

INDUSTRIAL TRAINING REPORT

GROUP ADMINISTRATION & TAXES

Prepared for
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Prepared by
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2021114177
BA242



RAM HOLDINGS BERHAD

EXECUTIVE SUMMARY

This executive summary gives a summary of the internship report at RAM Holdings Berhad. The report places a focus on the objectives, experiences, important lessons, and suggestions gathered throughout the internship. This report aims to provide a comprehensive understanding of the activities and outcomes of the internship.

The goal of the internship was to give real-world training and exposure to Group Administration and Taxes at RAM Holdings Berhad. The internship's key goals were as follows:

- a. **Gaining practical experience:** The internship provided an opportunity to put theoretical knowledge learned in academic studies into practice in a working setting. This required learning practical skills related to fixed asset reconciliation.
- b. **Gain an understanding of the workplace:** By closely working with professionals and observing their daily routines, the internship aimed to provide a deeper understanding of the organizational culture, work practices, and dynamics of RAM Holdings Berhad. This recognition was extremely important in laying the groundwork for a potential career in the field.
- c. **Expand professional network:** The internship offered the opportunity to interact with professionals, colleagues, and mentors within the company. These interactions allowed for valuable networking, mentorship, and the establishment of professional connections for future career prospects.

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ACKNOWLEDGEMENT

I want to express my sincere appreciation to everyone who contributed to the successful completion of my internship report at RAM Holdings Berhad. This accomplishment would not have been possible without the support, guidance, and assistance of many individuals.

First and foremost, I am grateful to Pn Rohanita Ahmad, my internship supervisor, for their unwavering support and invaluable guidance throughout the entire internship period. Their expertise, constructive feedback, and encouragement significantly contributed to my professional growth and learning.

I am immensely thankful to the Group Administration and Taxes team at RAM Holdings Berhad for welcoming me and fostering a nurturing environment for my development. Their patience, knowledge sharing, and collaborative spirit made my internship truly enriching. I would also like to express my appreciation to all my colleagues and team members who generously shared their expertise and supported me whenever I needed assistance.

I would like to acknowledge my academic institution for providing me with this valuable internship opportunity. Special thanks go to Pn Khaizie Sazimah for her kind help and supervision. The integration of theoretical knowledge and practical applications during my internship greatly enhanced my understanding of the subject matter.

Lastly, I extend my deepest gratitude to my family and friends for their unwavering support, encouragement, and understanding throughout this internship journey. Their belief in me and constant motivation were instrumental in overcoming challenges and striving for excellence.

UPDATED RESUME

NUR RASYIDAH BINTI ABD KARIM



CONTACT

PHONE

EMAIL

ADDRESS

SKILLS

- Proficient in Malay and English in writing and verbal
- Leadership skill
- Team player
- Willingness to learn
- Dedicated

INVOLVEMENT

- Committee of Leveraging Entrepreneurial Finance & Innovation Towards Brighter Future, 2022
- Vice President of PEERS Club, 2020 - 2021
- Multimedia Bureau of INSAN Club, 2019-2021
- Volunteer for PEERS Masih Sayang with collaboration of Jabatan Kebajikan Masyarakat, 2018

ABOUT ME

An energetic fresh graduate who is seeking a career opportunity to capitalize my skills and knowledge to grow along with the organization objective. Able to work in a team, has a willing-to-learn attitude and dedicated to working hard to make positive contributions in the company. I am willing to undertake further training and development to jumpstart my career.

WORK EXPERIENCE

internship - RAM Holdings Berhad

March 2023 - Present

- Assist in reconciliation of fixed assets, including tagging and syncing with accounting.
- Assist in compiling and updating of Administration Standard Operating Procedure.
- Prepare paperwork and proposal for company to contribute for corporate zakat.
- Prepare for Occupational of Safety and Health project.

Part-time (Production) - D'Haja HQ

August 2022 - September 2022

- Achieve daily production goals while meeting or exceeding quality standards set by buyers.
- Review the final products and distribute orders for agents around Peninsular Malaysia.
- Responsible for tagging price tags on the final products.

EDUCATION

Bachelor of Business Administration (Hons.) Finance

Universiti Teknologi Mara (UiTM) Kampus Bandaraya Melaka, Melaka
CGPA: 3.74

Diploma in Accounting

Universiti Teknologi Mara (UiTM) Kampus Alor Gajah, Melaka
CGPA: 3.54

COMPANY'S PROFILE

RAM Holdings Berhad is a Malaysia-based provider of financial services such as risk analysis, financial research, and credit rating. RAM Holdings Berhad is an acronym that stands for "Rating Agency Malaysia Holdings Berhad." RAM Holdings Berhad was renamed from Rating Agency Malaysia (RAM) in 2007 after being founded in 1990 as Rating Agency Malaysia (RAM). RAM Holdings Berhad is headquartered in Malaysia's capital, Kuala Lumpur.

