

Alloy Toll Management Sdn Bhd	Doc. No. : PM 37
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1.0 PURPOSE:

To ensure that the factors and conditions of the work environment at work area within the organization are established, monitored and controlled effectively to ensure the performance of the staff performing their work without interruption.

2.0 SCOPE:

2.1 This is procedure applies to all work environments at Toll Plaza premises for KL – Karak (KLK) and Lebuh raya Pantai Timur Fasa 1 (LPT1) highways encompassing the following environmental factors:

- a. Physical factors;
- b. Physiological factors;
- c. Social factors.

2.2 Headquarter environmental factors (Lux, Heat, Humidity, Airflow, Temperature and Hygiene, Noise) cover under Group Administration Department Procedure.

3.0 PROCEDURES

3.1 Determine the Work Environment Factors and Conditions

3.1.1 Based on the existing building floor plans/ workplaces, an Operation Executive (OE) assigned by the Operation Manager shall determine the work environment factors and conditions necessary for the operation to achieve conformity of services.

3.1.2 The determination of work environment factors shall be made in the following areas or conditions:

- a) Existing area / workspace;
- b) New work area (workspace, partition, new office);
- c) Whenever there is admission of new staff;
- d) Whenever there is reshuffling of existing staff.

3.1.3 The following work environment conditions shall be considered for offices, toll booth and field work areas.

- a. Physical factors:
 - i. Temperature;

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- ii. Work environment lighting condition;
 - iii. Hygiene;
 - iv. Ergonomic
 - v. Work area;
 - vi. Weather;
 - vii. Others (if applicable).
- b. Physiological factors:
 - i. Stress reducing;
 - ii. Burn out.
- c. Social Factor
 - i. Confrontational from staff/ outsiders against employee;
 - ii. Peaceful/calm work environment;
 - iii. Discrimination (e.g. gender, age group, race, etc.).

3.2 Documenting / Updating Work Environment Factors and Conditions

- 3.2.1 Once the work environment factors and conditions have been determined, the OE shall document or update the work environment factors and conditions and/ or the method and criteria of environmental control/ prevention as below:
- 3.2.2 Physical factors are documented in the Work Environment Factor & Physical Schedule (WEFPS) Annex A which includes the work areas/ locations, environmental factors (e.g. temperature, light intensity, and other factors, if applicable) and the acceptance criteria.
- 3.2.3 Physiological and social factors are documented into guidelines, as follows:
 - 1) Sexual Harassment Guideline (GHCD SOP/05/12/04/12);
 - 2) Grievance (GHCD SOP/05/12/06);
 - 3) Whistle Blowing (GHCD SOP/05/13);
 - 4) Specific Principle, Discrimination (GHCD SOP/05/12/04/11);

3.3 Work Environment Implementation

- 3.3.1 Based on the acceptance criteria set for the various areas/ workspace, the Manager, Toll Operation shall assign Assistant Manager Operation or Operation Executive to monitor implementation of the work environment factors and conditions.

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- 3.3.2 If acceptance criteria for the environmental factors cannot be achieved / out of range, for example, due to air conditioner or air curtain malfunction in a work area or lighting too dim/ too bright in the meeting room, etc., the assigned Toll Supervisor shall immediately raise the Electronic Maintenance Intervention System (EMIS) or submits the MIF form by email and WhatsApp to the assigned Alloy Maintenance Engineering (AME) Supervisor to arrange for repair.

3.4 Periodic Monitoring and Measurement

- 3.4.1 Based on the WEFPS that has been established, the Operation Executive shall assign the respective Toll Supervisor to monitor the environmental factors and conditions and immediately record the results into respective form to include the following:
- a) Lighting intensity
 - biannually (Lux measurement checklist form);
 - b) Temperature
 - biannually (Air-Conditioning Temperature Checklist form);
 - c) Work area equipment hygiene and housekeeping
 - daily (Laporan Pemantauan);
- 3.4.1.1 In the event of work environment does not meet the acceptance criteria/ out of the acceptable range, the Toll Supervisor shall immediately raise the EMIS and send via WhatsApp to the assigned AME supervisor to arrange for correction or repair.
- 3.4.2 Based on the established physiological and social work environment guidelines as per item 2.1.2, the Internal Auditors shall carry out compliance audits for the established guidelines at least once a year.
- 3.4.2.1 In the event of non-compliance found related to physiological and social work environment guidelines, the auditor shall issue a Corrective Action Form (CAR) to determine the root cause and corrective action.

