



Service Quality

Date Approved: October 10, 2011

Reference No.: ADT2011/42/11

PURPOSE

This policy defines the company's commitment to utilize competent employees to safely and consistently execute our core processes to meet Customer requirements.

SCOPE

This policy applies to All Company's operations .

POLICY

AASB is committed to the safe delivery of products and services that comply with industry standards and satisfy Customers' business needs and quality specifications, on time, and at the agreed upon price.

The **Advance Automation Management System (AAMS)** has been established as the repository for all processes. AAMS defines performance objectives, plan, responsibilities, authorities, processes, and procedures for the Company's products and services, and their execution, support, and supplier interfaces. It is the responsibility of the Assurance and Process Execution (Service Quality) organization to support development, communication, implementation, assessment, and continual improvement of this system.

It is the responsibility of the General Manager of Health, Safety & Environment and Service Quality to establish an annual strategy defining the Company's focus and managers' responsibilities.

It is the responsibility of the Service Line Manager and the Technical Manager to establish the process and procedures that align to the AAMS standards and competencies embedded into these standards that are designed to enable our workforce to acute their work tasks consistent with our established processes.

It is the responsibility of the General Manager of process Assurance and Process Execution (Service Quality), to lead the process supporting service line Manager and Technical Manager and their teams to evaluate the effectiveness of AAMS in meeting industry standards and satisfying our Customers' business needs.

AAMS Standards ADT2011/40/11, AAMS Internal Assessment Audits, defines the process audits to be conducted at planned intervals to evaluate effectiveness of AAMS in satisfying Customers' requirements and achieving the Company's performance objectives.

It is the mangers' responsibility to adequately train employees and establish their competency in key processes so as to be able to execute their work tasks safely and effectively. Managers are also responsible for fostering an environment of leadership, commitment, and accountability to the development and execution of our processes and the management of change of deviations from them, including action plans to identify and correct non-conformance. They are also responsible for communication and support of our Stop Work Authority.

It is the responsibility of each AASB employee to plan, execute, control, and verify the performance of his or her work in accordance with customer requirements and AAMS.



DEFINITIONS

Company means the Advance Automation Limited Company, an Agency corporation, its successors, and subsidiaries and their distributors.

Customer means any customer of the Company.

Advance Automation Management System (AAMS) means the integrated set of policies, business practices, and procedures that monitored, reviewed, revised, and used by the Company in defining, planning, executing, and controlling its business activities.

Service Quality means the safe, delivery of products and services that comply with industry standards and satisfy Customers' business needs and quality expectations, on time, and at the agreed upon price.

Stop Work Authority means that Employees have the authority and responsibility to shut down their own work or the work of others anytime there is uncertainty on the process or an unsafe condition is observed, with no repercussions.

Objective

This document establishes a process to communicate identified significant hazards and risks associated with AASB operations, provide solutions to control the identified hazards and risks, and increase awareness of potential hazards and risks

1.0 Application

This standard applies to all AASB locations and work activities worldwide.

Where local/country regulations or customer requirements are more stringent than the local HSE standards, the local/country regulations or customer requirement shall supersede the AASB HSE standards. Where local/country regulations or customer requirement provide additional requirements shall be supplemented to the AASB HSE standards.

2.0 Definitions

AASB HSE Flash Alert – A Health, Safety and Environment (HSE) alert document designed to communicate significant hazards, risk, and appropriate control measures. The topic must be global in scope and affect two or more product service lines or two or more geographic regions.

Management – A person or a group of people that directs and controls an organization, has the fiscal responsibility for the organization, or is accountable for ensuring compliance with legal and other applicable requirements.

Operational Safety Alert – An HSE document designed to communicate at-risk conditions and appropriate control measures. The Operational Safety Alert is intended to be used for issues affecting only one operation/PSL or geographical region.

Probability – The determination of how likely an event or exposure will actually occur in the future.

Severity – The determination of what the level of impact on health and safety might be if the hazardous event or exposure actually occurred.



Significant Hazard – A hazard that is an actual or potential cause or source of serious injury or illness, such as fractured bones or a fatality, and that can be identified through.

- Field observations
- The Hazard Identification and Risk Assessment process
- The Incident Reporting and Follow-up process
- Stop Work Authority

Significant Risk – Any potential event that has a high severity and probability of occurring.

Significant risk can involve, but are not limited to: operational tasks, equipment, tools, machinery, or vehicles. Risks determined to be safety rules, code 1 or 2. Risk levels can be assessed utilizing the **AASB Safety Regulation ADT2011**.

3.0 Responsibilities

3.1 HSE functional personnel are responsible for:

- 3.1.1 Assisting management to communicate alerts In their areas of responsibility.
- 3.1.2 Assisting management in tracking of corrective actions associated with implementation of controls to reduce the risks identified in alerts.

