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UNIVERSITI
TEKNOLOGI
MARA

FACULTY OF BUSINESS AND MANAGEMENT

BACHELOR IN OFFICE SYSTEM AND MANAGEMENT (HONS)

INDUSTRIAL TRAINING REPORT AT SAFETYWARE SDN. BHD. (JB BRANCH)

1 March – 15 August 2023



Prepared by:

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Student ID:

2021172599

Prepared for:

Dr. Siti Nurul Akma binti Ahmad

EXECUTIVE SUMMARY

During my internship, I was able to put my newly acquired theoretical knowledge into practise by learning how a company's human resource department functions and organises its activities to maintain the organization's seamless operation at all levels by ensuring the right number of people are available at the right time to accomplish the right job. Not only that, but I have also learned about the company's working culture and seen how Safetyware Sdn. Bhd. treats its staff members with respect and autonomy to guarantee that they are inspired to give the company their all. In this report will contain company profile, training reflection, SWOT analysis, discussion, recommendation, conclusion and appendices.

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ACKNOWLEDGEMENT

First and foremost, I want to thank and praise God for giving me the ability and opportunities with His help, I have been able to complete my industrial trainee for the past six months; without His help, I would not have progressed this far. I would like to express my gratitude to the Safetyware Sdn. Bhd. JB Branch for accepting me as their industrial trainee, provided me with many privileges, and introduced me to the working world. I want to thank Ms. Janice, my head of department at the Southern Region, for constantly providing advice and guidance throughout my industrial trainee journey.

Additionally, with the help of my parents, my family, my friends, and my beloved lecturer Madam Siti Nurul Akma, I put a lot of effort into and committed to finishing my industrial trainee. They have offered moral support and direction at every step of my internship experience. I want to express my sincere gratitude to Madam Siti Nurul Akma, my beloved lecturer, for providing me the guidance I needed to finish my industrial trainee and report. She is an excellent lecturer who always gives the advisee the best guidance and constant encouragement throughout the path. She is incredibly motivating and has been taking excellent care of her advisee for the past six months.

Next, I would like to thank my family and friends for always being there for me when I needed them. Particularly in the preparation for this report and presentation. Last but not least, it is a very good achievement for me because I was able to prepare a complete report within the time frame given, do a presentation, and complete the industrial training over the past six months because I had felt like giving up, but I kept motivating myself to finish this journey as a last year student at UiTM Kampus Bandaraya Melaka.

STUDENT'S PROFILE



NUR BALQIS BINTI MD. RUBANI

Passionate student with a Bachelor in Office Systems Management (Hons) is seeking a internship placement at your reputable company to help the business run smoothly and meet the management budget. Equipped with technical skills in office management and managing administrative matters. Motivated to produce the best work with effective communication, interpersonal and teamwork skills that upholds professionalism, ethical and social responsibilities to blends both the technical and managerial perspectives of office systems.



PERSONAL CONTACT



SKILL AND STRENGTH

Technical Skill

- Specializes in the area of office management and technology.
- Working knowledge of office equipment, like printers and fax machines.
- Skilled in administrative procedures and systems, including managing records and files, word processing, and transcription.
- Exceptional ability to deliver outstanding customer service and diffuse customer complaints or problems.
- Able to enter large quantities of data into computer and retrieve important information in a brief period of time.
- Typewriting skills 40 words per minute (wpm).

Professional Skill

- Keen attention to detail and problem-solving techniques.
- Demonstrate multi-tasking abilities for engaging in multiple job functions daily.
- Demonstrated high level of interpersonal and communication skills, both written and verbal.
- Ability to work efficiently and independently as well as within a collaborative team environment.
- Excellent organizational and time management abilities.
- Patient, flexible, positive, consistent, dependable and cooperative with a sense of humor.
- Motivated and able to shoulder responsibilities with high degree of initiative and aspiration to excel.

Software / Informative Technology Skill (IT)

- Proficient in operating keyboard and computer skills including the use of Microsoft Office software (Word/Excel/PowerPoint), email and internet.

Language Skill (Speaking and Writing)

- Malay: Advanced Proficiency.
- English: Intermediate Working Proficiency



ADDITIONAL INFORMATION

- Date of Internship: 1 March 2023 – 15 August 2023
- Expected Allowance: RM 500 – RM 1000 (Negotiable)
- Driving License: DA
- Possess Own Transport: Yes



WORKING EXPERIENCE

Industrial Trainee as Customer Service | 2023

Safetyware Sdn. Bhd.

