Occupational diseases</td>
<td></td>
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<tr>
<td>Cancer</td>
<td></td>
</tr>
<tr>
<td>AIDS</td>
<td></td>
</tr>
<tr>
<td>Other topics (specify)</td>
<td></td>
</tr>
</tbody>
</table>

28. Other suggestions for a health promotion programme in your enterprise:

__________________________________________________________________________________

THANK YOU
Organization Chart Linkedua (Malaysia) Berhad as at 1 August 2003

LINKEDUA (MALAYSIA) BERHAD
ORGANIZATION CHART
AS AT AUGUST 2003

MANAGING DIRECTOR

(Executive Secretary)
SC2
(Driver) – D1

General Manager
(E2)

Manager – E4
• Marketing
• Corporate Communication

Manager – E4
• Financial Accounting
• Corporate Affairs
• Treasury
• Commercial & Ancillary Facilities

Manager – E4
• Human Resource
• Administration

Manager – E4
• M & E Routine Maintenance
• C & S Routine Maintenance
• Landscaping
• Technical

Manager – E4
• Contracts
• Concession Monitoring
• MIS/IT
• Toll Monitoring

Manager – E4
• Toll Plaza Management
• Traffic Safety
• RSA Operations
• Link Ronda
• Customer Service
PHOTOGRAPH
Annex 5

Figure 1 - At Klinik Kesihatan Johor Bharu

Figure 2 - With Second MOH Pejabat Kesihatan Johor Bharu
Figure 3 - Company Vision

WAWASAN SYARIKAT

Linkedu (Malaysia) Berhad berwawasan bahawa Laluan Kedua Malaysia-Singapura menjadi pilihan mautuk utama negara dan aspek jumlah pergerakan orangramai, barangan dan kenderaan yang melalui di antara kedua buah negara tersebut.

Adalah wawasan kami bahawa lebhaya dan jambatan di Laluan Kedua menjadi laluan pitihan utama di kalangan rakyat Malaysia dan Singapura serta para pengangkat segala barangan.

Kami juga berapresiasi agar Laluan Kedua Malaysia-Singapura ini merupakan laluan yang sentiasa selamat, cepat dan selesa kepada ribuan penggunaan setiap hari.

Kami berwawasan bahawa Linkedu (Malaysia) Berhad akan berterusan mampu memberi nilai tambah maksimum kepada pemegang-pemegang sahamnya.

Julai 2000

Figure 4 - Company Mission

MISI SYARIKAT

Linkedu (Malaysia) Berhad adalah pemegang konseku Laluan Kedua Malaysia-Singapura. Kami komited dalam membonceng perjalanan yang cemerlang, aduan dan efisienn kepada setiap pengguna lebhaya dan jambatan kami. Adapunlah Laluan yang sentiasa dapat menikmati kemudahan.

Kami akan memupuk agar semua pengguna dapat membanjiri kepada nisbah mereka merupakan lauan ini bersuluh lagi.

Tanggungjawab utama kami adalah mempastikan palungan nilai kewangan yang melibatkan kepada para pemegang saham syarikat. Kami akan sentiasa menjalankan tugus dan tanggungjawab kami dengan penad kebijaksanaan serta bersedia dalam mempaskan Syarikat mencapai keuntungan dan berkembang suara.

Kami akan seru menghargai isu perkhidmatan kami untuk memenuhi kehendak pengguna. Walau bagaimanapun, kami sadar bahawa kami tidak mungkin dapat memberi kepuasan kepada setiap pengguna setiap kami tetap akan mencuba sehak mungkin.

Kami meni jambatan dan berusaha sedaya upaya memastikan tindakan kami "berani pada kali pertama".

Demak operasi yang efisien, kami mempergunakan bahawa memanfaatkan adalah terpenting. Oleh itu, Syarikat akan seru membentuk tenaga kerja yang baik dengan menyediakan wawasan tempat bekerja yang bagus dan memberi pampasan yang munafah serta menyediakan peharian peningkatan kerjaya.

Julai 2000
Figure 5 - Occupational Safety and Health Policy

Figure 6 - Emergency Route and Emergency Equipment
Figure 7 - Toll booth

Figure 8 - Computer Station
Figure 9 - Explanation given by supervisor

Figure 10 – Computer Station
Figure 11 – During briefing session

Figure 12 – During briefing session
Figure 13 - At toll booth

Figure 14 - At toll booth
Figure 15 - Touch and Go

Figure 16 - Inside the toll booth
Figure 19 - Rest room