As the nation's first credit rating agency, RAM Holdings Berhad was instrumental in the growth of the credit rating sector in Malaysia. Banks and other financial institutions use RAM's ratings to determine lending conditions and evaluate credit risk. Additionally, it has developed into a crucial tool for investors to evaluate the creditworthiness of issuers and make informed investment choices. The business now provides a range of financial solutions to corporations, governments, financial institutions, and infrastructure-related projects, having seen its services expand over time.

Monday through Friday, the company's official business hours are from 9:00 am to 6:00 pm. However, different departments and divisions may have different hours of operation. In addition, users can access the company's website 24 hours a day, seven days a week to access their services and information. information.

PROPOSED VISION, MISSION, OBJECTIVES AND GOAL

Vision:

To be the preeminent and most dependable financial services conglomerate, driving sustainable growth and providing value to our stakeholders.

Mission:

Our mission is to provide our clients with innovative and comprehensive financial solutions while upholding the highest standards of honesty, professionalism, and customer service. By diversifying our business portfolio, fostering talent development, and embracing technological advancements, we hope to achieve profitable growth.

Objectives:

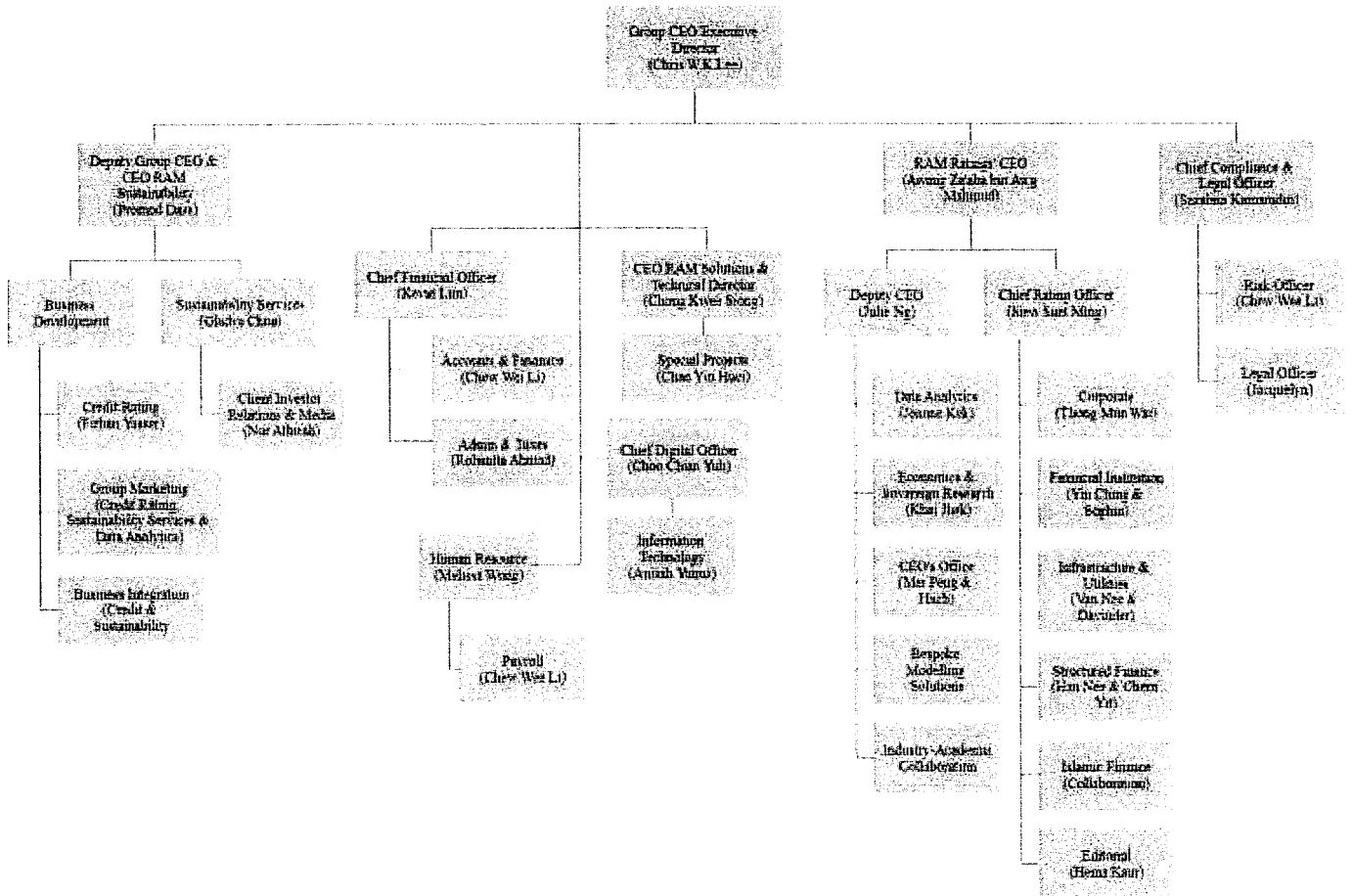
- a. **Customer Satisfaction:** Constantly improve the customer experience by providing customised financial solutions, individualised services, and efficient processes.
- b. **Financial Performance:** Achieve profitable and sustainable growth by maximising returns on investments, streamlining cost management, and maximising returns on investment.
- c. **Risk management:** Uphold effective risk management procedures to protect our stakeholders' interests and guarantee regulatory compliance.
- d. **Talent Development:** Create a learning and development culture in order to attract, retain, and nurture talent, resulting in a highly skilled and motivated workforce.
- e. **Social Responsibility:** Make a positive contribution to society and the environment by engaging in responsible business practices, corporate social responsibility initiatives, and ethical behaviour.

