

ALTUS NOW

ALTUS MALAYSIA NEWSLETTER

JOURNEYING THROUGH THE TAPESTRY OF 2023

Rolling into 2024, but first, reflecting on the growth, laughter and joyous chapters of 2023. Grateful for the challenges, lessons, triumphs of last year.

Vol. 4. 2023.

HIGHLIGHTS

- International Palm Oil Congress and Exhibition (PIPOC) 2023
- Sayonara, Hakuryu-11!
- LMP and SSTCM Signing Ceremony
- The Newcomer is Finally in Town
- Little Hands, Big Impacts



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A portrait of Mohamad Bustami Yahaya, Chairman of Altus Oil & Gas Malaysia Sdn Bhd. He is a middle-aged man with grey hair, wearing a dark blue suit, a light blue striped shirt, and a red patterned tie. He is looking directly at the camera with a slight smile.

► **MOHAMAD BUSTAMI YAHAYA**

Chairman

Altus Oil & Gas Malaysia Sdn Bhd

SPECIAL EDITION **YEAR END MESSAGE**

Assalamualaikum, salam sejahtera, kalai vanakam and zhao an

Dear Altus Family,

As we eagerly anticipate the arrival of the year 2024, let us reflect on the events that transpired within Altus in 2023, including the obstacles we encountered and the ways in which each of us contributed to the company's success as a team in overcoming these challenges despite some difficult circumstances that occurred during the year.

For the year 2023, we had a full year operation after the pandemic. There was a lot of catching up both in business activities as well as administration.

As in the previous year, HR invited external guest speakers with relevant backgrounds to enhance, empower, and appreciate each Core Value while also providing more insight into the practical applications of each Core Value in real-life scenarios and other intriguing topics. Now it is time for the applications of the Core Values in real operations in Altus.

This year Altus embarked on a new episode of its journey through the recognition to those who have served the company for more than 10 years.

Puan Asni from the Labuan branch and Encik Azrie Sidik from the KL branch were the first people to receive the long service awards. Many congratulations to both of you and we hope they will inspire the rest.

With the full calendar year of operations, Altus Malaysia Group of Companies also managed to organise and participate in various outdoor events which created positive impacts to the company both in terms of branding as well as creating employment opportunities to new job seekers especially in the Klang valley.

Altus organised and took part in a number of important events and milestones, such as the launch of Altus E-Logistics Solution (AES), the participation of Selangor Mega Job Fair 2023, the launch of a helicopter for the integrated control of bagworm and the groundbreaking of smart oil palm mills, the official Southeast Asian distributor for EXR-2 and also participated as an exhibitor at MIHAS 2023 and were one of the finalists for “Most Innovative Products and Services”, participated as booth exhibitor at PIPOC 2023 –International Palm Oil Congress participated by AVM, secured a 5-year contract with SSTCM for tote tanks supply and handling, logistics services and warehouse support, Liquid Mud Plant signing ceremony with Bintulu Port, Oil & Gas Services and Equipment Development Grant recipient from MPRC, as well as McDermott Offshore Transportation & Installation for FAS Pipelay and Heavy Lift Project.

A wide range of Corporate Social Responsibility (CSR) projects were also put together. To name a few, AFM Fulfillment (M) Sdn Bhd's beach cleanup at Pantai Morib, AOGM's learning activities with indigenous children at Kampung Orang Asli Buloh Telor, KKB, AVM's community service, education, and sponsor for SK Seri Changkat study trip, as well as donation to SK Sri Dayang that was affected by flood.

Nothing is impossible in life. There is a saying “The impossible can be done, but miracle takes a little longer.”

All in all, despite encountering various challenges, Altus successfully executed noteworthy business and social initiatives throughout the year 2023. All of you are to be thanked for your ongoing dedication and support throughout the course of the year.

As I always mentioned on many occasions, “Make Things Happen”, “Be Different” and “Do What You Enjoy Doing And Enjoy What You Are Doing.”

Altus is helmed by a forward-thinking Managing Director who consistently considers the long-term welfare of the organisation and its employees. We must all work together with him to generate ideas, as I am convinced that what begins as small ideas can grow into great ones.

Since the beginning of Altus in 2010, I have believed and will continue to believe that the company is on the path to continued success, and that we should take immense pride in contributing to its journey towards the future.

ALTUS ANNUAL DINNER 2024



INTERNATIONAL PALM OIL CONGRESS AND EXHIBITION (PIPOC) 2023



► Altus Aviation Services Sdn Bhd participated in the MPOB International Palm Oil Congress and Exhibition 2023 at KLCC Convention Centre last year. The 3-day event, which took place from 7 until 9 November 2023, focuses on building resilience for oil palm and attracted participants from Malaysia and around the world.

AVM team participated as an exhibitor to promote its helicopter spraying services including liquid spraying, fertilizer spreading, rat baiting and forest seeding to potential clients/vendors. They also participated in collecting all the contact information from potential plantations and chemical providers. During the exhibition, they have been

engaged with multiple plantations such as Genting Plantation, United Plantation, Sime Darby and chemical provider such as Amco Niaga, Ino Nature, etc.

