

**Northport (Malaysia) Bhd Submission for:
International Association of Ports and Harbors
(IAPH) 2023 Sustainability Award**

**JOURNEY FROM ZERO
TO HERO
Mentor-Mentee Program**

Content

Introduction & Background

01

Program Objectives

02

Road Map & Key Deliverables

03

Mentees' Details

04

Mentees' Gap Assessment

05

Success Criteria Measures

06

Programs Implemented

07

Program Outcomes

08

The Transformation Journey Experience

09

Moving Forward

10



01

Introduction & Background

Introduction & Background

Northport's Mentor- Mentee Program

Northport's Mentor-Mentee Program has been a proven success in improving safety and health performance for our contractors. The program was initiated in 2019 and has resulted in Northport winning the National Award for Occupational Safety and Health in 2020 and 2021 in the Mentor-Mentee (Mentor) category. This recognition is the highest level of safety and health achievement in Malaysia and was presented by the Prime Minister's Department of Malaysia to Northport.

This program is the next step in our continuous journey towards HSE excellence by providing a practicable roadmap towards transforming the industry's approach and practices relevant to HSE by sharing knowledge and experience to a wider audience.

Through our Mentor-Mentee Program, Northport aims to create a culture of safety and continuous improvement within the industry, emphasizing the importance of leadership commitment, worker participation, and ongoing training and development. Northport committed to providing ongoing support to our Mentees and continuously evaluating and improving our program to meet the evolving needs of our contractors and the industry as a whole.

The success of the program has inspired Northport to expand its reach to other ports and port-related companies globally. The program's objective is to share our best practices and mentorship approach with other organizations to promote a safer and healthier workplace environment.



Program Objectives

02

Program Objectives

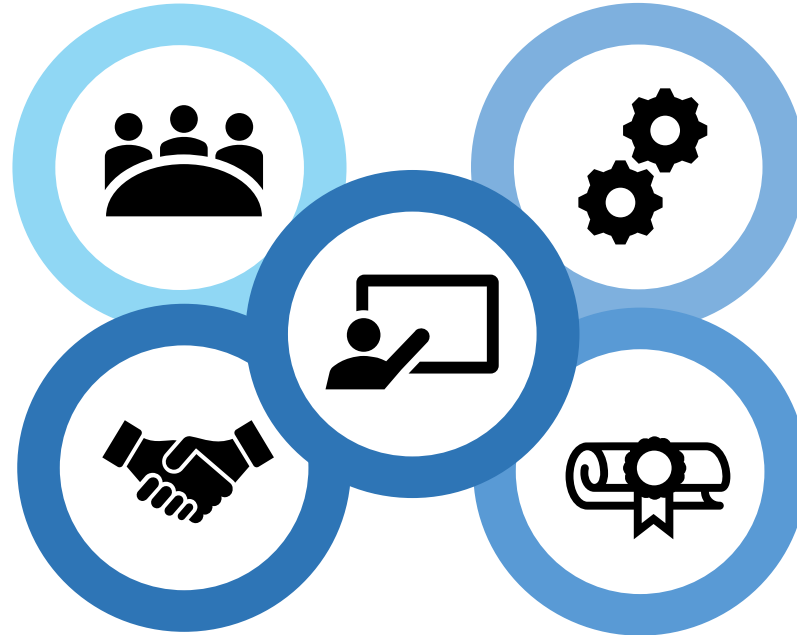
Northport's Mentor-Mentee Program

Objective 1

To enhance Mentees' safety culture

Objective 2

To provide assistance to Mentees in relation to HSE matters



Objective 3

To improve Mentee's HSE & operational performance

Objective 4

To assist Mentees in obtaining ISO45001:2018 certification.

