



OCCUPATIONAL SAFETY AND HEALTH POLICY



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Ref. No.: Q3-POL-OSH

Revision: 00

Effective Date: 31/12/2025

1.0 Introduction

Q3 Management Solutions Sdn. Bhd. (hereinafter referred to as “Q3Solutions” or “The Company”) is committed to providing a safe, healthy, and supportive working environment for all employees, clients, visitors, and stakeholders. As the Company delivers consulting, training, and advisory services across various locations, it is essential to ensure that all workplace activities are carried out in a manner that prevents accidents, injuries, and occupational illnesses. This Occupational Safety and Health (OSH) Policy reflects the Company’s commitment to maintaining appropriate safety and health standards in line with applicable laws, regulatory requirements, and good workplace practices.

2.0 Objectives

The purpose of this OSH Policy is to establish clear guidelines and expectations for maintaining a safe and healthy working environment within Q3Solutions. This policy aims to prevent workplace accidents, injuries, and health hazards by promoting safe work practices, risk awareness, hazard control, and compliance with relevant occupational safety and health requirements, while supporting a workplace culture in which safety, health, and wellbeing are embedded in daily operations.

3.0 Scope:

This policy applies to all employees, directors, interns, contractors, consultants, and third-party service providers who perform work for or on behalf of Q3Solutions.

It covers all workplace environments and activities under the Company’s control or influence, including but not limited to:

- i. Office premises and company facilities
- ii. Training venues, client locations, and external work sites
- iii. Company-organised events, workshops, and training programmes
- iv. Work conducted remotely or from home offices
- v. The use of equipment, materials, and workplace facilities
- vi. Health, safety, and emergency preparedness procedures

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This policy applies regardless of work location and includes activities conducted within company premises, at external venues, or during official business-related engagements.

4.0 Roles and Responsibilities:

4.2 Employer is responsible for:

- i. Provide and maintain a safe and healthy work environment for all employees.
- ii. Identify workplace hazards, assess risks, and implement control measures.
- iii. Ensure employees receive adequate training, supervision, and resources to work safely.
- iv. Establish clear safety and health policies and communicate them effectively.
- v. Ensure all office facilities are safe and well-maintained.
- vi. Notify authorities of workplace accidents, investigate incidents, and take corrective actions.
- vii. Facilitate and cooperate with the safety coordinator to enhance workplace safety.

4.3 Safety Coordinator is responsible for:

- i. Serve as a link between employees and management to address safety and health concerns.
- ii. Review workplace practices, incident reports, and hazard controls.
- iii. Regularly inspect the workplace to identify and address potential hazards.
- iv. Co-organise training, campaigns, and initiatives with Human Resources to improve safety awareness among employees.
- v. Participate in identifying hazards and evaluating risks to improve workplace safety.
- vi. Provide recommendations to management on improving safety and health policies and practices.
- vii. Assist in investigating workplace accidents and ensuring preventive measures are implemented.
- viii. Ensure alignment with disciplinary actions for non-compliance as stated in the Code of Conduct & Discipline (Employee Handbook, Section E).

4.4 Employee is responsible for:

- i. Comply with all safety and health rules, instructions, and standard operating procedures.
- ii. Notify supervisors or the safety coordinator of any unsafe conditions, hazards, or incidents.

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- iii. Attend all safety and health training sessions and apply knowledge in daily tasks.
- iv. Actively contribute to the company’s safety and health initiatives.
- v. Encourage colleagues to follow safety practices and support a culture of safety.