APPRECIATION PROGRAMME WITH MPOB

On 18 December 2023, Altus Aviation Services (AVM) organised an appreciation lunch with Malaysian Palm Oil Board (MPOB), at Tong Yuen restaurant, Zenith Hotel Putrajaya. The purpose of this event is to show appreciation to their first client, MPOB, for the opportunity on the aerial spraying project of 30,000 hectares. In addition, to celebrate the completion of spraying for oil palm plantation about 29,000 hectares in 2023. This program was attended by Puan Noorhazwani, Group Leader Integrated Pest Management, research officers and assistant research officers.

Congratulations to AVM and MPOB for the dedication and commitment. May we keep growing together and create new opportunities and values for AVM in future years.

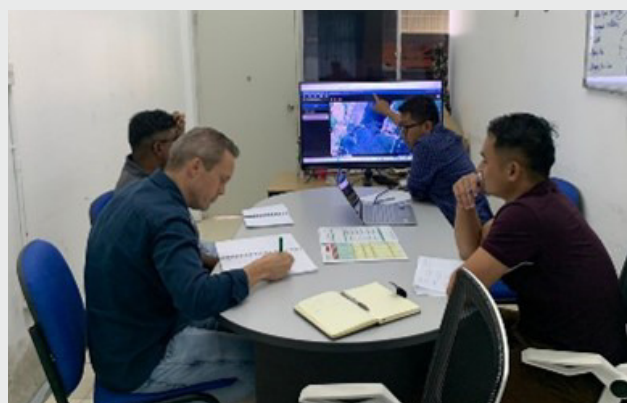
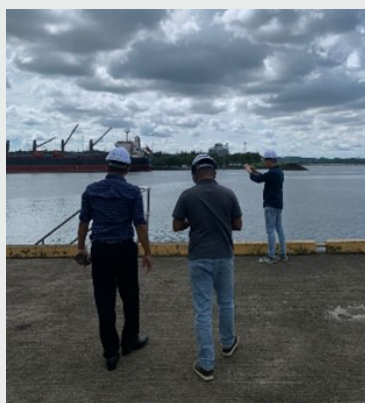
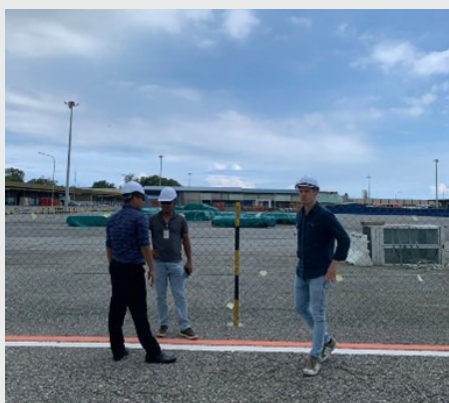


SWIRE VISIT

► Swire visit at Modentek



DEME SINGAPORE VISIT



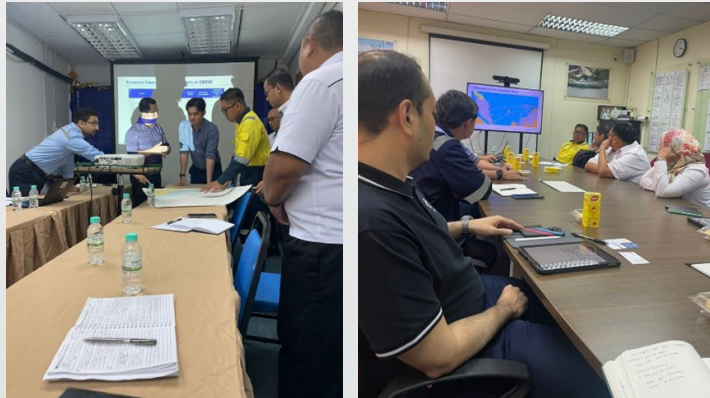
Bintulu team has recently received client visit from DEME Singapore to discuss on the several activities including lay-up activity for 2 months, daily crew movement for 2 months, seafastening and loading activities, MGO supply as well as storage area supply for 6 months.

DISCUSSION WITH BINTULU PORT

► Discussion with Bintulu Port for potential business in lay-up activity at Bintulu Port.



MEETING WITH CLIENTS



Bintulu team had a meeting with Sarawak Shell, McDermott, Bintulu Port, Jabatan Laut and immigration at Altus Bintulu. The meeting was led by Adam together with En. Tengku Amir, En. Rosli, and Tengku Awanis.

TENDER BRIEFING

► Tender briefing with Bintulu Port



PTTEP INSPECTION

► Urgent request by PTTEP to conduct inspection for 2 units of AME onboard JM Purnama



MEETING WITH SAMALAJU PORT



► One after one meeting, the team at Bintulu has recently conducted a meeting with Samalaju Port for the upcoming McDermott project. The purpose of the meeting was to check with Samalaju port on the potential location for lay-up activity.



