

Positive Social Impact

Towards Achieving Good Health and Well-being with MESTIfit4health

PETRONAS has taken a proactive step to prioritise employees' wellness towards achieving SDG 3 on Good Health and Well-being via MESTIfit4health, which is our signature programme. MESTIfit4health covers five main elements of Move Right (physical activity), Eat Right (healthy eating habit), Sleep Right (adequate and quality sleeping habit), Think Right (mental health and well-being) and Individual Right (responsibility of making healthy living as a choice to manage health risks). Among the initiatives for health risk reduction and management through MESTIfit4health are:

Think Right (Mental Health and Well-being)

Objectives

- Address psychosocial risks factors faced by employees.
- Encourage affected employees to reach out for early psychological support and reduce risk of developing mental health conditions.
- Implement and drive effective mental health and well-being interventions at the workplace.

Outcomes

- Implementation of *"Towards No Meeting"* after planned work hours reflected through leadership tone at all levels.
- Embedded knowledge in creating psychosocially safe work environment through leadership training modules.
- Upskilled 885 leaders on psychological safety and creating psychosocially safe work environment through Generative Culture programme and PETRONAS Leadership Centre's Strategic Excellence programme.
- Leaders conducted 24 sessions of Intentional Wellness Engagement or Leaders Reach Out with 12,500 employees focussing on mental health and well-being.
- 33 MIND-A-CARE Facilitators and 169 MIND-A-CARE Ambassadors trained through unique in-house MIND-A-CARE programme for early detection and intervention of psychosocial risk factors and subsequently to reduce mental health burden faced by employees.
- 5,380 employees including those at offshore facilities completed MIND-A-CARE Awareness training.
- 1,046 employees enrolled in the Individualised Coaching for Resiliency Enhancement (i-C4RE) programme to build mental health resiliency for coping with adversities/challenges and bouncing back from setbacks/failures.
- Structured Return to Work programme post prolonged mental illness leave.
- Strengthened and enhanced promotion of Employee Assistance Programme (EAP) and MyFriends with strong traction for early reach out and digital coaching.
- Achieved significant cost reduction on mental health treatment, 13.5 per cent lower (RM4.5 million) in 2022 compared to 2021 following the mental well-being interventions implemented. The risk of developing mental health conditions such as anxiety and depression potentially also reduced, with an estimated Return of Investment (ROI) at RM15.98 million.

Move Right (Physical Well-being)

Objectives

- Promote active lifestyle and foster team-work culture in prevention of non-communicable diseases.
- Support environment and community well-being.

Outcomes

- Opened 10 virtual walking trails across 10 countries, namely Brazil, Brunei, Indonesia, Iraq, Malaysia, Mexico, South Africa, Spain, Turkmenistan and United Arab Emirates.
- Achieved more than 6.4 billion steps through our virtual walking routes, exceeding the target of five billion steps.
- More than 50,000 trees have been planted at 14 sites across 11 states in Malaysia.
- Reduced approximately 200 tonnes of carbon and generated RM872,000 in income for 254 underserved people through the Walk4Trees programme in collaboration with PETRONAS Young Professionals Club (YPC).

Eat Right

Objectives

- Prevent occurrence of food poisoning incidents.
- Establish strong collaboration with the government and other stakeholders including the Ministry of Health Malaysia (MOH), food service providers, In-house Caterers (IC) and External Caterers (EC).

Outcomes

- Continuous implementation of Food and Water Safety programme.
- Carried out timely hygiene inspections to ensure IC and EC adhered to hygiene certifications and regulatory compliance.
- Strengthened collaboration with the Food Safety and Quality Unit, MOH.
- Introduced a one-stop digital centre for Food and Water Safety Resources, which lists out verified EC and reference materials.
- Catering of food from external service providers are only allowed to be selected from the EC listed in the one-stop digital centre.

Sleep Right

Objectives

- Reduce fatigue-related incidents among PETRONAS' staff and contractors.

Outcomes

- Strengthened and implemented the Fatigue Management System (FMS) for Non-Plant high risk groups (remote onshore – pipeline right-of-way (ROW), land transport and offshore).
- The Sabah-Sarawak Gas Pipeline (SSGP) emerged as the first non-plant to implement FMS across all our operations and businesses where Global Positioning System (GPS) mobile application was introduced in areas without internet connection.

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MOVE RIGHT!

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EAT RIGHT!

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SLEEP RIGHT!

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THINK RIGHT!

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INDIVIDUAL RIGHT!



MESTI
fit4health™



Positive Social Impact

Compliance

In scaling up our efforts to improve safety performance, we proactively implemented various initiatives and measurements to ensure safety precautions are embedded throughout our businesses and operations.

Achieving HSE Compliance Through Self-Regulation (SR)

We continue to improve on our Self-Regulation practices and strived to achieve Self-Regulation certifications as this would result in a higher level of compliance towards legal and safety standards, as well as effective implementation measures to control hazards and minimise incidents.

We focused on driving key engagements and alignment of the Self-Regulation Implementation Masterplan with key stakeholders and completed the necessary pre-certification audits and Self-Regulation culture assessments. We also ensured Self-Regulation Department (SRD) personnel obtained the required certifications to strengthen SRD as a qualified third-party auditor for Self-Regulation implementation and surveillance audit in PETRONAS.