5.0 Definition:

- 5.1** “OSH Policy” : Refers to Occupational Safety and Health Policy.
- 5.2** “Q3 Solutions” or “The Company” : Refers to Q3 Management Solutions Sdn Bhd.
- 5.3** “Regulation” or “The Act” : Refers to Occupational Safety and Health Act 1994 and Occupational Safety and Health (Amendment) Act 2022.
- 5.4** “HIRARC” : Refers to Hazard Identification, Risk Assessment and Risk Control.
- 5.5** “Employee” : Refers to any person who has entered a contract of service with an employer.
- 5.6** “Employer” : Refers to any person who has entered a contract of service to employ any other person as an employee.
- 5.7** “Hazard” : Refers to any source of potential harm or adverse effects on employees, such as physical, chemical, ergonomic, or biological risks.
- 5.8** “High-traffic area” : Refers to any workplace location that is frequently used or passed through by employees or visitors, where pedestrian movement is consistently high.
- 5.9** “Occupational Safety and Health (OSH)” : Refers to the field of ensuring workplace environments are safe and healthy for employees by identifying and mitigating hazards.
- 5.10** “OSH Policy” : Refers to the official guidelines and commitments of the company to protect employee safety, prevent workplace accidents, and comply with regulatory requirements.
- 5.11** “Safety Coordinator” : Refers to a designated person responsible for monitoring, enforcing, and improving occupational safety and health standards in the workplace.
- 5.12** “Risk Assessment” : Refers to the process of identifying workplace hazards, evaluating the risk levels, and implementing control measures to reduce harm.
- 5.13** “Control Measures” : Refers to steps taken to eliminate or reduce workplace hazards, such as protective equipment, training, and safety protocols.
- 5.14** “Ergonomics” : Refers to the study of designing a workplace to fit employees’ physical needs, ensuring comfortable and efficient workstations.
- 5.15** “Workstation” : Refers to a designated workspace that includes necessary office equipment and ergonomic arrangements for employee comfort and productivity.

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6.0 Reference:

- 6.1 Occupational Safety and Health Act 1994
- 6.2 Occupational Safety and Health (Amendment) Act 2022
- 6.3 Company Handbook
- 6.4 Use of Company Car Memo

7.0 Relevant Record:

- 7.1 OSH File

8.0 Policy:

8.1 ERGONOMIC AND WORKSTATION

8.1.1 Company Commitment:

- i. The company is committed to promoting employee comfort and well-being by providing ergonomic solutions to reduce the risk of strain and improve overall workplace health.
- ii. The Company aims to ensure that all employees have access to properly set up workstations and ergonomic equipment within the company's financial means.

8.1.2 Company Responsibilities:

- i. Provide height-adjustable chairs to support proper posture while working.
- ii. Ensure all workstations are equipped with basic ergonomic setups, including appropriate desks, chairs, and accessories.
- iii. Conduct regular assessments of workstation setups to identify and address ergonomic risks.
- iv. Offer guidance to employees on adjusting their chairs and workstations for optimal comfort and posture.

8.1.3 Employee Responsibilities:

- i. Adjust their chairs to ensure that their feet are flat on the floor, their thighs are parallel to the ground, and the desk surface is at elbow height for proper arm positioning

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- ii. Report any discomfort, pain, or ergonomic concerns to their supervisor or safety coordinator promptly.
- iii. Take regular breaks to stretch and move, especially during prolonged periods of seated work.
- iv. Follow the company's instructions for maintaining an ergonomic workstation setup.

8.2 SLIPS, TRIPS, AND FALLS

8.2.1 Company Commitment:

- i. The company is dedicated to maintaining a clean, organised, and hazard-free office environment to minimise the risk of slips, trips, and falls.
- ii. The Company recognises that such incidents are among the most common workplace hazards and are preventable through proactive measures and collaboration between management and employees.

8.2.2 Company Responsibilities:

- i. Conduct regular inspections of the workplace to identify and eliminate hazards that could lead to slips, trips, or falls.
- ii. Ensure all flooring, stairs, and walkways are properly maintained and free of damage or obstructions.
- iii. Provide appropriate signage (e.g., "Wet Floor" signs) to warn employees of temporary hazards.
- iv. Ensure that cords, cables, and wires are safely secured and do not obstruct walkways.
- v. Implement a cleaning and maintenance schedule to promptly address spills, leaks, or other hazards.

8.2.3 Employee Responsibilities:

- i. Immediately report any spills, leaks, damaged flooring, or other hazards to their supervisor or safety coordinator.
- ii. Keep their personal work areas and shared spaces clean and organised to prevent clutter in walkways.
- iii. Avoid behaviours that could create hazards, such as leaving training materials or bags in high-traffic areas.
- iv. Be aware of their surroundings and use caution, especially in areas where hazards have been identified (e.g., wet floors or uneven surfaces).