- Answer and reply email regarding customer inquiry
- Do quotation based on customer inquiry
- Acknowledged customer purchase order and arrange accordingly
- Do filling for all the delivery notes and purchase orders.
- Handle any complain from customer
- Update payment to the finance and chase the overdue payment.
- Billing to customer and upload invoice at customer portal
- Receive and count in the stock for inventory.

Service Crew and Cashier | 2019

Aeon Fantasy PALO

- To assist shop manager in executing daily routine jobs.
- Always ensure outlet is clean and tidy.
- Respond to customer queries about various services.
- Manage transactions with customers using cash registers or credits.
- Maintains safe and clean working environment by complying with procedures, rules, and regulations.
- Track transactions on balance sheets and report any discrepancies.



EDUCATION BACKGROUND

Bachelor in Office Systems Management (Hons) | 2021 – 2023

University Technology MARA (UiTM), Bandaraya Melaka Campus

Cumulative Grade Point Average (CGPA): 3.26

Major Course Attend

- ✓ *Intermediate Financial Accounting and Reporting*
- ✓ *Administrative Procedures*
- ✓ *Business Law*
- ✓ *Financial Management*
- ✓ *Introduction to Human Resource Management*
- ✓ *Occupational Safety, Health and Environmental*
- ✓ *Administrative Operation Systems*
- ✓ *Advanced Records Management*
- ✓ *Management of Information Security*

Diploma in Office Management and Technology | 2018 – 2021

University Technology MARA (UiTM), Alor Gajah Campus

Cumulative Grade Point Average (CGPA): 3.59



ACADEMIC AWARD

Diploma

- Dean's List Awards Session 1, UiTM GPA: 3.65 (2018/2018)
- Dean's List Awards Session 2, UiTM GPA: 3.69 (2019/2020)
- Dean's List Awards Session 1, UiTM GPA: 3.89 (2020/2021)



PROFESSIONAL REFERENCES

Madam Nur Hazwani Binti Mohd Roseli

Internship Coordinator

University Technology MARA (UiTM)

Madam Nurhafizah Binti Mohd Zolkapli

Academic Advisor

University Technology MARA (UiTM)

1.0 COMPANY PROFILE

1.1 Name of the Company

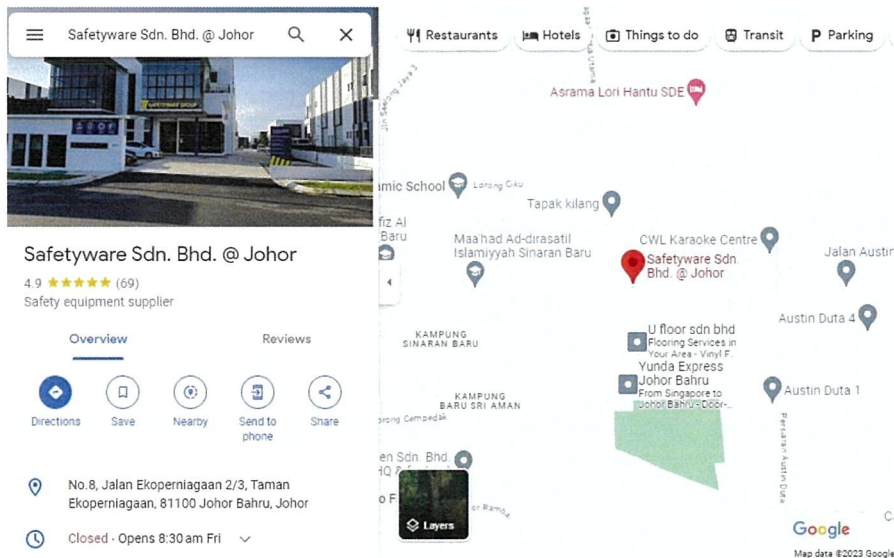
Safetyware Sdn. Bhd. (Jb Branch)

1.2 Company Logo



1.3 Location

Address: No.8, Jalan Ekoperniagaan 2/3,
Taman Ekoperniagaan,
81100 Johor Bahru, Johor



1.4 Company Background

Founded in 1992, Safetyware Group Berhad provides integrated safety and health solutions with over 20 years' experience. As a publicly traded company on Bursa Malaysia's LEAP Market, they strive to provide high-quality products and services to ensure the well-being of our customers. Safetyware has been certified by ISO 9001 and ISO 13485 quality management systems, in addition to GMP. Furthermore, the automated machinery that has been used in factories ensures the consistency of quality and high quality of products to distribute for customers.