Objective 5

To provide the necessary training pertaining to HSE (through [Northport International Centre of Excellence, NICE](#))

03

Road Map & Key Deliverables

Mentor-Mentee Program Roadmap

YEAR 1

Short Term



- Establishment of goals and expectations
- Cultural transformation
- Awareness strengthening
- Build networking and connection for improvement
- Introduction to new systems and tools

YEAR 2

Medium Term



- Continuous education
- Constant enforcement
- Training and development
- Growth and development opportunities identification
- Embark on new projects and continued sharing of experiences

YEAR 3-5

Long Term



- Effective implementation of HSE practices
- Audit & Assurance
- Certification & Recognition
- Promotion and encourage mentee to mentor others

Mentor-Mentee Program Key Deliverables



A tailored mentorship plan developed to meet the unique needs and requirements of the Mentee.



Northport will provide support and guidance to the Mentee in implementing safety improvements and initiatives within the Mentee's company



Regular check-ins scheduled between the Mentor and Mentee to ensure positive progress and to address any concerns or questions that may arise.



Performance metrics established to measure the success of the mentorship program



04

Mentees' Details

Custovic Sdn Bhd (Contractor)

Mentee No. 1 Details



Northport's contractor to supply:

- Stevedores for loading and unloading cargoes from vessels since 2009
- Mooring & Unmooring and Berthing & Unberthing Services since 2020

Director of Custovic Sdn Bhd:

Mr. Azrulnizam Bin Saharudin

Why did we choose Custovic?

They have among the WORST HSE records, hence in dire need of mentorship

Total no. of workers

Permanent : 25 workers
Contractual : 70 workers



Maldives Port Limited

Mentee No. 2 Details



**MALDIVES
PORTS LIMITED**



A Member of **MMC Group**

Maldives Ports Limited (MPL) was incorporated on 31st July 2008 as a 100% Government owned company under the Companies Act of Maldives. MPL's key function is to ensure the efficient management and operation of government owned ports and port facilities in the Maldives.

MPL's ports/terminals:

1. Hithadhoo Port Limited
2. Kulhudhufushi Port Limited
3. Hulhumale International Terminal
4. Male' North Harbor
5. Male' South West Harbor

Total no. of workers: 1,800

YEAR	TOTAL TEUs HANDLED
2019	128,112
2020	87,828
2021	98,218
2022	119,790

05

Gap Assessment

Gap Assessment

GAP ASSESSMENT

Gap assessment is a tool that can be used by the Mentor to evaluate the Mentee's safety knowledge, skills, and behavior against the job requirements, safety regulations, and workplace hazards

ISO45001:2018 Occupational Health and Safety Management System (OHSMS) standard has been used as guideline.