3.2 HSE is responsible for:

Processing the HSE Flash Alerts and posting tem to the AASB website.

3.3 Management is responsible for:

- 3.3.1 Reporting real or potential incidents or high-risk conditions and providing all relevant incident information to AASB.
- 3.3.2 Developing and communicating Operation Safety Alerts to employees in their areas of applicability and responsibility.
- 3.3.3 Implementing any controls needed to reduce risks based on the communicated alerts.
- 3.3.4 Communicating alerts to employees in their areas of responsibility.

3.4 HSE Legal Compliance is responsible for:

Reviewing AASB Flash Alerts and providing formal approval.

3.5 Employees are responsible for:

Reporting incidents to their direct supervisors or managers.

4.0 Requirements

4.1 AASB Flash Alerts

- 4.1.1 An AASB system shall be used to notify personnel throughout the company of significant hazards and risks, and the means to control these hazards and risks.
- 4.1.2 The alert communication process shall be in compliance with communication requirements set forth in the Advance Automation Management System standard for REVISION ADT2011.
- 4.1.3 significant hazards or risks are communicated to the AASB team by the standard incident reporting process.
 - significant hazards and/or risks can also be sent by management to the AASB, HSE department.



- 4.1.4 **AASB HSE** Flash Alert shall be required if the significant hazard or risk impacts multiple product service lines (PSLs) or geographical regions or countries. Refer to the HSE Alert Process AASB HSE ADT2011.
- 4.1.5 All **AASB HSE Flash** Alert shall be reviewed and approved by the AASB department and HSE Legal Compliance prior to posting the HSE Safety Alert webpage
- 4.1.6 Any **AASB Flash** Alert that is to be communicated externally shall only be done so with approval from HSE Legal Compliance.

4.2 **Operating Safety Alert**

- 4.2.1 Significant hazards or risks that do not meet the criteria for an AASB HSE Flash Alert shall be communicated to employees using an Operational Safety Alert.
- 4.2.2 Operational Safety Alerts shall contain the minimum contents listed In Section 4.3.1 of this standard.
- 4.2.3 The alerts shall be written and/or approved by the Technical HSE representative and sent to HSE Legal Compliance for review and approval.

4.3 **Contents**

- 4.3.1 **AASB HSE** Flash Alerts and Operational Safety Alerts shall contain the following, at a minimum:
- the subject of the alerts and what the alert pertains to. This should be a non-site-specific statement (i.e., do not mention the actual site that the incident occurred).
 - the scope of the alert's application (a statement that identifies what types of locations within the AASB organization could have a similar hazard)
 - the purpose of the alert (the reason for issuing the alert)
 - Supporting information that details what happened. Provide specifics pertaining to the hazard. The next in this area should be non-site-specific.
- Note:** In some cases, the information may need to be limited due to liability issue. The Law Department will have final say as to what is allowed in this section.
- solution for controlling the hazard or risk (solutions for controlling the hazard are outlined in the Supporting Information section of the alert).
 - references to other helpful documents (list any supporting documents that were used to substantiate information in the alert).

4.4 **Communication**

- 4.4.1 All employees who are potentially impacted or exposed to the hazardous condition or risk identified in the alert shall be informed of the hazard or risk and the steps identified to control or mitigate the hazard or risk.
- 4.4.2 Communications to employees shall occur in a timely manner, generally considered to be within two weeks of when the alert was initially distributed.



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- The AASB HSE department shall track and publish acceptance of Flash Alerts.
- Recommended options for communicating the alerts include:
 - HSE meetings
 - Pre-job/work meetings
 - Other meetings where employees are gathered together to received the information.

4.4.3 Communication of HSE Flash Alerts to external parties shall be done only as approved by HSE Legal Compliance and per the HSE Alert Process **ADT2011/47**.

5.0 Training

All HSE functional personnel and applicable members of management shall be made aware of this standards and its requirements upon initial approval and subsequent.

6.0 Recordkeeping

All HSE documents shall be retained and maintained per the HSE Regulation ADT2011/47/11.

Dated Issued	Rev No	Summary of Key Revisions
October 2011	0	Published
1 st November 2011	1	
2 nd February 2012	2	Template modified, Application updated, Responsibilities added, Updated sections 4.1 and 4.2, added 4.3.1 and 4.4, updated Training and Recordkeeping.

Ref: ADT2011/47/11, Personal Safety.

ADT2011/41/11, Pakat Card.

ADT2011/38/11, In House Work Instructions. ADT2011/37/11, Monthly HSE Meetings

ADT2011/46/11, Chemical, Gas Handling. ADT2011/36/11, Employee Hand Book.

To help you implement this standard, you will find recommended procedures in the Guidelines section of this manual.

Approved by Chairman

Last Review Date: 11th October 2015

Mohd Nazif B Haji Payah