Goals:

- a. Expand Market Presence: As we look into new growth opportunities both domestically and abroad, we will increase our market share and expand our presence in current markets.
- b. Broadening our product and service offerings, including wealth management, insurance, asset management, and investment banking, will help us better meet the changing needs of our clients.
- c. Improve operational effectiveness constantly through process improvement, automation, and digitization to enable quicker turnaround times and cost savings.
- d. Risk mitigation: Boost the frameworks and procedures for risk management to identify, evaluate, and reduce potential risks across all business lines more effectively.

Since the company's official website does not provide a vision, mission, objectives, or even goals section, the suggested vision, mission, objectives, and goals that are appropriate for the company industry are listed above. These vision, mission, goals, and objectives give RAM Holdings Berhad a framework to direct its strategic direction and concentrate its efforts on achieving long-term success while providing value to its stakeholders.

ORGANIZATIONAL STRUCTURE



PRODUCTS OR SERVICES

RAM Holdings Berhad primarily conducts business through its subsidiary firms, which are engaged in a variety of activities including advisory services, credit rating, research, and risk analysis. In Malaysia, the company is well-known for providing credit ratings and research for bonds, sukuk (Islamic bonds), and other kinds of debt instruments.

These are the services that RAM Holdings provide to their clients:

- a) **Credit Rating Services:** RAM Holdings Berhad offers services for credit ratings that evaluate the creditworthiness of debt issuers. The business assigns ratings that represent the likelihood of timely principal and interest payments on debt securities. These ratings provide issuers with a trustworthy assessment of their credit quality and assist investors in making informed decisions.
- b) **Research and Risk Analysis:** RAM Holdings Berhad conducts in-depth analysis of risks in a variety of economic sectors. The business provides insightful information on market developments, industry trends, and macroeconomic factors that affect credit risk. This research enables financial institutions, businesses, and investors to understand the risks involved with various industries and make educated investment decisions.
- c) **Islamic Finance:** Sukuk, which are financial instruments that follow Shariah principles, are a specialty of RAM Holdings Berhad. The business has specialised expertise in evaluating sukuk structures, underlying assets, and compliance with Islamic finance principles. Due to its expertise, the company can offer thorough ratings and insightful information about the performance and risks of sukuk issuances.
- d) **Advisory and Consultancy Services:** The business offers advisory and consulting services to help clients manage their credit risk and enhance their creditworthiness. They provide customised solutions that include debt restructuring techniques, risk management frameworks, and credit enhancement structures.

TRAINING'S REFLECTION

The dates specified by UiTM for the duration of the internship were from 1 March 2023 to 15 August 2023. I have been able to meet the deadline for completing my internship up to this point, as I officially began my work as an intern on March 1, 2023. Monday through Friday will make up the intern's workweek during the internship. This indicates that they are expected to be present and engaged in their work on the specified days of the week. The internship is scheduled to run from 8:30 a.m. to 5:30 p.m. These times indicate the amount of time required to be present at work and actively complete assigned tasks.