Safetyware company includes seven subsidiaries across Malaysia, Singapore, and Australia. We serve over 9,000 corporate customers and resellers in over 35 countries with over 10,000 SKUs. Through their involvement in manufacturing, distribution, and trading, services, and enterprise software development, they are able to offer complete occupational safety and health solutions. Safetyware is one stop centre for all the PPE's users around the world.

As a manufacturer of personal protective equipment (PPE) and hygiene and sanitization solutions, Safetyware operates three factories in Malaysia. Among the items sold by the company are safety shoes, boots, high-visibility clothes, flame retardant clothing, masks, respirators, helmets, disposable gloves, aprons, mob caps and shoe covers, signage and labels, as well as sanitizers, disinfectants, and liquid hand wash. Moreover, a variety of other safety products are also manufactured by them in collaboration with international established manufacturers, such as safety glasses, ear plugs, earmuffs, disposable/unsupported/coated gloves, spill control products, lockout and tagout (LOTO) products, safety storage and containment equipment, fall protection products, floor safety products, and traffic safety products. Additionally, they offer contract manufacturing (OEM) to international customers under our own brands, such as RHINO SHOE, RedHippo, QuickSign, and Cleanware.

Over the past two decades, Safetyware has evolved and grown into a leading OSH solution provider with businesses spanning manufacturing, distribution, training, and enterprise software development. With its headquarters and three manufacturing plants in Penang, as well as six other regional offices throughout Malaysia and two international offices in Singapore and Australia, Safetyware is uniquely positioned to provide excellent customer service.

The Safetyware brand was created to increase workplace occupational health and safety. The right safety knowledge or product could have prevented many tragic workplace injuries and deaths that tear families apart. The number of workers who are injured and killed as a result of industrial accidents grows every year in Malaysia alone. If we take a look at global statistics, it would be many times higher. Safetyware comes into play when workplaces contain hidden dangers and hazards, when safety rules are ignored, and when workers are ignorant about occupational safety practices.

The Safetyware brand is synonymous with affordable safety products of the highest quality. They have always strived to make safety products affordable for the mass market without sacrificing quality. In order to be able to withstand the harshest working environments, they want their products to be easily accessible to the workers and able to withstand their harshest conditions, so that workers can rely on Safetyware and their lives can be protected. As they strive to spread the good safety culture, Safetyware never slows down because they dream of the day when zero industrial accidents will become a reality and every worker can go home safely. In addition to safety products, Safetyware helps to make lives safer.

1.5 Vision, Mission, Core Value

Vision

The leading safety & health specialist in Asia Pacific.