In terms of governance, we officialised the Self-Regulation Tripartite comprising members from Regulator (DOSH), Occupiers (PETRONAS OPU) and Third-party Service Providers (Institut Teknologi PETRONAS (INSTEP) and Universiti Teknologi PETRONAS (UTP)) as a platform that advocates Self-Regulation governance and regulations to support and sustain SR Programme journey towards operational and compliance excellence. We also completed the integration of PETRONAS Self-Regulation System (PSRS) with other relevant PETRONAS systems namely PETRONAS Risk-Based Inspection (PRBI), myAssurance and Health, Safety, Security, and Environment (HSSE) Monitoring and Reporting System (MARS), creating an integrated digital platform for the SR programme implementation which was deployed to all OPUs embarking on the programme.

Conducted SR Implementation Masterplan engagement with **24** CEOs and OPU Heads including leaders from Upstream governance departments, as well as Department of Occupation, Safety and Health (DOSH) state representatives to share and roll-out the Masterplan.

Completed **seven** audits and Culture Baseline assessments in **four** OPUs as part of their overall journey towards SR certification.

Achieved certification for **22** out of **27** SRD personnel with ISO45001 as Lead Auditor by Chartered Quality Institute (CQI) and International Register of Certificated Auditors (IRCA) in preparation for SRD to become the SR Qualified Third-Party for PETRONAS.

Conducted **10** stakeholder engagements and workshops with OPUs and DOSH representatives to facilitate and provide the necessary advisory on the development and implementation of Self-Regulation programme.

Leveraging Digital Technology in Managing Crisis and Emergencies

PETRONAS Communication and Control Centre (COMCEN)

COMCEN is PETRONAS' one-stop centre for incident and crisis management, as well as the designated centre to coordinate and respond to emergencies and crisis. This one-stop centre manages numerous HSE and Security-related incident notifications and crisis, including issuance of various HSE advisories and warnings across our businesses.

Crisis Management Information System (CMIS)

Launched in 2019, Crisis Management Information System (CMIS) is a digital solution that minimises human actions and communications errors by providing technology and systems to manage emergencies and crises at enterprise level.

CMIS has allowed us to enhance crisis management best practices as it provides real-time emergency response updates to internal stakeholders seamlessly transfer data and information. We have also integrated state-of-the-art oil spill consequence modelling tool (OILMAP) into CMIS to enable swift and comprehensive emergency response to oil spill incidents.

- Conducted **16** CMIS trainings and **2** webinars across PETRONAS Group.
- Utilised in **8** Tier-2 and **2** Tier-3 emergency exercises, with positive feedback from stakeholders.

COVID-19 Reporting and Monitoring

As Malaysia transitions towards endemicity and business activities resume, we ensured seamless and safe normalcy interventions on readiness and implementation of processes and procedures to return to office through 50 per cent work in office and 50 per cent work from home rotation and subsequently 100 per cent with Flexi-Work Arrangement, including opening up for unvaccinated and partially vaccinated employees, without disruptions.

As part of our COVID-19 reporting and monitoring, Strategic Crisis Management in collaboration with Occupational Health (OH) division, spearheaded the introduction of Microsoft Forms and a digital dashboard to replace the conventional Notification Form (NF) used previously to report COVID-19 cases. The dashboard provided overall insights into the latest COVID-19 situation across our businesses and operations. With this in hand, the Executive Leadership Team and Corporate Command Centre (C3) were able to make data-driven decisions and decide on the right approach to be taken by its Pandemic Preparedness and Response Team (PPRT).

Our ability to make effective and swift adjustments amidst an evolving environment is considered to have led to a significant reduction in COVID-19 cases, clusters and deaths following the introduction of stringent measures and effective communications across all businesses and operations.

- Reduced **94 per cent** of manhours to produce daily COVID-19 reports and achieved cost avoidance of up to **RM300,000**.
- Zero business and reputational interruptions recorded.
- Achieved **99.8 per cent** primary vaccine uptake and booster uptake as compared to **49.7 per cent** for Malaysia's overall population.



We implemented measures to protect the health of our workforce during the COVID-19 pandemic while ensuring business sustainability through effective collaborations between Pandemic Preparedness and Response Team (PPRT) COVID-19 members, internal and external stakeholders including government and private bodies.

Prioritising Industrial Hygiene

One of our topmost priorities is to ensure the health of our employees and contractors within and beyond the workplace. We go beyond regulatory compliance and implement global best practices to deliver sustainable value and ensure a dedicated, productive and high-performing workforce. This include continuous efforts to address all workplace health hazards and respective risks such as chemical hazards, physical hazards (i.e., noise, radiation, thermal and vibrations), as well as biological, ergonomic and psycho-social hazards.

In 2022, we made progress on the following areas:

Hazardous Chemical Management

We strengthened the management of hazardous chemicals aimed to reduce overexposure to hazardous chemicals and increase compliance. One such initiative is an online digital platform named eCHEMS that manages and tracks the procurement, receiving and storage of hazardous chemicals. The digital system minimises human-interface manhours spent on verifying compliance of incoming procured hazardous chemicals and ultimately reduce the possibility of rejection at the receiving end.