I was assigned to the Group Administrative and Taxes Department, where I participated in a variety of administrative support and tax-related roles and responsibilities. The Administrative and Taxes Department is the company's backbone, providing support and coordinating essential departmental functions while ensuring compliance with tax regulations. It plays a crucial role in supporting the company's overall financial health and ensuring the smooth operation of daily operations.

During my internship, I gained practical experience by assisting with various tasks and projects, such as reconciling fixed assets, reorganising the administration's filing system, compiling and updating administrative standard operating procedures (SOP), preparing for corporate zakat and its wakalah, providing general administrative support, and completing ad hoc assignments. In addition, I received a monthly allowance of RM1,000 from the company.

I was also able to participate in the company's writing training, which introduced me to the in-house writing style, as well as a fitness session or management's team building day held at Breakfree Studio Jaya One in Petaling Jaya. These activities provided significant opportunities for skill development in areas such as writing, communication, and teamwork. In addition, active participation in team projects fostered the growth of effective collaboration, communication, and problem-solving skills.

Fixed asset reconciliation constituted one of my primary responsibilities. This required close collaboration with the finance team to ensure that all fixed assets were recorded and accounted for accurately. I participated in the physical tagging of assets, matching them with their respective accounting system records, and resolving any discrepancies that arose during the process. By

conducting regular audits, I helped maintain an accurate and current inventory of fixed assets. It was my responsibility to reorganise the administration's filing system in order to increase its efficiency and accessibility. This task required me to organise and label documents, establish a standard filing structure, and ensure proper categorization. The reorganised filing system enhanced document management, decreased time wastage, and facilitated the administrative team's access to vital information.

I assisted in drafting and revising the standard operating procedures (SOP) for administration. This required conducting research, collecting data from a variety of sources, and collaborating with team members to review and refine existing procedures. I contributed to the establishment of consistent and standardised practices within the administrative department by actively participating in this process. In addition to the specified duties, I also provided general administrative support for the department. This included handling correspondence, scheduling meetings, maintaining office supplies, and assisting with a variety of administrative tasks performed on a daily basis. I supported the team with additional ad hoc tasks as needed, demonstrating flexibility and adaptability in a dynamic work environment.

Finally, I drafted a proposal for zakat and its wakalah. The primary objectives are to clarify the concept, present its benefits, demonstrate fiscal responsibility, provide plans, and seek approval from management. A proposal paper can be used to educate the company's management about the Islamic obligation of zakat, its purpose, and the significance of complying with this obligation. In the proposal paper, the advantages of zakat for the company can be outlined, with an emphasis on the positive impact it can have on the company's reputation, corporate social responsibility, and community engagement. The proposal could emphasise how zakat purifies wealth and seeks spiritual rewards. By recommending that zakat be paid by the business, fiscal responsibility and ethical conduct are promoted. In the proposal, the company's dedication to fulfilling its religious obligations and aligning its actions with Islamic values can be highlighted. The proposal should include a well-structured plan outlining the company's effective implementation of zakat payments.

This may involve the identification of eligible recipients, the formation of a zakat committee or department, the establishment of appropriate procedures for zakat calculation and distribution, and the maintenance of process transparency and accountability. The implementation of zakat payments may be considered and approved by the company's management on the basis of the proposal paper, which demonstrates the company's seriousness and commitment to promoting zakat. The proposal paper provides a reference for making decisions.

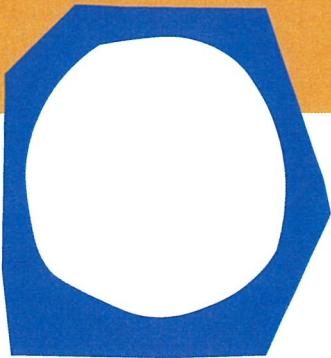
STRENGTHS



- **Highly Skilled Workforce**
- **Open to new ideas**

OPPORTUNITIES

- **Increase social media interactions**
- **Opening up of new markets because of government agreement**



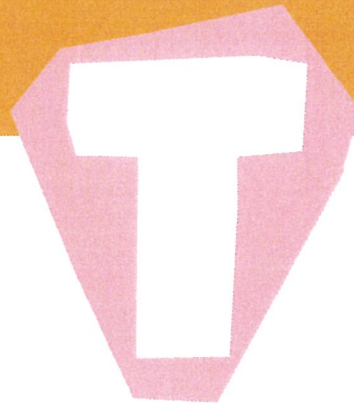
WEAKNESSES



- **Lack of awareness in safety and health in the workplace**
- **Skill gap**

THREATS

- **Legal and Regulatory Changes of Safety and Health in workplace**
- **Emergencies and Disaster:**



SWOT ANALYSIS AND RECOMMENDATION

STRENGTH

1. Highly skilled workforce

By implementing efficient training and learning initiatives, RAM Group prioritises the development of a highly skilled workforce. Significant investments in employee training and development have resulted in a workforce that is not only highly competent, but also highly motivated and inspired to achieve even greater goals.