CHEMICAL DECANTING

- Maiden run chemical decanting for Bintulu. we have expert from Altus Labuan to assist and advise



NEW VESSEL IS COMING

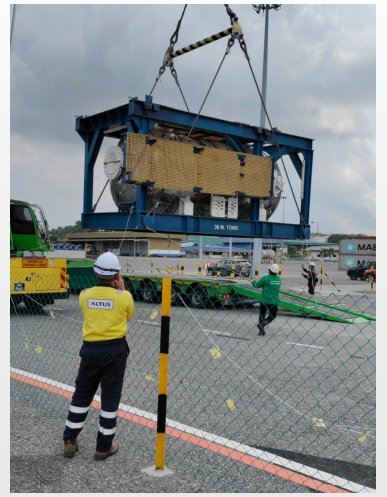
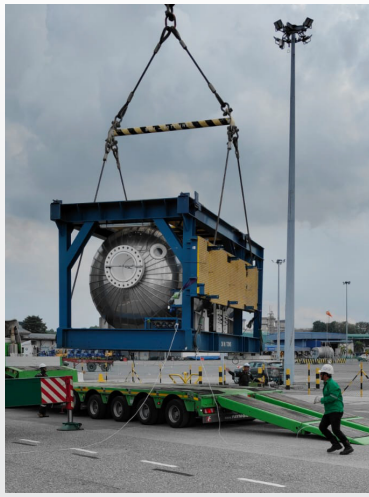
- Another exciting vessel coming to Bintulu waters, a back-hoe dredger transferred by a semi-sub, planning for a possible lay-up from December until February.

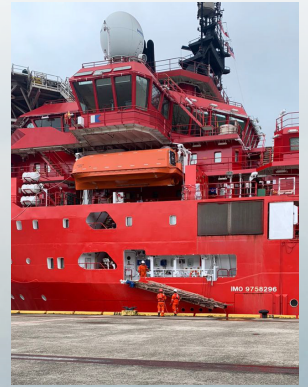


LOGISTICS ACTIVITY

- 3 basket drum oil arrangement in Miri for client Bintang Subsea
- 1 unit crane 45 t and 2 units trailer - Global Tesla to Piasau, Bintulu
- 10 unit of CB delivered to Dayasinga
- Inward clearance, sign off arrangement and offloading of fees quad gases from FO deck onto quayside shore for Fire Opal (client Bintang Subsea)
- Loading HRF activity into vessel Fire Opal
- Subsea Cable Lifting Gear Load test and loading activity for EET
- Heavy operation loading activity for vessel Lichtenstein
- Demobilisation Activity for Fire Opal and EET
- Loading Activity for EET







SVT UNIT COLLECTION

► Collection of 4 units of SVT from Labuan yard. SES own shipment to Qatar



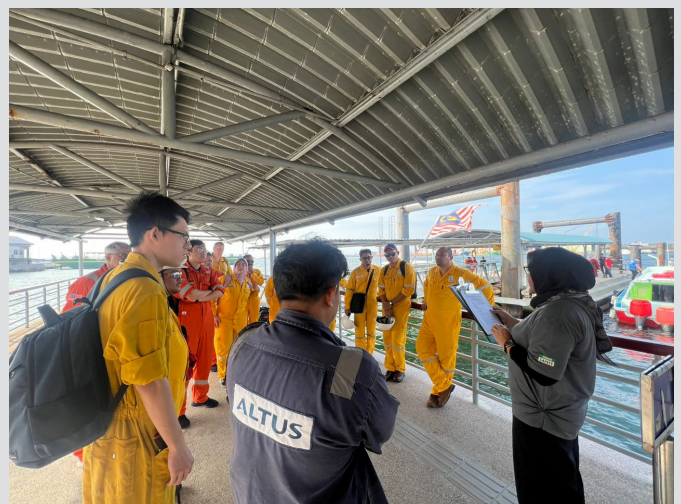
LOADING AND OFFLOADING ACTIVITY

► Loading and offloading at ASB. Vessel Boomer 102 for SAA Eng for its departure to Lumut. Congratulations logistics team!



BOAT TRANSFER BRIEFING

► Safe boat transfer briefing by Labuan HSE representatives at LDA Terminal for clients from Velesto and PCSB onboard heading to NAGA 3.



SAYONARA, HAKURYU-11!

After 4 months of involvement in Hakuryu-11 project, we have finally bid our last goodbye as the jack-up drilling rig departed from Johor waters on 28 October 2023, Saturday morning.

Altus Johor team has successfully completed numerous tasks around the clock, including weekly crew change, induction session for crew safety, lifting equipment and custom clearance process, fumigation activity at the rig, vessel clearance at PTP and Johor Port as well as final sign off and on of the crews at the rig.

It has been a wonderful experience for the team and until next time, H-11!



SAFETY BRIEFING FOR DIAMOND OFFSHORE VISITORS

- Johor team prepared for safety briefing for Diamond Offshore visitors at Pasir Putih Jetty prior to their departure to Ocean Monarch rig.



LOGISTICS ACTIVITY

- Loading activity at Tanjung Langsat Port for Yew Choon 9 for Temasek Coating
- Inward clearance Panindo 2 at Johor Port
- Lifting activity for JDC and Lichtenstein at Tanjung Langsat Port
- Demobilisation activity for FPSO MAMPU relocation project at Tanjung Langsat Port
- Preparation of equipment grounded to Tanjung Langsat Port open yard for EET Bentara project prior to on-hire activity on last November.







INTELLIAN ANTENNA INSTALLATION

- Installation cover intellian antenna at KSB on 8 November



LOADING ACTIVITY FOR EXXON

- Loading for exxon KD330, KD302 & KD294 at Tok Bali



MD AND BORNEO FEEDER AT KK PORT

Our Group Managing Director, Mr. Mohammad Taufik and local partner Sabah (Borneo Feeder) at KK Port on 1st December last year.



