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

JOURNEY FROM ZERO
TO HERO
Mentor-Mentee Program
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
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)
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.

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

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

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 (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

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<th>YEAR</th>
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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.
Success Criteria Measures
Success Criteria Measures

1. Improved safety culture
   Measured through employee surveys or other type of assessments

2. Increase in safety compliance
   Reduction of safety violations and legal actions

3. Cost Savings
   Involve tracking the cost of workplace incidents before and after the mentorship program

4. Reduction in workplace incidents
   Measured by the number of workplace incidents that occur before and after the implementation of the mentorship program

5. Reduction in worker’s compensation claims
   Measured by the number and cost of workers’ compensation claims before and after the mentorship program is implemented
Programs Implemented
Custovic Sdn Bhd

Programs Implemented

- Documentation Review
- Establishment of Safety Committee and Taskforces
- Safety Officer Development Program
- Implementation of HSE Rewards and Recognition Programs
- Lifting Gear & Terminal Familiarization Workshop
- Safety Assessment and Workplace Hazard Analysis
- One-to-One and Handholding Sessions with Custovic Sdn Bhd
- HSE Management and Compliance to Legal and Other Requirement
Custovic Sdn Bhd

Programs Implemented

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

Lifting Gear & Terminal Familiarization Workshop
- December, 2020
Custovic Sdn Bhd

Programs Implemented

Joint Daily Toolbox Briefing
- May, 2020 to May, 2021
Custovic Sdn Bhd

Programs Implemented

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

One-to-One and Handholding Sessions with Maldives Port Limited

-Gap Assessment and Site Visit
-Documentation Readiness Review
-Establishment of MPL’s HSE Policy
-Port HSE Management Workshop
-Safety Assessment and Workplace Hazard Analysis
Maldives Port Limited

Programs Implemented

Gap Assessment and Site Visit
- October, 2022
Maldives Port Limited

Programs Implemented

Document Readiness Review
- October, 2022
Programs Implemented

Port HSE Management Workshop
- March, 2023
Maldives Port Limited

Programs Implemented

Safety Assessment and Workplace Hazard Analysis
- October, 2022
Program Outcomes
**Custovic Sdn Bhd**  
*Programs Outcomes*

**YEARLY INCIDENT CASES REPORTED**

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<th>2019</th>
<th>2020</th>
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**MONTHLY INCIDENT CASES REPORTED**

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**INCIDENT CASES REPORTED FROM YEAR 2019 - YEAR 2022**

![Incident Cases Chart]

**MONTHLY INCIDENT CASES REPORTED**

![Monthly Incident Cases Chart]
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.
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”
The Transformation Journey Experience
The Transformation Journey Experience

1. Clear Program Goals Setting
   - Establish what are the program’s targets and how it will benefit both the Mentor and the Mentee

2. 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.

3. Documentation Review and Improvement Program
   - Review and improvement of existing safety policies and procedures to ensure its relevance and effectiveness

4. 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.)

5. 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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