Conducted based on Mentees' leading and lagging HSE performance

Review of Mentees' safety regulations compliance and procedures

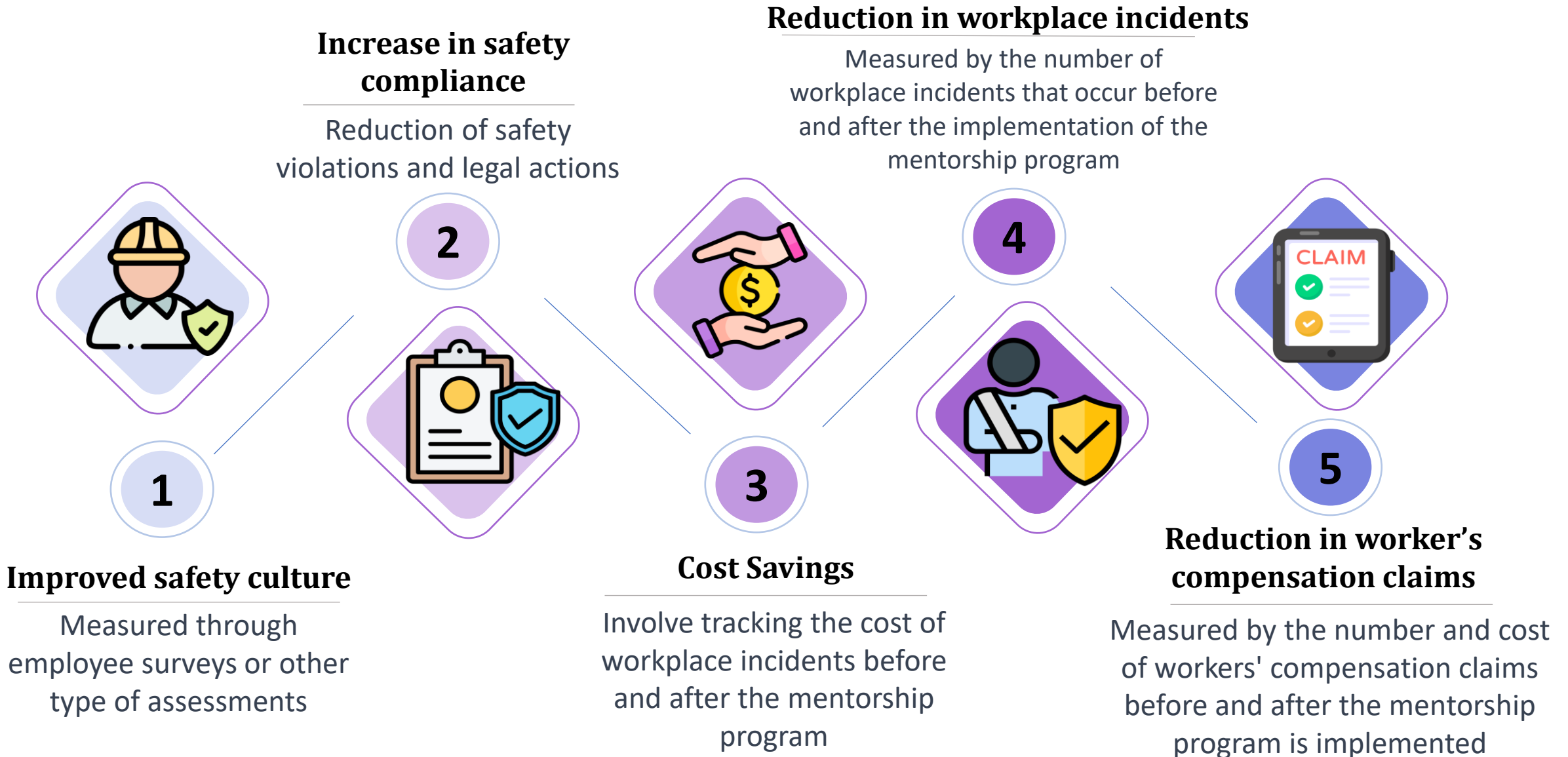
Review of Mentees' safety performance history