SWIRE MANAGEMENT ENGAGEMENT MEETING WITH SLB LABUAN

Altus Oilfield joining Swire Management engagement meeting with SLB Labuan.



LMP AND SSTCM SIGNING CEREMONY

TWO AMAZING MILESTONES, ONE INCREDIBLE CELEBRATION! .

We are excited to announce two signing ceremonies were held yesterday between Altus Oil & Gas Malaysia Sdn Bhd (AOGM) and Bintulu Port Sdn Bhd (BPSB) as well as SumiSaujana TCM Chemicals Sdn Bhd (SSTCM) at Wisma Kontena, Bintulu.

Signed by Mr. Mohammad Taufik Othman, Managing Director of AOGM and Mr. Matshalleh bin Mohamad Etli, Chief Operating Officer of BPSB with the presence of Mr. Ruslan bin Abdul Ghani, Group Chief Executive Officer of Bintulu Port Holdings Berhad, the agreement is for the setting up of Liquid Mud Plant; an essential facility for O&G exploration activities, at Bintulu Port.

Next, the ceremony continued with SSTCM in which Mr. Mohd Norzhafri Bin Norazlam, Senior Manager, Contracts & Tenders and Mr. Mohammad Taufik Othman signed a 5-year service agreement to supply and handle tote tanks, logistics provision and warehouse support.

We extend a deepest gratitude to those who attended the ceremonies and especially to BPSB and SSTCM for their unwavering trust and support with us thus far. We look forward to a successful journey together.



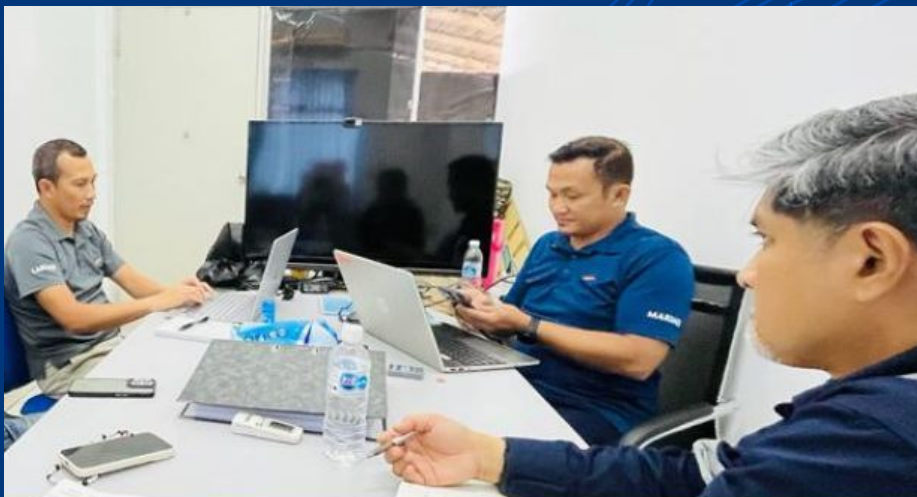
JOINT VISIT WITH MCDERMOTT

- Logistics team went for a joint visit with McDermott for Shell Fas project last December. The team also had an engagement with Sarawak Rivers Board for Shell FAS Project which involves our client, McDermott and the project owner itself, Shell.



IMS INTERNAL AUDIT 2023

- Our audit committee travelled to all branches from October until December last year to perform the Integrated Management Systems (IMS) audit. The audit scope involves oilfield solutions, marine, logistics and shipping solutions, as well as business support process.



QHSE VIDEO COMPETITION

In conjunction with celebrating our Core Value (Excellence) & HSE achievement towards 1 million LTI free manhour, a short video competition designed to promote awareness, education, and engagement related to health, safety & environmental (HSE) concerns at the workplace. Awareness-raising, creative expression, behavior modification, fostering a safety culture, active involvement and participation, the exchange of best practices, recognition, and empowerment are all objectives of this competition.

Video-1 : Zuzu & Syahira (KL)



Video-2 : Labuan



Video-3 : AVM



OPEN INTERVIEW BY PERKESO

October last year, the HR Department participated in an open interview for AFM Fulfillment at Menara Yayasan Selangor, Petaling Jaya, which was organised by PERKESO.

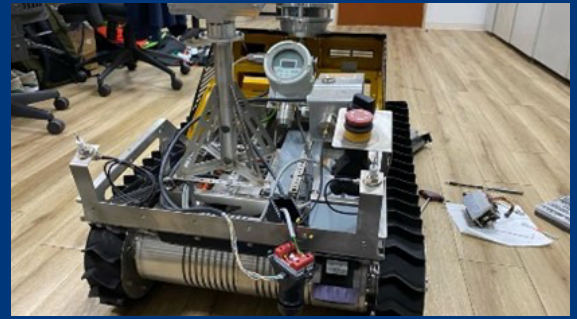
A wide variety of events have taken place, such as exhibitions, open interviews, and forums with special invited speakers. This event was significant in the hiring of few individuals. Fantastic work!



EXR-2

MAINTENANCE TRAINING

- ▶ AOGM is appointed as the distributor for ExR-2 in APAC region. To ensure the AOGM engineers follow the correct maintenance practice on EXR-2, a hands-on training on ExR-2 have been organised at Shell Seraya Jurong Island from 30 October 2023 until 3 November 2023, involving Ex-Robotics Field Engineer, AOGM Robotic Engineers, and Shell Seraya. The training includes swapping parts, installation of new components, calibrations, and testing robot performance.