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3.5 Documented Information Control

3.5.1 After the monitoring and measurement of physical factors are conducted, the Toll Supervisor shall immediately update into each respective form as per item 4.1.

3.5.2 The files shall be kept at each toll plaza not less than 3 year from the date of monitoring for reference and compliance record.

4.0 APPLICABLE CLAUSE

4.4 Quality Management System and Its Processes

5.0 QUALITY RECORDS

No	Document Tittle	Person In Charge (PIC)	Retention Period (Year)
1	Lux Measurement Checklist Form	Group Administration Department	3 Years
2	Air-Conditioning Temperature Checklist form	Group Administration Department	3 Years
3	Laporan Pemantaun	Supervisor	3 Years

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Annex A

Work Environment Factor & Physical Schedule (WEFPS)

Areas/Location	Environment Factors	Acceptance Criteria
1. Office Building 2. Work area 3. Toll booth	1. Lighting	<p>1. Sufficient lighting must be provided, whether from natural or artificial source to allow safe movement around the workplace without having to adopt awkward posture or strain their eyes to see.</p> <p>2. Acceptable range ambient reading requirement LUX reading 300 - 400.</p> <p>3. Lux ambient meter reading requirement is referred to MS 1525:2014 Energy Efficiency and Use of Renewal Energy for Non – Residential Building – Code of practice (Second Revision) – Amendment Illumination Level Table).</p> <p>4. Different lighting level may be needed for different time of the day. Too much lighting can result in glare. Acceptable measure to prevent low or excessive levels lighting, glare or reflection where applicable include:</p> <ul style="list-style-type: none"> a) Providing additional lighting, such as portable lamp b) Changing position and intensity of the lighting c) Increase or decrease number of lights d) Using screens, visor, shields, hood, curtain, blind to reduce reflections shadows and glare. e) Emergency lighting in the building shall be provided for the safe evacuation of people in the event of emergency.

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Areas/Location	Environment Factors	Acceptance Criteria
	2. Heat and Cold	<p>1. Work should be carried out in environment where temperature range is comfortable for workers and suit the work they carry out. Air temperature that are too high or too low can contribute to fatigue and heat and cold related illness.</p> <p>2. Range acceptable internal thermostat set up requirement temperature 23.5°C – 25.0°C.</p> <p>3. Air conditioning Room Temperature requirement is referred to MS 1525:2014 Energy Efficiency and Use of Renewal Energy for Non-Residential Building-Code of Practice (Second Revision) – Amendment 1 (Room Illumination Level Table)</p> <p>4. The means of maintaining a comfortable temperature will depend on the working environment and the weather and could include the following;</p> <ul style="list-style-type: none"> a) Air- conditioning b) Fans c) Open windows d) Direct sunlight control
	3. Air quality	<p>1. Workplace should be adequately ventilated.</p> <p>2. Workplace inside the building may have natural ventilation, mechanical ventilation or air conditioner.</p> <p>3. Air conditioner and other ventilation system should be regularly serviced and maintained in accordance with manufacturer instructions.</p>
	4. Workstations	<p>1. Workstation should be designed so that workers can carried out their work comfortable and upright position with shoulder relaxed.</p> <p>2. Suitable seat should be provided to make the work height suitable for the person and their task.</p>

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DOCUMENT AMENDMENT REGISTER

NO	DATE	REASON	CHAPTER	VERSION
1	15/10/2020	Initial Release	All	1.0

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