Site visits and job observations

06

Success Criteria Measures

Success Criteria Measures



07

Programs Implemented

Custovic Sdn Bhd

Programs Implemented



Custovic Sdn Bhd

Programs Implemented

Safety Assessment and Workplace Hazard Analysis - June to August, 2021



Lifting Gear & Terminal Familiarization Workshop - December, 2020



Custovic Sdn Bhd

Programs Implemented

Joint Daily Toolbox Briefing - May, 2020 to May, 2021



Risk Assessment Workshop - November, 2021 and January, 2022



HSE Management and Compliance to Legal and Other Requirement

Compliance to HSE Guidelines

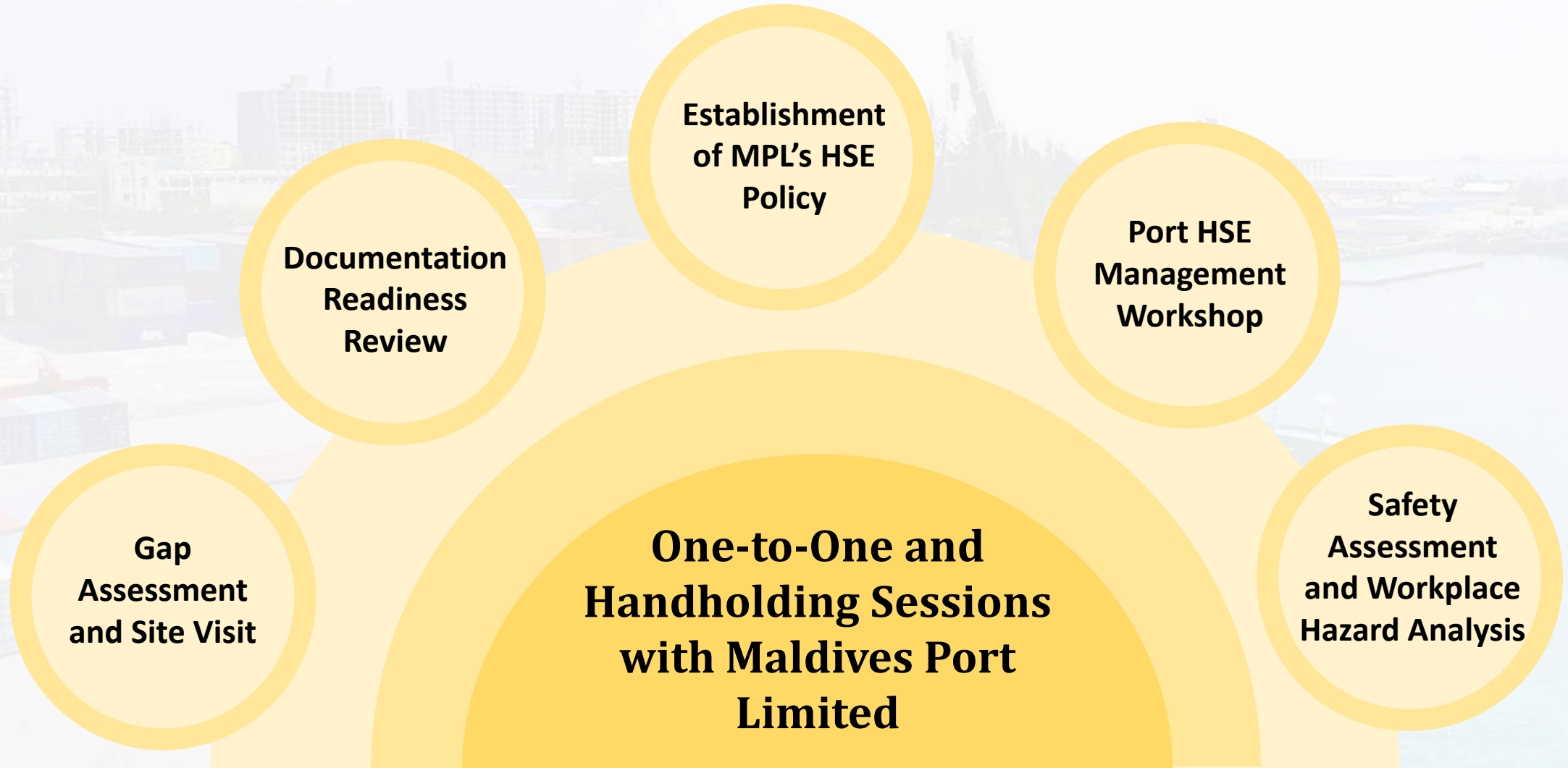
Compliance to Anti-Bribery & Anti-Corruption (ABAC) Requirement

Compliance to Prohibited Substance Requirement - Penalty of RM10,000 for non-compliance

Compliance to Environmental Requirement (Littering) – Penalty of RM1,000 for non-compliance