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8.3 ELECTRICAL AND FIRE SAFETY

8.3.1 Company Commitment:

- i. The company is committed to ensuring a safe working environment by minimising electrical and fire-related risks.
- ii. The Company prioritises the maintenance of equipment, and clear safety guidelines.

8.3.2 Company Responsibilities:

8.3.2.1 Electrical Safety:

- i. Conduct regular inspections of electrical systems and equipment to identify and address faults or damage.
- ii. Provide employees with approved and safe electrical devices.
- iii. Ensure proper use of electrical outlets and power strips, avoiding overloading.

8.3.2.2 Fire Safety:

- i. Maintain and inspect fire extinguishers to ensure they are functional and accessible.
- ii. Develop and communicate a fire evacuation plan.
- iii. Ensure the designated exit is always kept unobstructed and easily accessible.
- iv. Conduct fire safety training to ensure employees are prepared to evacuate safely in case of an emergency.

8.3.3 Employee Responsibilities:

8.3.3.1 Electrical Safety:

- i. Inspect electrical devices, plugs, and cords before use and report any damage to their supervisor or safety coordinator.
- ii. Avoid overloading electrical outlets or using unapproved electrical devices.
- iii. Keep electrical cords organised and away from walkways to prevent damage and tripping hazards.

8.3.3.2 Fire Safety:

- i. Familiarise themselves with the fire evacuation plan and assembly point.

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- ii. Always keep the designated entry/exit point unobstructed.
- iii. Use flammable materials responsibly and follow company guidelines for their safe storage and handling.
- iv. Participate in fire safety training, and report hazards (e.g., missing or damaged fire extinguishers) to their supervisor or safety coordinator.

8.4 OFFICE EQUIPMENT SAFETY

8.4.1 Company Commitment:

- i. The company is committed to ensuring the safe use of office equipment to prevent injuries, improve efficiency, and maintain a hazard-free workplace.
- ii. The Company recognises that proper handling and maintenance of office equipment is essential for the safety and productivity of all employees.

8.4.2 Company Responsibilities:

- i. Provide employees with well-maintained, safe, and user-friendly office equipment.
- ii. Conduct regular inspections and maintenance of all office equipment to identify and address potential malfunctions or hazards.
- iii. Provide clear instructions, signage, or training for the safe operation of potentially hazardous equipment, such as laminating machine and shredding machine.
- iv. Ensure malfunctioning or damaged equipment is repaired or removed from service promptly to prevent accidents.

8.4.3 Employee Responsibilities:

- i. Use office equipment only for its intended purpose and follow any provided instructions or training for its safe operation.
- ii. Report any malfunctioning, damaged, or unsafe equipment to their supervisor or safety coordinator immediately.
- iii. Avoid tampering with or attempting to repair office equipment unless explicitly authorised and trained to do so.
- iv. Be cautious when using hot or sharp office equipment, such as laminating machine or shredding machine, to prevent accidents.
- v. Keep equipment areas clean and organised to minimise hazards.

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8.5 TRAVEL SAFETY

8.5.1 Company Commitment:

- i. The company is committed to ensuring the safety and well-being of employees who travel for work-related purposes, including attending client meetings, delivering training, or providing consultations.
- ii. The Company aims to mitigate travel-related risks through clear instructions, adequate resources, and ongoing support.

8.5.2 Company Responsibilities:

- i. Provide clear travel instructions, including approved modes of transportation, reimbursement processes, and safety protocols.
- ii. Ensure employees have access to emergency contact numbers and support while travelling.
- iii. Conduct HIRARC for travel to potentially hazardous or unfamiliar locations and provide guidance or restrictions as necessary.

