Purpose:	To manage incidents and nonconformities, implement effective corrective actions and continually improve OHS performance and the OHSMS.
Scope:	This document applies to all Company functions, departments, projects, workers, contractors and subcontractors within the OHSMS scope.
Duties & Responsibilities	(1) Managing Director (MD): Accountable for OHSMS improvement and major corrective actions. (2) Executive Director (ED): Oversees improvement priorities and provides resources. (3) ISO Manager (IM): Coordinates nonconformity, corrective action and improvement records. (4) Safety and Health Officer (SHO): Leads incident investigation and recommends corrective actions. (5) Safety Coordinator (SC): Supports investigation, action tracking and workplace improvement. (6) Site Safety Supervisor (SSS): Reports incidents and implements immediate site controls. (7) Head of Department (HOD): Corrects departmental nonconformities and prevents recurrence. (8) Project Manager (PM): Manages project incidents and closes corrective actions. (9) Internal Auditors: Verify corrective-action implementation and effectiveness. (10) Workers and Worker Representatives: Report issues and participate in investigations and improvement.
ISO Reference:	MS ISO 45001:2018 Clauses 10.1, 10.2 and 10.3

Revision History			
Revision No.	Revision Date	Originator	Description of Changes
0	01 September 2026	ISO Manager	Initial issue for implementation of MS ISO 45001:2018 Clause 10

Abbreviation & Definition	
DOSH	Department of Occupational Safety and Health Malaysia
HOD	Head of Department
IM	ISO Manager
MD	Managing Director
NCR	Non-conformance Report
OHS	Occupational Health and Safety
OHSMS	Occupational Health and Safety Management System
PIC	Person in Charge
PM	Project Manager
SC	Safety Coordinator
SHO	Safety and Health Officer
SSS	Site Safety Supervisor

Step	Activity	PIC	Reference
1	**General Improvement Requirements** **1.1 Improvement Opportunities** The Company shall determine opportunities for improvement and implement actions needed to achieve intended OHSMS outcomes. **1.2 Improvement Sources** Opportunities may arise from monitoring, incidents, worker feedback, compliance evaluation, audits, management review and changes in technology or work methods. **1.3 Priority** Actions shall be prioritised according to risk, legal obligations, potential benefit, urgency and available resources.	MD / ED / IM / SHO / HOD / PM	OHSMS-09S; OHSMS-09T; OHSMS-09U
2	**Incident and Nonconformity Response** **2.1 Reporting** Incidents, near misses, unsafe conditions and OHSMS nonconformities shall be reported promptly to the responsible supervisor or PIC. **2.2 Immediate Actions** The responsible PIC shall: (a) Control the situation and prevent further injury, ill health or damage. (b) Provide first aid, emergency response and medical support where required. (c) Preserve relevant evidence and notify management and authorities where applicable. (d) Correct the nonconformity and manage any resulting consequences. **2.3 Worker Participation** Relevant workers and worker representatives shall participate in incident investigation and corrective-action development.	SHO / SC / SSS / HOD / PM / Workers	OHSMS-10V; PD-S-PRO-11; OCS-S-REC-IRF

Step	Activity	PIC	Reference
3	**Incident Investigation** **3.1 Investigation Requirement** Incidents shall be investigated in a timely manner by competent persons with involvement appropriate to the event. **3.2 Investigation Scope** The investigation shall identify the event sequence, immediate causes, underlying causes, failed controls and organisational factors. **3.3 Evidence** Evidence may include site observations, photographs, interviews, permits, training records, risk assessments and equipment information. **3.4 Reporting** Investigation findings and recommended actions shall be documented and reported to responsible management.	SHO / SC / SSS / HOD / PM	PD-S-PRO-11; PD-S-REC-FIR; PD-S-REC-SAIR
4	**Nonconformity Control** **4.1 Identification** Nonconformities may arise from audits, inspections, incidents, legal reviews, complaints, monitoring or failure to follow OHSMS requirements. **4.2 Correction and Containment** The responsible HOD or PM shall correct and contain the nonconformity and address its consequences. **4.3 Documentation** The NCR shall describe the requirement, evidence, correction, responsible PIC and target completion date. **4.4 Escalation** Significant, repeated or overdue nonconformities shall be escalated to the ED or MD.	IM / SHO / HOD / PM	OHSMS-10V; QSA-S-PRO-05; QSA-S-REC-NCR

Step	Activity	PIC	Reference
5	**<u>Corrective Action</u>** **5.1 Cause Evaluation** The need for corrective action shall be evaluated by reviewing causes, similar events and potential occurrence elsewhere. **5.2 Action Selection** Corrective actions shall address root causes, follow the hierarchy of controls and be appropriate to the effects or potential effects. **5.3 Implementation** Actions shall be assigned to a competent PIC with resources, completion dates and monitoring requirements. **5.4 OHSMS Changes** Risk assessments, controls, procedures, training and other OHSMS documents shall be updated where necessary.	IM / SHO / HOD / PM	OHSMS-06J; OHSMS-07N; OHSMS-10V
6	**<u>Effectiveness Review and Communication</u>** **6.1 Verification** Action completion shall be verified through evidence review, inspection, monitoring, interview or audit as appropriate. **6.2 Effectiveness** Corrective action shall be considered effective when the cause is controlled and recurrence has not been identified. **6.3 Further Action** Ineffective actions shall be reopened, reassessed and replaced or strengthened. **6.4 Communication and Records** Relevant findings and actions shall be communicated and records shall show the event, actions taken and effectiveness results.	IM / SHO / HOD / PM / Internal Auditors	OHSMS-10V; QSA-S-REC-NCRL

Step	Activity	PIC	Reference
7	**<u>Continual Improvement</u>** **7.1 Improvement Objectives** The Company shall continually improve OHSMS suitability, adequacy and effectiveness and enhance OHS performance. **7.2 Improvement Programme** Continual improvement shall consider: (a) Safer technology, work design, equipment, materials and methods. (b) Competence, worker participation, communication and organisational culture. (c) Lessons from incidents, audits, compliance reviews and management review. **7.3 Monitoring and Recognition** Improvement results shall be monitored, communicated and recognised where they support sustained OHS performance. **7.4 Records** Implemented improvements and their outcomes shall be retained as documented information.	MD / ED / IM / SHO / HOD / PM / Workers	OHSMS-10W; OHSMS-09U

Verified By: Name: Eng Choon Leong Appointment: Executive Director Date: 01 September 2026	Approved By: Name: Amos Haw Chee Seng Appointment: Managing Director Date: 01 September 2026

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