Maldives Port Limited

Programs Implemented



Maldives Port Limited

Programs Implemented

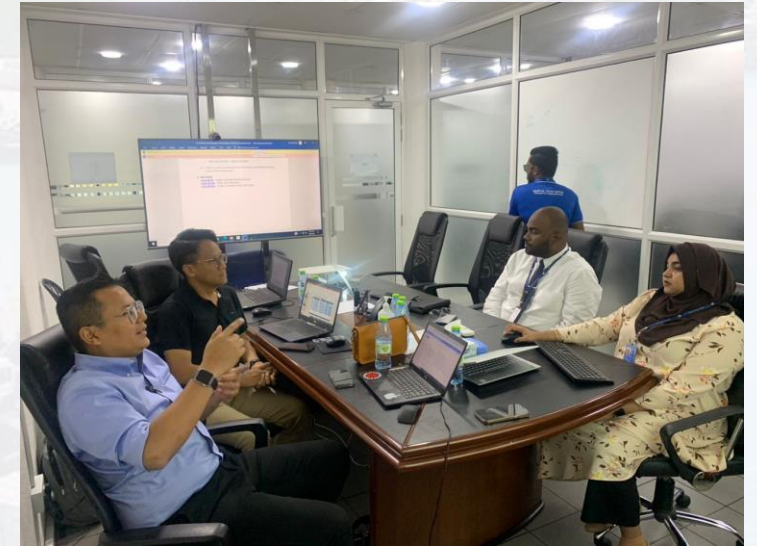
Gap Assessment and Site Visit - October, 2022



Maldives Port Limited

Programs Implemented

Document Readiness Review - October, 2022



Maldives Port Limited

Programs Implemented

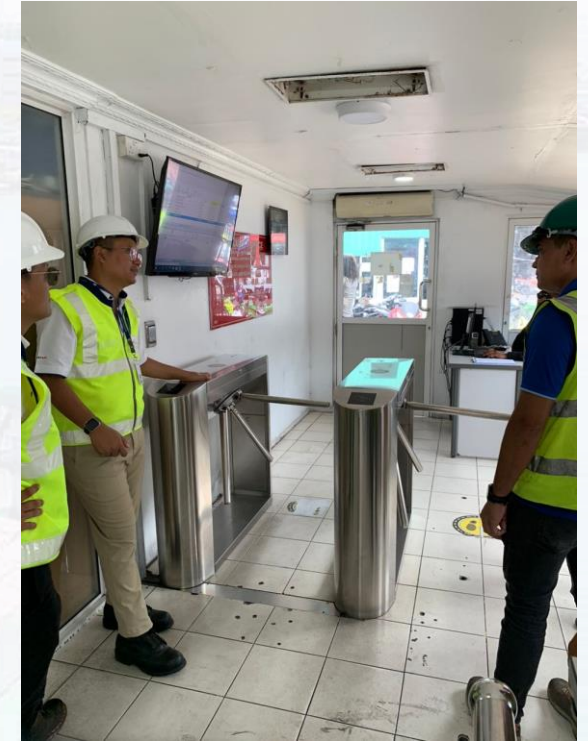
Port HSE Management Workshop - March, 2023