A highly skilled workforce possesses in-depth knowledge and expertise pertinent to their respective positions. They have received extensive training and education, enabling them to stay abreast of the most recent industry trends, technologies, and best practices. Highly skilled workers are adept at resolving complex problems and making judicious decisions due to their advanced skills and experience. They can effectively manage challenges, enabling the organisation to overcome obstacles and achieve its objectives.

Recommendation:

Training programs offer a wide range of benefits that positively impact the organisation, its employees, and overall performance. RAM Group should prioritise and maintain its training programs because of these myriads of advantages.

Training enhanced Performance of Employees because training imparts new skills, knowledge, and best practices pertinent to their roles. As a result, they become more competent, efficient, and productive at their jobs, leading to an improvement in the organisation's overall performance. Training opportunities demonstrate that RAM Group is committed to the growth and development of its employees. This fosters a sense of value and appreciation, which increases employee satisfaction and the organisation's likelihood of retaining talented individuals. Arghutashvili (2018) stated that the foundational wealth of a nation is produced by a skilled and qualified labor force, which also supports long-term economic growth. It boosts output, reduces expenses, resolves issues, and so forth.

2. Open to new ideas

The department head possesses the admirable trait of being receptive to new ideas. This indicates

that they are open to and receptive to new ideas, suggestions, and innovations from team members and colleagues.

A supervisor with an open mind also fosters a culture of learning and flexibility within the department. They recognize that the business environment is in a constant state of flux and that innovative ideas are essential to keeping the team ahead of the competition. By promoting the exploration of novel ideas, they foster an innovative spirit that can lead to breakthroughs and improvements in the department's projects and procedures.

Additionally, this openness to new ideas can increase employee engagement and job satisfaction. When team members perceive that their contributions are valued and appreciated, they are more likely to be committed to their work and the department's overall success.

WEAKNESSES

1. Lack of awareness in safety and health in the workplace

Lack of Awareness describes a situation in which some employees in the company do not comprehend the importance of safety protocols and guidelines. Due to this lack of awareness, these employees may demonstrate noncompliance or indifference towards following prescribed safety measures.

Several factors may contribute to this lack of awareness. Initially, new employees may not have received comprehensive training or orientation on safety protocols, resulting in a lack of understanding of the rules and procedures. Second, current employees may not have received regular updates or reminders regarding safety protocols, which may have caused them to forget or overlook certain crucial aspects. Thirdly, the company's safety communication and training efforts may not reach all employees, especially those in remote or non-traditional work settings.

The repercussions of this ignorance can be severe. It endangers both employees and the organization. When safety protocols are not followed correctly, accidents, injuries, and even deaths may occur. In addition, noncompliance with safety regulations may expose the organization to legal liabilities and financial penalties. A workplace with a culture of disregard for safety can also result in low morale, decreased productivity, and increased employee absenteeism.

Recommendation:

RAM Group must prioritize safety education and communication in order to address the issue of lack of awareness. All employees, including new hires, must receive regular and thorough safety training. Protocols and guidelines for safety should be well-documented and easily accessible. Using multiple channels, such as workshops, safety meetings, posters, emails, and digital platforms, can assist in ensuring that the safety message effectively reaches all employees.

Occupational Safety and Health Committees play a crucial role in fostering a safety-conscious culture among their teams. They should set the standard by consistently adhering to safety procedures and emphasizing the significance of compliance to their subordinates. Creating a positive safety culture within an organization can also be accomplished by rewarding and recognizing employees who demonstrate a strong commitment to safety.

By addressing the issue of lack of awareness and fostering a safety culture, organizations can significantly reduce the risk of accidents, improve the well-being of their employees, and create a more productive and accountable work environment.

In support of my recommendation, Muthu et al. (2018) found that safety training practices have a significant impact on an organization's safety performance. Safety compliance has a direct effect on an individual's or a person's compliance in that it induces the individual to have the intention and to behave as intended. OSH compliance ensures that students and employees have adequate knowledge of existing hazards and the ability to manage danger and hazards in the workplace.

2. Skill Gap

The term "Skill Gaps" refers to the discrepancy between the current skills and knowledge of the Administration Department's staff and the skills and knowledge they need to effectively address emerging administrative challenges. As the nature of administrative work evolves and new challenges emerge, it is possible that some employees will lack the expertise and skills necessary to address these issues competently.