THE NEWCOMER IS FINALLY IN TOWN

- ▶ Take a peek at our latest addition for marine solutions. Partnering with ExRobotics, the leading expert in developing reliable robots for harsh environments, we are the Southeast Asia's official robotic distributor.

Designed with powerful features on board, the most advanced, rugged and reliable robot, EXR-2, can autonomously navigate an extreme environment and meet the emerging needs of our customers.

The robot has arrived at our HQ on 2nd November, all the way from Amsterdam and ready for delivery to client, Shell Sarawak.



EXR-2 MAINTENANCE TRAINING IN HOUSE

- ▶ A further training was organised at Altus HQ from 6 to 9 November last year to give exposure to other Marine Department personnel. In this training, Ex-Robotics Field Engineer, gave tips and explained thoroughly regarding the EX-certification practice to handle robot maintenance.



PETRONAS PROOF OF CONCEPT MEETING



► Proof of Concept (POC) with Petronas have been made via Microsoft Team online platform on 7 November to ensure that the ExR-2 performance follows the standards, Robot-as-a-Service (Raas). The meeting involved Ex-Robotics team, AOGM Marine team and Petronas Digital team. This was to capture client attention and to make Petronas as our potential client.

EXR-2 APAC USER MEETING

► ExR-2 APAC User Meeting was held on 20 and 21 November last year at Copthorne King's Hotel Singapore, participated by Ex-Robotics, AOGM Marine, and APAC users of ExR-2. This is to inform the APAC clients that Altus Oil & Gas Malaysia Sdn Bhd will be working together with EX-Robotics as distributor for APAC region. This meet up is also used as a platform to engage with potential client such as Yokogawa, Shell Bukom and Singtel. The meeting was also used as a platform for user clients to give their feedback on the usage of ExR-2 and to suggest better upgrades depending on clients requirement for future development.



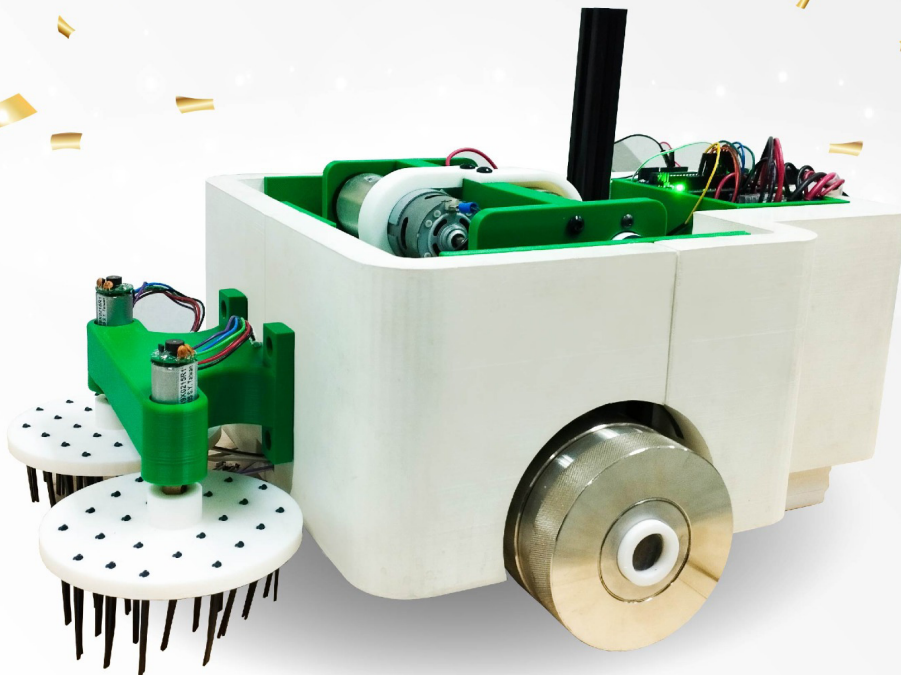
OIL & GAS SERVICES AND EQUIPMENT DEVELOPMENT GRANT AWARD

Thrilled to announce that we have been awarded an Oil & Gas Services and Equipment Development Grant for the Development of Versatile Amphibian Robot (VAR) by Malaysia Petroleum Resources Corporation (MPRC).

Our marine team takes pride in this milestone, marking a significant advancement that will redefine workplace safety through technology.

Designed to fill a gap in the underwater hull cleaning and tank maintenance industry, VAR is a modular-based design robot that offers cost-effectiveness by fostering a safer workplace, flexibility, and the ability to be mobilised with fewer hassle in logistics arrangements.

The robot provides a variety of services including offshore inspection, marine hull inspection and tank cleaning, refineries/tank farm inspection, tanks cleaning, blasting, and painting. Let's shape the future of innovation together!



CONGRATULATIONS TO THE MARINE TEAM!