Maldives Port Limited

Programs Implemented

Safety Assessment and Workplace Hazard Analysis - October, 2022



08

Program Outcomes

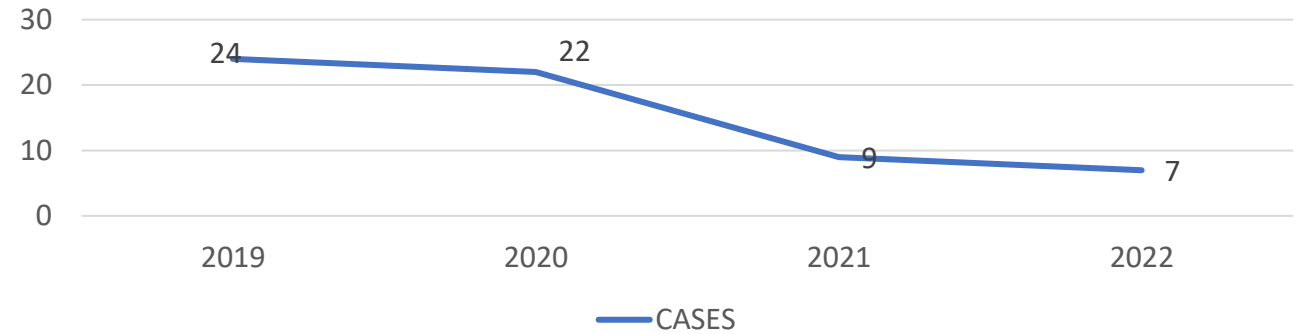
YEARLY INCIDENT CASES REPORTED

YEAR	2019	2020	2021	2022
CASES	24	22	9	7

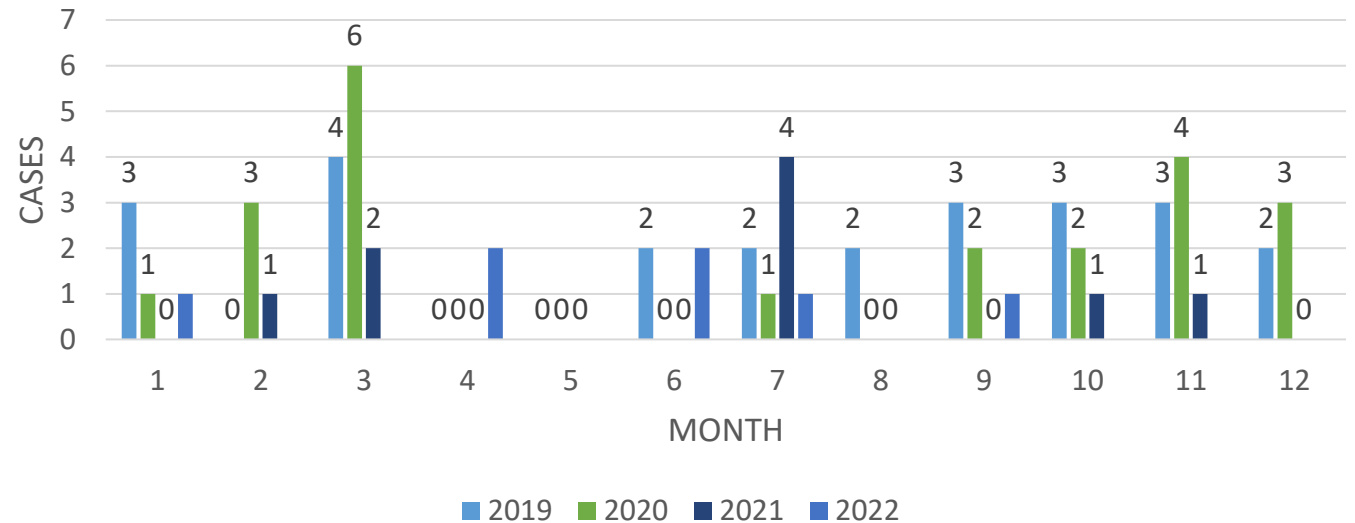
MONTHLY INCIDENT CASES REPORTED

YEAR	2019	2020	2021	2022
MONTH				
JANUARY	3	1	0	1
FEBRUARY	0	3	1	0
MARCH	4	6	2	0
APRIL	0	0	0	2
MAY	0	0	0	0
JUNE	2	0	0	2
JULY	2	1	4	1
AUGUST	2	0	0	0
SEPTEMBER	3	2	0	1
OCTOBER	3	2	1	0
NOVEMBER	3	4	1	0
DECEMBER	2	3	0	0
TOTAL	24	22	9	7

INCIDENT CASES REPORTED FROM YEAR 2019 - YEAR 2022



MONTHLY INCIDENT CASES REPORTED



Custovic Sdn Bhd

Program Outcomes

Winner of the National Occupational Safety and Health Award 2020 & 2021 in the Mentor-Mentee category for **Northport (Malaysia) Bhd** as Mentor and for **Custovic Sdn Bhd** as Mentee



Maldives Port Limited

Program Outcomes



The launch of “Port Safety Week 2022”
to raise awareness about workplace safety on
19th to 23rd December 2022.