There are numerous causes for skill gaps within an organization. First, technological advancements and changes in industry practices can create new requirements for specific skills that some employees may not have acquired through their prior training or experiences. Second, the scope and complexity of administrative responsibilities may grow over time, necessitating the development of new skills. Thirdly, the organization may undergo transformations, such as reorganization or adoption of new processes, and employees may not receive adequate training to keep up.

Individual employees and the organization as a whole can be negatively affected by skills gaps. Lack of essential skills can result in feelings of inadequacy, decreased job satisfaction, and increased stress among employees. They may struggle to perform their responsibilities effectively, which may hinder their professional development and career prospects. Skill gaps can result in decreased productivity, errors, delays in decision-making, and compromised work quality for an organization. These issues may hinder the organization's ability to remain competitive and achieve its objectives in the long run.

Recommendation:

Organizations should prioritize employee development and training programs to address skill gaps. To design targeted training initiatives, it is essential to identify the specific skills that employees are lacking. These programs may include workshops, seminars, online courses, mentoring, and on-the-job training in order to improve employees' abilities to manage emerging administrative challenges.

In addition, organizations can foster a culture of continuous learning in which employees are encouraged and supported to regularly upgrade their skills. This can be accomplished by providing access to learning resources, providing incentives for skill development, and recognizing employees who seek self-improvement actively.

In bridging skill gaps, managers and supervisors play a crucial role. They should communicate with their team members to determine which areas require additional training and advocate for the necessary resources to facilitate skill development. Managers can encourage employees to embrace learning and address their skill gaps proactively by fostering a supportive and nurturing environment.

Addressing skill gaps is crucial for the development and success of employees and organizations alike. By investing in employee development and fostering a culture of continuous learning, organizations can equip their staff with the necessary skills to effectively address emerging administrative challenges, resulting in enhanced performance, greater job satisfaction, and a more resilient and competitive organization. According to a study conducted by Patrick, (2022), training ensures that members of an organization have the necessary knowledge and skills to perform their jobs effectively, assume new responsibilities, and adapt to changing conditions. Training similarly enhances quality, customer satisfaction, productivity, morale, management succession, business development, profitability, and organizational performance.

OPPORTUNITIES

1. Increase social media interactions.

Social media has evolved into a potent instrument for conducting surveys and collecting valuable insights from a large audience. By increasing interactions on social media, organizations and researchers hope to increase survey participation rates and obtain more representative and diverse responses.

Recommendation:

Create engaging and pertinent survey-related content. Visually appealing graphics, interactive polls, and thought-provoking questions can all be used to pique the interest of social media users. To reach a larger audience, use multiple platforms by sharing survey links and content on various social media platforms. Because different platforms appeal to different demographics, utilizing multiple channels can assist in increasing participation from diverse groups. Post about the survey on social media at strategic times when the target audience is most active. Consider periodically reposting the survey link to remind followers who may have missed the initial announcement. Respond to comments, questions, and feedback from social media users who have completed or are planning to complete the survey. This level of participation demonstrates that their input is valued, which can lead to increased participation. Use storytelling techniques and compelling narratives to convey the importance of the survey and its potential impact on the lives or communities of the audience. Humanizing the purpose of the survey can make it more relatable and thus encourage participation. Provide progress updates on the survey, such as the number of responses received and any interesting findings. This piques followers' interest and involvement, encouraging more people to participate and contribute to the survey's success.

Organizations can effectively boost survey participation rates and gather valuable insights that can inform decision-making, product development, or research outcomes by implementing these strategies and increasing social media interactions. Because of its broad reach and ability to foster engagement, social media is a valuable tool for ensuring survey success and obtaining a more comprehensive and diverse range of responses.

According to Lydiawati et al (2021), the intensity of social-media use in business can have a positive and significant impact on business performance. The company can better adapt to

market demands and interact with customers, resulting in increased sales volume.

2. Opening up of new markets because of government agreement

Bursa Malaysia and RAM entered into a shareholders agreement in December last year to develop a new debt fundraising platform to enable listed and unlisted small to mid-sized companies to tap into a new pool of capital and raise funds from sources other than traditional wholesale markets.

The creation of a digital platform or online marketplace that facilitates the process of raising debt capital for both listed and unlisted small to mid-sized businesses is referred to as developing a new debt fundraising platform. The primary goal of this platform is to provide these companies with access to a diverse pool of capital from sources other than traditional wholesale markets, allowing them to support their growth and operations with alternative funding.