8.5.3 Employee Responsibilities:

- i. Adhere to the company’s travel instructions and follow all safety instructions.
- ii. Hold a valid driving license.
- iii. Use company-approved travel methods or seek prior approval for alternative arrangements (i.e. filling in Authority to Travel Form for travel outside of Klang Valley).
- iv. Fill in “Q3 Motor Vehicle” form in Cognito Forms before driving.
- v. Notify their supervisor or designated contact of their travel itinerary, including departure, destination, and estimated return time.
- vi. Carry emergency contact numbers and any necessary documentation, such as identification or work authorisation.
- vii. Take reasonable precautions while traveling, including:
 - o Staying alert and aware of surroundings.
 - o Avoiding high-risk areas or activities unless required and approved.
 - o Securing personal and company property, such as laptops or sensitive documents.
- viii. Report any travel-related incidents, delays, or emergencies to their supervisor or the designated contact immediately.

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8.6 EMPLOYEE HEALTH

8.6.1 Company Commitment:

- i. The company is committed to supporting employee health by promoting a healthy work environment, providing resources to maintain physical and mental well-being, and providing medical leave and medical benefits to employees (Employee Handbook, Section C, No. 15 Leave Entitlement and Section D, No. 16 Medical Benefit).
- ii. The Company recognises the importance of health in fostering a productive and engaged workforce.

8.6.2 Company Responsibilities:

- i. Provide a clean and hygienic workplace to prevent illness and promote employee well-being.
- ii. Offer access to basic health resources, such as first aid kits and clean drinking water.
- iii. Maintain open communication about available health-related resources and policies.

8.6.3 Employee Responsibilities:

- i. Maintain personal hygiene and cleanliness in shared office spaces.
- ii. Notify their supervisor or safety coordinator of any health-related issues that may impact their work or the workplace environment.
- iii. Take responsibility for their own well-being by adopting healthy practices, such as taking breaks and staying hydrated.
- iv. Adhere to company policies regarding sick leave and health reporting.
- v. Report any workplace conditions that may pose a health risk, such as poor air quality or pest issues.

8.7 CRIME PREVENTION AND SAFETY

8.7.1 Company Commitment:

- i. The company is committed to providing a safe and secure working environment, protecting employees, assets, and information from potential criminal activities.
- ii. The Company aims to reduce risks related to theft, vandalism, and unauthorised access through preventative measures and employee vigilance.

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8.7.2

Company Responsibilities:

- i. Install and maintain basic security measures, such as locks on doors and secure storage for sensitive documents or equipment.
- ii. Establish protocols for handling suspicious activities or individuals, including immediate reporting and escalation procedures.
- iii. Educate employees about crime prevention measures and workplace security protocols.
- iv. Maintain a record of incidents and take corrective actions to prevent recurrence.

8.7.3

Employee Responsibilities:

- i. Employees are responsible for securing their personal belongings and ensuring the safety of company property to prevent theft.
- ii. Be vigilant and report suspicious activities, individuals, or security concerns to their supervisor or safety coordinator immediately.
- iii. Follow company procedures for locking up equipment, securing files, and managing keys or access cards.
- iv. Avoid sharing sensitive company information with unauthorised individuals.

8.8 CONTINUOUS IMPROVEMENT

8.8.1


Company Commitment:

- i. The company is committed to fostering a culture of continuous improvement in workplace safety and health.
- ii. The Company aims to regularly assess, update, and enhance our safety policies, procedures, and practices to ensure they remain effective, relevant, and compliant with current regulations.

8.8.2

Company Responsibilities:

- i. Regularly review all safety policies and procedures, incorporating feedback from employees, incident reports, and new safety standards.
- ii. Conduct periodic workplace inspections to identify potential hazards and implement corrective actions promptly.
- iii. Stay informed about changes in local regulations and industry best practices to ensure compliance and adopt innovative safety measures where feasible.

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<ul style="list-style-type: none">iv. Encourage open communication and collaboration with employees to identify areas for improvement and address safety concerns.v. Provide opportunities for employees to share suggestions for enhancing workplace safety during meetings, feedback sessions, or through anonymous channels if preferred.vi. Review the OSH Policy at least once every three years, or immediately following any major accident, near-miss, or regulatory change. <p>8.8.3 Employee Responsibilities:</p> <ul style="list-style-type: none">i. Actively participate in safety reviews and provide honest, constructive feedback on existing policies and procedures.ii. Report any hazards, near misses, or incidents immediately to their supervisor or safety coordinator.iii. Suggest ideas or improvements for safety practices and procedures to create a safer and more efficient workplace.		