Oil & Gas Services and Equipment Development Grant Recipient

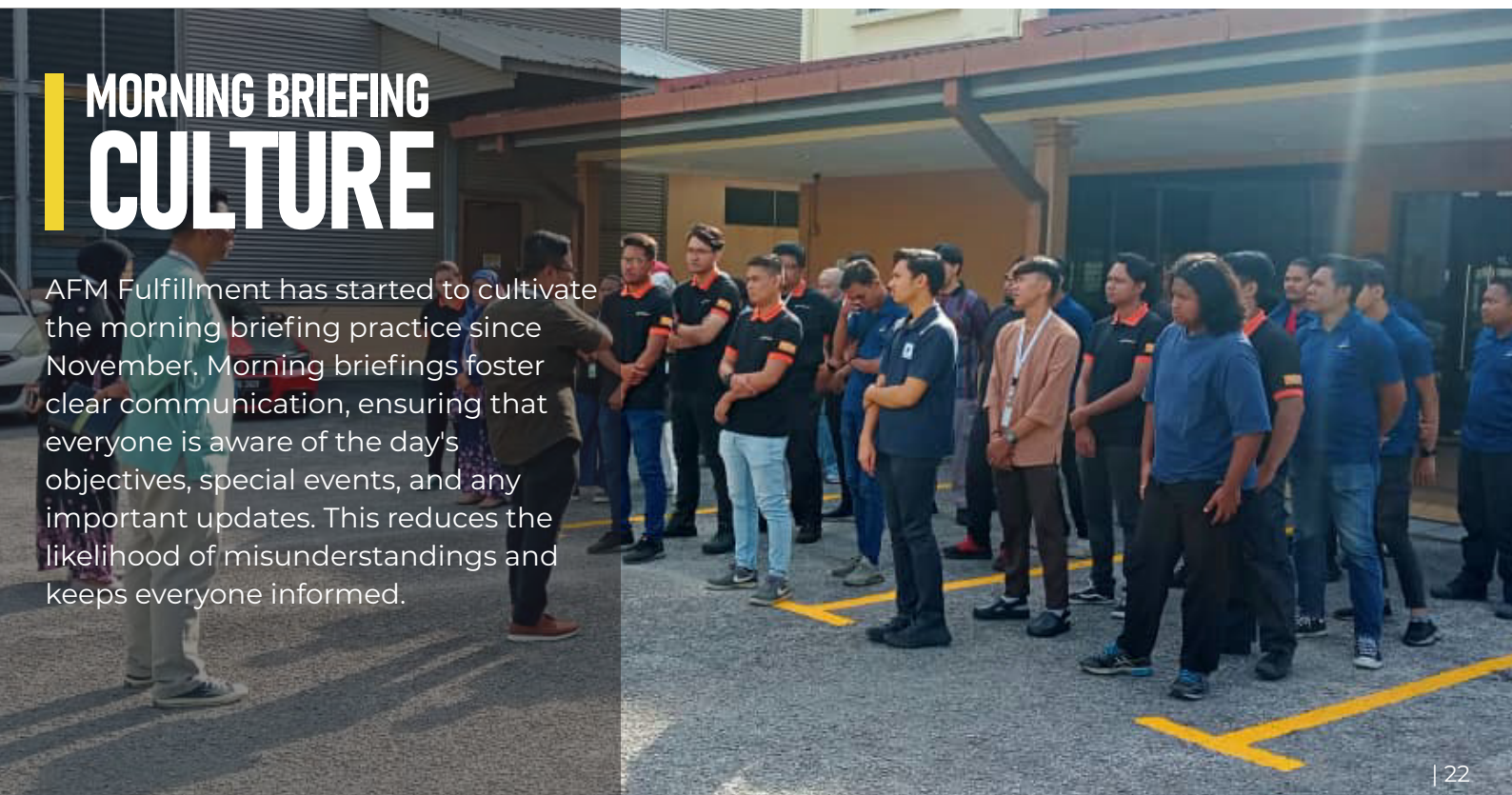
NEW CUSTOMER SECURED, MORE TO GO!



- **We are excited** to announce that AFM Fulfillment (M) Sdn Bhd has secured a new customer, GNI! The contract was successfully signed on 27 October and we are excited to see the team move forward to the next phase, which involves targeting their products for inbound. Kudos to our incredible AFM Fulfillment team for making this possible, and we look forward to a successful partnership with GNI.

MORNING BRIEFING CULTURE

AFM Fulfillment has started to cultivate the morning briefing practice since November. Morning briefings foster clear communication, ensuring that everyone is aware of the day's objectives, special events, and any important updates. This reduces the likelihood of misunderstandings and keeps everyone informed.



ONBOARDING TRAINING

- Successful completion of the onboarding training conducted on 18 November for AFM Operations staff, led by Mr. Mutalib. The session witnessed active participation, with a total of 14 AFM staff members and 8 Ilham staff members in attendance.

The training covered essential topics to enhance the team's understanding and alignment with the organisation's goals including providing a comprehensive overview of the company's identity, future aspirations, and core values, detailing the hierarchical structure and key reporting relationships within AFM, clarifying the roles and responsibilities of each team member to foster a more cohesive and efficient work environment as well as offering insights into its operational workflows through a combination of detailed explanations and visual aids via video presentations.

We believe that this training has equipped the team with the necessary knowledge and insights to excel in their respective roles. We appreciate the active participation and enthusiasm displayed by everyone involved.