There are numerous advantages to using a debt fundraising platform. The platform provides a new way for small and medium-sized businesses to access capital. The platform bridges the gap between businesses seeking funds and investors looking for appealing investment opportunities by leveraging technology and connecting these companies with potential investors. Unlike traditional wholesale markets, which often cater to larger enterprises or institutional investors, the debt fundraising platform also caters to smaller businesses. Because of this inclusivity, a broader range of businesses can participate and access capital, democratizing the fundraising process. Retail investors, high-net-worth individuals, family offices, and other private investors could all be drawn to the platform. This diversity attracts a wide range of investment perspectives and capital sources for both publicly traded and unlisted companies. In addition to Economic Growth and Innovation, the platform contributes to economic growth and innovation by facilitating access to capital for small and medium-sized businesses. The funds raised by these companies can be used to expand operations, develop new products or services, or create new job opportunities.

SMEs are important to the economic success of Asian economies, but they have a hard time getting cheap financing. This is mostly because there isn't the same amount of information between those who offer and those who want to borrow money, and because transactions are

expensive. This means that SMEs have to provide more proof before they can get loans, which leads to higher interest rates and slows down their growth. As big businesses can list their shares on the stock market and sell bonds on the bond market, publish their financial statements and accounts, and work with accountants and auditing firms to make sure they are accurate, many small and medium-sized businesses (SMEs) don't have any way to connect to the capital markets. Because financial institutions can keep a close eye on borrowers, it costs more to do this for people who want smaller loans. Yoshino and Taghizadeh-Hesary (2018) say that the lack of an information base for SMEs makes the information asymmetry problem worse.

THREATS

1. Legal and Regulatory Changes of Safety and Health in workplace

The definition of "Legal and Regulatory Changes" refers to the fact that safety rules and compliance requirements are always changing. A department of an organization must follow these rules in order to keep its practices up-to-date and keep the workplace safe.

Safety rules and compliance requirements are important to protect the health and safety of employees and reduce risks in the workplace. But these rules are not set in stone. They may be updated, changed, or added to often because laws, industry standards, or government initiatives change. So, it's hard for the department in charge of safety management to keep up with these changes and put them into practice in a good way.

Due to changes in laws and rules, frequent updates are one of the biggest problems the department may face. Safety rules and requirements for following them may be changed often, so the department has to keep an eye out for and understand any changes. If you don't keep up with the changes, you might not follow the rules, which could lead to legal problems and put your employees at risk. Next, resource constraints. Getting used to new rules often takes time, people, and money. The department may not have enough money to do research, train employees, and make any other changes that are needed to meet the new requirements. When new rules are put in place, the department must make sure that all employees know about the changes and are trained to follow the new rules. Effective communication and training programs are needed to make sure that the staff understands the new ways of doing things and can do them well. The department must set up ways to keep an eye on how the new rules are being followed and make sure they are being followed. Audits, inspections, and reviews must be done regularly to make sure that safety practices are always being followed.

To deal with these problems, the department should be proactive about following the rules:

- Put together a team that will be in charge of keeping an eye on safety rules and telling everyone who needs to know about changes.
- Make a full training program to make sure that all employees are aware of the changes and know what they need to do to stay compliant.

- Work with legal and safety experts to understand complicated rules and figure out how they affect the organization's operations.
- Use technology solutions, like safety management software, to streamline compliance processes and make it easier to meet regulatory requirements.
- Create an organization-wide culture of safety and compliance by stressing how important it is to follow rules and encouraging employees to report any safety concerns right away.

By being proactive about legal and regulatory changes, the department can keep up with current safety standards, put the well-being of employees first, and reduce risks, making sure that everyone has a safe and legal place to work.

People were perplexed about the distinctions between guidance, approved codes of practices, and regulations, according to a 1994 review by the Health and Safety Commission (HSC) under health and safety regulations. The commission continued to offer a solution to this complication.

2. Emergencies and Disasters:

Natural disasters, accidents, and other unforeseen events may put a strain on the department's resources and ability to respond effectively.

Disasters and emergencies are sudden, serious occurrences that have the potential to interfere with daily operations and cause significant damage to people, property, or the environment. These occurrences can come in a variety of shapes and sizes, including industrial accidents, building collapses, traffic accidents, and natural disasters like earthquakes, hurricanes, floods, wildfires, or extreme weather conditions.

Dealing with emergencies and disasters presents a variety of challenges and potential outcomes for a department, which can be any organizational unit or group in charge of particular tasks or functions. These occurrences may put a significant strain on the department's resources, abilities, and capacity for effective response.

