

## HEALTH, SAFETY & WELL-BEING



### WHY WE CARE

The health and safety of employees is an integral part of any business. It ensures that the well-being of employees are valued and protected. On the other hand, workplace injuries and incidents can lead to adverse consequences for employees, such as long-term stress, financial burdens, potential disabilities and, in the worst case, loss of life. Furthermore, it is not only the victim that is harmed but the accidents and injuries can also create a ripple effect to impact their loved ones as well. Well-being also extends to mental and emotional health, which shapes a person's identity, confidence and life experience.

Having best practices with regard to health and safety is not just moral, but also good for business. A strong health and safety culture can boost employee morale and productivity, reduce staff turnover rates, minimise associated fines and penalties and build our reputation as a caring and responsible employer. By creating a safe and inclusive environment that protects the health, social and emotional well-being of our employees, we build their pride, trust and commitment to achieving their own and TM's nation building ambitions.

### What Our Stakeholders Expect

- Empathy and care from the leadership
- Mental health support
- Protection against harm

### WHAT IS OUR APPROACH

A strong safety culture is deeply incorporated across our business and value chain. We uphold the highest standards in providing a safe, healthy and environmentally-sustainable workplace for our employees, contractors, visitors and other persons throughout our activities. Our health and safety performance is managed by TM's occupational health and safety management system (OSHMS). OSHMS helps prevent work-related injury, ill health and provides safe and healthy workplaces. It ultimately eliminates hazards and minimises risks by taking effective preventive and protective measures. The system adheres to ISO 45001:2018, an OSHMS Standards Certification, demonstrating our world-class approach to employee well-being.

The main type of work-related health condition faced by TM employees is musculoskeletal disorder. To mitigate this health issue, we focus on prevention and early intervention through risk assessments to identify any potential risks and implementation of ergonomic solutions. These solutions include job task and workstation modification as well as promoting wellness through various stretching and strengthening exercises. Through these physical awareness sessions and emails, our TM employees gain greater awareness of ergonomics, the significance of good posture and proper lifting techniques.

**Deployed Capitals:**  

**Met Strategic Aspirations:**   

**Stakeholders Affected:** 

**Sustainability Impact:**  

## WHAT IS OUR APPROACH

We are guided by TM's Occupational Safety and Health (OSH) Policy, which applies to all work activities across all lines of business and driven by TM's management team. The policy articulates our Occupational Safety, Health and Environment (OSHE) objectives and principles, including:

- A commitment to provide safe and healthy working conditions for the prevention of work-related injury and ill health and is appropriate to the purpose, size and context of the organisation and to the specific nature of the OSHE risks and opportunities
- A framework for setting the OSHE objectives
- A commitment to fulfil legal requirements and other requirements
- A commitment to eliminate hazards and reduce OSHE risks
- A commitment to continual improvement of the OSHE management system
- A commitment to consultation and participation of workers and where they exist, workers' representatives

Employees also receive regular training on how to carry out their job function safely, with mandatory induction training for employees and contract workers. Additionally, we provide various lifestyle training, such as guiding them on how to assess and address financial concerns, improve personal health and strengthen family relationships.

## HOW WE CREATED VALUE IN 2022

### 1 Strengthening Our Health and Safety Governance

As part of our continuous improvement, we enhanced our OSH governance structure in 2022. We have appointment an OSH Personnel as well as established OSHE committees across high-risk lines of business and departments, including TM One, GNT and Support Business. This will be rolled out to other businesses and departments in an effort to create self-regulation in managing OSH-related risks.

### 2 Creating a Culture of Safety and Well-Being

Throughout the year, we implemented various training programmes and assessments designed to build a strong culture of physical, mental and emotional health. These help our OSH teams to identify areas of improvement while raising the awareness of workers on how to take better care of themselves and their peers.



#### HEALTH, SAFETY AND WELL-BEING PROGRAMMES 2022



##### Program Latihan Asas Kerja Selamat (PLAKS)

A mandatory induction training for TM employees that intends to educate them on workplace safety policies, procedures and regulations. Employees are taught about the importance of safety, how to recognise hazards and ways to protect themselves and others from any potential injuries. The training also covers emergency response techniques for various scenarios. In 2022, as many as 14,979 of TM staff managed to complete the training programme.

**Reach:**  
14,979 employees



##### NIOSH-TM Safety Passport (NTMSP)

Contractors are expected to have the appropriate skills, certifications and experience to do their tasks safely. It is a tool to demonstrate safety compliance and ensures that contractors are conscious of the safety standards.

**Reach:**  
44,176 contractors



##### Competency-Based Training

A training programme that is based on an OSH risk assessment and associated legal requirements. This includes training for high-risk jobs, such as:

- Working in confined Spaces, which require Authorised Gas Tester & Entry Supervisor (AGTES) training
- Working at heights, such as on telecommunication towers, that require Working at Height (WAH) Level 1 training

**Reach:**  
137 trainees

3 Overall Safety, Health and Well-Being Performance

Our commitment to prioritise employee well-being has yielded positive outcomes. With robust and effective measures in place, we have seen significant improvements in the overall health and well-being of our staff.

5.2% reduction in health and safety incidents

Unfortunately, we are sad to report two (2) cases of fatalities involving our contractors at TM's operation site. As a corporate citizen, we take this matter seriously. Therefore, we have conducted a thorough investigation to determine the root cause of these incidents. Following this, we implemented mitigation controls to prevent such incidents from happening again. Additionally, we conducted a full safety audit of our contractors' operations and implemented safety protocols to ensure their employees are adhering to safety procedures.

Work-Related Injuries

Total recordable injury (No. of cases)



Absenteeism rate (headcount)



Absenteeism rate (days)



Lost Time Injury Cases (No. of cases)



Safety Performance

Lost Time Injury Frequency Rate (LTIFR)



Incident Rate (IR)



Frequency Rate (FR)



Severity Rate (SR)

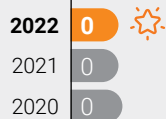


Fatality Rate (FTR)



Work-Related Ill Health

Number of fatalities from work-related ill health



Number of recordable work-related ill health cases