FIRE DRILL AND SAFETY TRAINING AT WAREHOUSE



A fire drill and safety training were carried out at AFM Fulfillment on 21 November 2023 where warehouse assistants and all AFM staffs were involved. The drill includes a simulation exercise and fire safety awareness where the training and knowledge sharing were conducted by our Head of QHSE, En. Haibie. The safety and well-being of our colleagues and properties are an utmost priority at Altus Malaysia. It is essential that employees are prepared for the possibility of a hazardous fire or incendiary circumstances, and Altus will continue to enhance fire safety and prevention awareness.

ACHIEVEMENT AFTER ACHIEVEMENT UNLOCKED!

Another achievement unlocked by our AFM Fulfillment Team where on 23 November 2023, they have successfully secured contracts with 4 new clients for a 1 year duration. The principal clients were set to try the fulfillment services, expressing potential for a substantial partnership. Their satisfaction could pave the way for handling 150k parcels daily. Here's to continued success and strategic growth, AFM team!



EMPLOYEE UPDATES



We had a few KL team members take part in the LTAT Fun Run at Dataran Merdeka on October 29, 2023.

The "Larian Wira LTAT" is held in remembrance of our heroes, by the Malaysian Armed Forces Members and the Armed Forces Fund Board, also known as Lembaga Tabung Angkatan Tentera (LTAT). The event was aimed at educating Malaysians from all walks of life of the immense contribution and unwavering dedication of our heroes as well as ultimately showcase our sincerest gratitude.

While some of them participated in the 21 km run and others in the 5 km run, all of them finished the race and received a finisher medal.





JOHOR TEAM BONDING TIME

What better way to spend your Friday than enjoying a good bonding time with your colleagues before the weekend? On last November, a bowling tournament took place among Johor team at Diamond Bowling Johor Jaya. This engaging activity was meticulously organised to provide enjoyment for all staff members, signifying yet another initiative by Johor team to fortify relationships among colleagues and promote team spirit.

Throughout the tournament, staff members exhibited enthusiasm and competitiveness, turning each throw of the ball towards the pins into thrilling moments. Not only that, the bonding initiative continued with a lunch at Thistle Hotel Johor Bahru the following week.

Social gatherings are highly encouraged in Altus to build a strong company culture that emphasises respect, loyalty and trust. May the unity experienced today continue to shine brightly in every step toward achieving greater success.

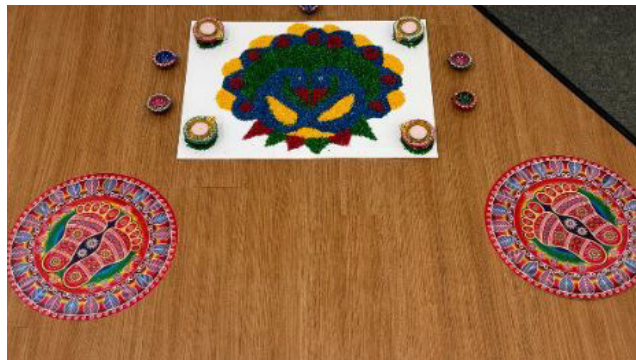


DEEPAVALI CELEBRATION



- We are extremely fortunate to be able to celebrate a wide variety of festivals as we value diversity among our colleagues. On 28 November, we celebrated Deepavali at our HQ, where some of our staff members prepared an enormous spread of delectable food and everyone was elegantly attired in bright colours, including sarees, punjabi suits, and vesti. In the spirit of Deepavali, we also had the office decorated and some of the colleagues participated in drawing the kolam.

It was a genuinely heartwarming celebration as we get to see everyone learn something and appreciate the culture, as well as the teamwork and unity – that's the most beautiful part about celebrating a festival.



YEAR-END EXCHANGE GIFT

► It is that wonderful time of the year again! As the holiday and year-end season approaches, our colleagues bring a bit of festive cheer to Altus with our annual Secret Santa gift exchange. Indulging in this delightful activity allows us to cherish, unite, celebrate, and spread some holiday joy throughout our Altus family.

It entails presenting a present to a coworker chosen at random while maintaining your anonymity. It was a wonderful method to surprise one another and bring everyone together, indeed.