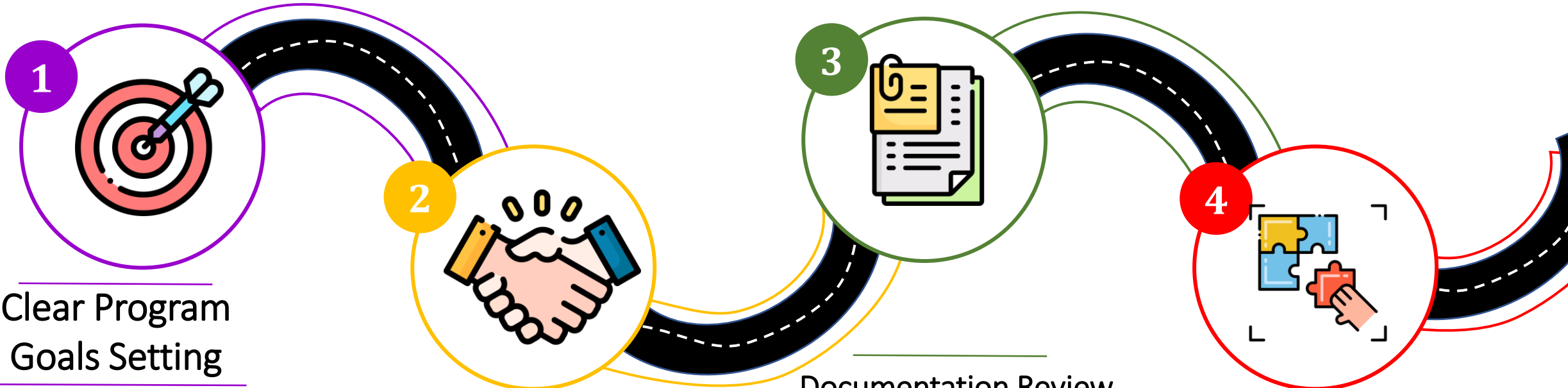


Officiation of the first Health, Safety & Security Policy for Maldives Port Limited by Chairman of the Board, Captain Mohamed Shareef during “Port Safety Week 2022”

09

The Transformation Journey Experience

The Transformation Journey Experience



Clear Program Goals Setting

Establish what are the program's targets and how it will benefit both the Mentor and the Mentee

Management's Commitment and Workers' Participation Transformation

Management's commitment demonstrated by providing resources and setting the tone at the top while workers' participation enhanced by involving workers in the development and implementation of the program.

Documentation Review and Improvement Program

Review and improvement of existing safety policies and procedures to ensure its relevance and effectiveness

Effective Program Implementation and Evaluation

Ensure a solid and structured program framework established and regular checking of program effectiveness through its key performance indicators identified

The Transformation Journey Experience (cont.)

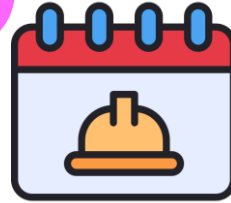
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Extensive and Holistic Training and Development Activities

A comprehensive training programs not only for workers but also for Mentee's top management to build a strong safety culture

6



HSE Culture Assimilation

Top management to define and lead a clear HSE culture and set the tone from the top. Establish clear communication on HSE expectations and safety goals

7



Sustenance and Continuous Improvement

Involves regular program review, feedback soliciting, and improvements to be taken continuously to ensure a sustainable Mentor-Mentee program

10

Moving Forward

Moving Forward

01

To extend Mentor-Mentee program to other contractors and port industry players as to demonstrate company's commitment to enhance safety culture in the industry

02

To establish partnerships with other organizations or industry associations to share best practices

03

To have an effective HSE management in the port and maritime industry

04

To create more competent and safety driven companies to become Mentor for other organizations

05

To integrate the lessons learned from all Mentor-Mentee programs to further improve the program and bring the HSE standards of the port and logistics industry locally and globally to a higher level



Thank You



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Selangor