- **Strain on Resources:** During emergencies and disasters, the department's resources, including its staff, machinery, and supplies, can easily become overburdened. Lack of

resources can result from the department's inability to handle sudden increases in demand for assistance or response actions.

- Effective emergency response requires seamless coordination between the various teams and agencies involved. The department may need to work with other emergency services, local authorities, or community organizations in times of crisis. It becomes difficult to maintain effective coordination and communication, especially when numerous entities are responding to different aspects of the emergency at once.
- Time Sensitivity: Situations that require immediate action and timely decision-making frequently arise. Response times that are too slow can worsen the situation, cause more harm, or even result in fatalities. It can be difficult for the department to be well-prepared to respond quickly and effectively in situations that are dynamic and changing quickly.
- Training and Preparedness: The department needs to make sufficient preparations and investments in training in order to respond to emergencies effectively. It is essential to conduct regular drills, simulations, and training exercises to make sure that staff members are prepared to handle various emergencies and can adhere to established protocols.

The department must have established emergency response plans, protocols, and communication systems in order to handle these difficulties. Personnel preparedness for emergencies and disasters can be improved with regular training and drills. Collaboration with other organizations and local partners can improve the department's capacity to manage resources and respond appropriately to emergencies. The department can increase its resilience and ability to handle emergencies and disasters by investing in preparation and coordination, all the while ensuring the safety of its employees and the community it serves.

CONCLUSION

In conclusion, my internship has been both educational and beneficial. During my time with the company, I have gained valuable insights into the industry, honed my skills, and worked with a knowledgeable and supportive team. This internship has provided me with practical knowledge that complements my academic background and has contributed to my professional and personal development.

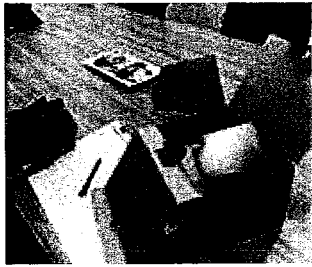
I am grateful for the opportunity to contribute to multiple projects and witness the application of my knowledge in the real world. The exposure to various departments and tasks has provided me with a comprehensive understanding of the organization's operations and rekindled my interest in this field. In addition, the counsel and mentoring I received from my supervisor and coworkers have been invaluable. Their constructive criticism and encouragement have inspired me to pursue excellence and expand my limits.

As I reflect on my internship experience, I am confident that the skills, knowledge, and relationships I have developed here will serve as a solid foundation for my future professional endeavours. I am eager to build upon these experiences and continue my professional growth. I am grateful to the entire team for welcoming me into their workplace and providing me with a rewarding experience. I look forward to maintaining contact and exploring potential future collaboration opportunities. I am extremely grateful for the opportunity to be a part of this organisation, as this internship has provided me with an exceptional learning experience.

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APPENDICES



Fixed Asset Tagging for Reconciliation



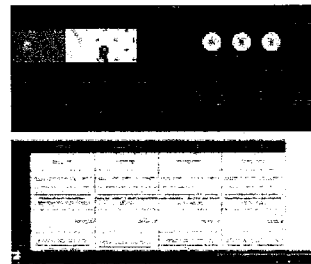
Writing in-house training



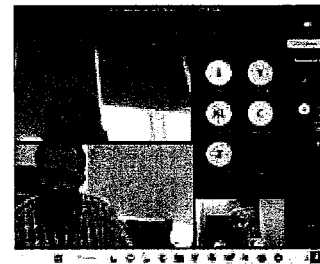
Raya Celebration



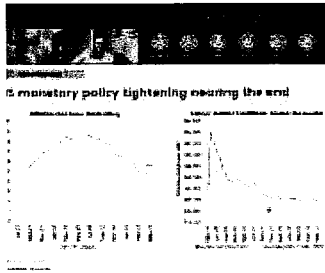
Fitness session



Monthly Department meeting



OSH Online Presentation



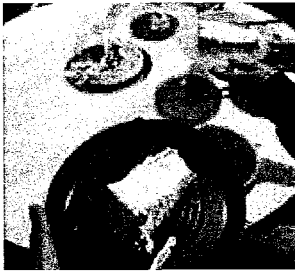
Economics Outlook presentation



Discussion with teammates



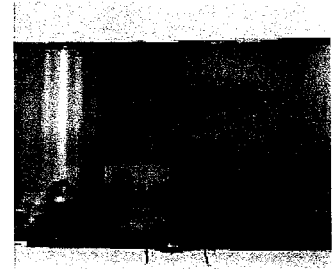
Updating the SOPP



Monthly birthday celebration



Suzanim's retirement ceremony



Fixed Asset tagging