ALTUS FAMILY

► Welcoming the new joiners to Altus Malaysia

ALTUS OIL & GAS MALAYSIA SDN BHD



**NAZARUDIN BIN
CHE ANI**

PERSONAL DRIVER
AOGM, KUALA LUMPUR



**ZAINI
BIN MOHAMED**

SENIOR MANAGER BUSINESS DEVELOPMENT
AOGM, KUALA LUMPUR



**NUR NADIA NATASHA
BINTI JOHARI**

BILLING ASSISTANT
AOGM, KUALA LUMPUR



**CHE WAN MOHD FAREZUL
SHAHRI BIN CHE WAN FADZAL**

SENIOR EXECUTIVE HR & ADMINISTRATION
AOGM, KUALA LUMPUR



**MUHAMAD FAIZAL
BIN RUSLAN**

HEAD OF REGION KEMAMAN
AOGM, KEMAMAN



**MUHAMMAD NAIM
BIN ROSLY**

GRAPHIC DESIGNER
AOGM, KUALA LUMPUR

ALTUS FREIGHT MANAGEMENT (M) SDN BHD



**MOHAMAD NOORHALIM
BIN MOHD NORDIN**

LOGISTIC COORDINATOR
AFM, JOHOR

ALTUS AVIATION SERVICES SDN BHD



**MOHD SUHAIMI
BIN MOHD ALI**

PERSONAL DRIVER
AVM, KUALA LUMPUR



**MOHD FAHMI
BIN KENI**

BUSINESS DEVELOPMENT
MANAGER/ AGRONOMIST
AVM, KUALA LUMPUR



**AHMAD SYAUQI FAIQ
BIN MOHD SHARI**

OPERATIONS ASSISTANT
AVM, KUALA LUMPUR

AFM FULFILLMENT (M) SDN BHD



**MUHAMMAD SHAHRUL
AMRI BIN ZAINUDIN**

WAREHOUSE ASSISTANT
AFM, KOTA DAMANSARA



**MOHAMMAD HAFIZI
BIN MOHD HANAFIAH**

WAREHOUSE ASSISTANT
AFM, KOTA DAMANSARA



**NOR EIZAD
BIN NORIZAM**

WAREHOUSE ASSISTANT
AFM, KOTA DAMANSARA



**MUHAMMAD NAJMI
ASYMAN BIN AMRAN**

WAREHOUSE ASSISTANT
AFM, KOTA DAMANSARA



**NUR SHAHIRA BINTI
SAHRUL NIZAM**

WAREHOUSE ASSISTANT
AFM, KOTA DAMANSARA



**HANI FARHANA
BINTI ABDULLAH**

WAREHOUSE ASSISTANT
AFM, KOTA DAMANSARA



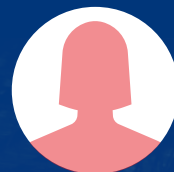
**MOHAMAD SYAH IMAN
BIN ROSLAN**

WAREHOUSE ASSISTANT
AFM, KOTA DAMANSARA



**MOHD SAID BIN
NORHANI**

WAREHOUSE ASSISTANT
AFM, KOTA DAMANSARA



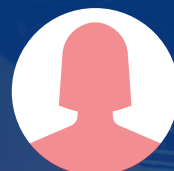
**NOR ATIKA BINTI
MOHAMAD NASIR**

WAREHOUSE ASSISTANT
AFM, KOTA DAMANSARA



**AHMAD AIMAN BIN
AHMAD AZLAN**

BUSINESS DEVELOPMENT
EXECUTIVE
AFM, KOTA DAMANSARA



**NUR ARFIZA BINTI
KAMARUDDIN**

CUSTOMER SUPPORT EXECUTIVE
AFM, KOTA DAMANSARA



**HAZMIL BIN
MOHAMAD BAHARI**

WAREHOUSE SUPERVISOR
AFM, KOTA DAMANSARA



**ZAHIRUL IRFAN
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LITTLE HANDS, BIG IMPACTS

At Altus Malaysia, we strive to make a difference and making positive and measurable social impact as top priority. Being responsible for the social well-being of those around us, we took the initiative to bring enjoyment to little kids at Kampung Orang Asli Buloh Telor, Kuala Kubu Bharu where we carried out a learning programme with them.



Kicked off the initiative on 4 November 2023, the continuous project intends to bridge the educational gap by first understanding the challenges faced by the underserved community and then assisting them in learning the fundamentals of reading, writing, and counting through interactive and edutainment activities.

Big applause to the team who has generously volunteered directly or indirectly to this wonderful cause. Your deeds of kindness may look small, but their impact on the community is enormous.





WORK-RELATED STRESS AND HOW TO HELP

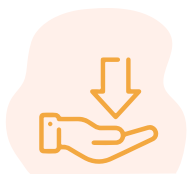


► Health, Safety and Environment (HSE) defines stress as 'the adverse reaction people have to excessive pressures or other types of demand placed on them'.



Workers feel stress when they can't cope with pressures and other issues. Employers should match demands to workers' skills and knowledge. For example, workers can get stressed if they feel they don't have the skills or time to meet tight deadlines. Providing planning, training and support can reduce pressure and bring stress levels down.

There are 6 main areas of work design which can affect stress levels. They are:



DEMANDS

For example, workers may not be able to cope with the demands of their jobs.



CONTROL

Workers may be unable to control the way they do their work.



SUPPORT

Workers don't receive enough information and support.



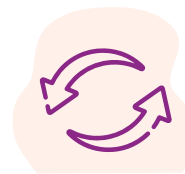
RELATIONSHIPS

Employees are having trouble with relationships at work, or are being bullied.



ROLE

Employees don't fully understand their role and responsibilities.



CHANGE

Employees are not engaged when a business is undergoing change.

Employers should assess the risks in these areas to manage stress in the workplace. Stress affects people differently – what stresses one person may not affect another. Factors like skills and experience, age or disability may all affect whether a worker can cope.



HOW TO HELP

The earlier a problem is tackled the less impact it will have. If you think that a worker is having problems, encourage them to talk to someone, whether it is their line manager, superior, or their occupational health team. By talking to your workers and understanding how to identify the signs of stress, you can prevent and reduce stress in your workplace.



WHAT YOUR EMPLOYER MUST DO

To protect workers from stress at work, employers should assess risks to their health. Employers have a legal duty to assess the risks to employees' health from stress at work and share the results of any risk assessment with them. Employers may follow HSE's Management Standards approach, which help identify and manage the main causes of stress at work.