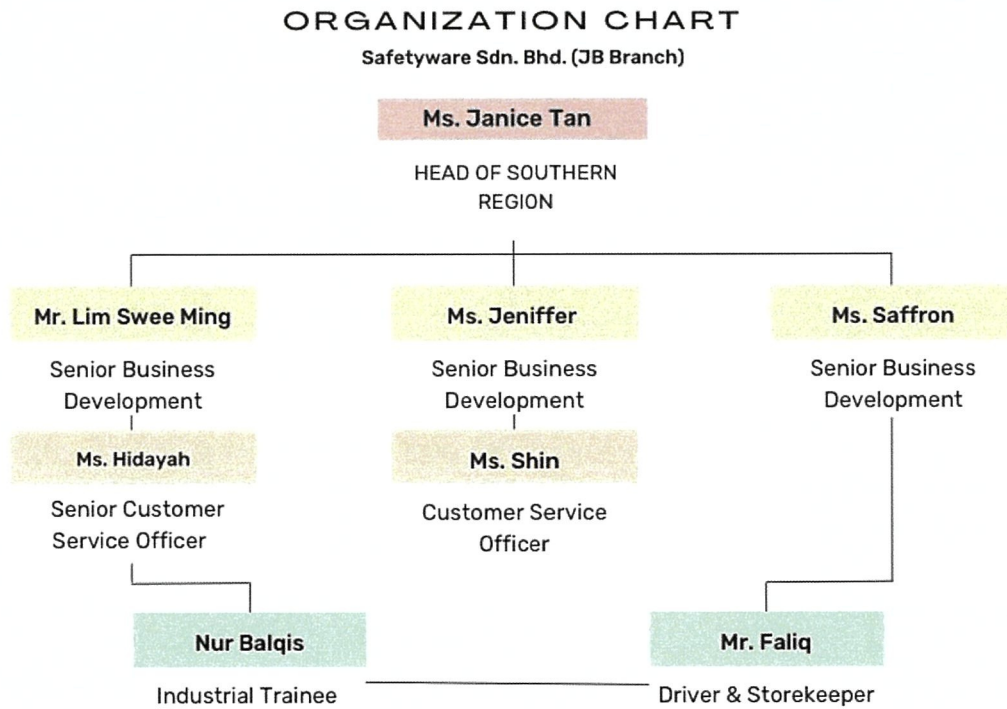
Mission

Enabling Peace of Mind with Integrated Safety & Health Solution

Core Value

1. Appreciation
2. Continuous improvement through creativity
3. Trust through teamwork & tolerance

1.6 Organizational Chart



1.7 Product and Services

Product Offered	Service Offered
<ul style="list-style-type: none"> ✚ Safety Footwear ✚ Safety Apparel ✚ Mask and Respirator ✚ Hygiene and Sanitization ✚ Disposable PE & PP Products ✚ Signage and Labes 	<ul style="list-style-type: none"> ✚ Dielectric Glove Electrical Testing ✚ Fall Protection Equipment Rental Service ✚ Fire Extinguisher Services ✚ Gas Detector Service & Calibration ✚ Heat Transfer Service ✚ Laser Cutting & Engraving Services ✚ Portable Gas Detector Rental Service ✚ PPE Needs Assesment ✚ Respiratory Fit Testing Service ✚ Respiratory Protection Equipment (RPE)

2.0 Training Reflection

2.1 Duration

One of the requirements for completing my Bachelor Degree in Office System Management (Hons) is to complete six (6) months of industrial training. I interned at Safetyware Sdn. Bhd. (JB Branch) for six months, effective on 1 March 2023 until 15 August 2023, and I was assigned to work on weekdays from 8:30 a.m. to 5:30 p.m.

2.3 Department, Roles, Responsibilities, Assignments, Tasks

Throughout my industrial training at Safetyware Sdn. Bhd. (JB Branch), I was assigned by Head of Southern Region, Ms. Janice Tan to be a part of the Sales and Marketing Team where I will be placed as Customer Service Internship. My responsibilities as customer service were, answer phone calls and reply emails from customers regarding their inquiry. Moreover, as a part of the sales and marketing team, I also need to do quotations based on customer inquiry. Then, I need to acknowledge customer purchase orders and arrange the goods accordingly. Next, if the goods are not available at our warehouse I need to ask the procurement team to raise the purchase order for them to get the supplies from our authorized suppliers. Since, Safetyware also sells signage and labels for safety signs, as customer service I am also responsible to submit requests for design(RFQ) for our customers . Our designer will design based on customer needs and sample photos. Moreover, I also need to do the filling and tagging for all the delivery orders followed by the date and purchase order followed by the alphabet since it will be easy for other employees to check back when needed.

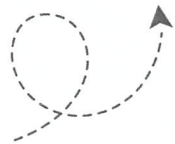
Other than that, I am also an intermediary person. If any complaint occurs when the goods reached the customer site have any defect, broken or any problem with the goods, I am responsible to submit a case to my HQ and our quality department will investigate the issue immediately. I am also responsible to receive and count the goods if stock arrived when our HQ sent it by using courier service. In addition, I also need to chase payment from customers whose invoice is overdue and I also need to update finance for payment that customer has already paid for them to knock off the invoices. Besides, I also need to upload the invoice at the customer portal website when needed and arrange reverse pickup to collect the cheque payment. Next, if salesmen are acquired to go to any safety exhibition, I am responsible to prepare the document and goods for them to bring along. Moreover, I need to check with the HQ team if there is any stock available that can be released to urgent order

and ask them to ship out as soon as possible. Lastly, I need to do admin task which is to record the consignment notes that be out from the warehouse at JB branch to keep track of all those goods been delivered successfully by using courier service.

2.3 Benefit

Throughout completing my industrial training at Safetyware Jb Branch I get a lot of benefit and improvement of myself. Safetyware Sdn. Bhd. gives an allowance as much as RM850 per month. This is quite beneficial for me since I can use it for car petrol, food and savings. Next, the other beneficial aspect for myself is improve a lot of my communication skills. It is because my HOD develop my skills and always gives tips and teach on how to answer customer's call politely. I am practicing to polish my communication skills since I will answer phone calls from customers every day. Besides, it is developed on my skills on how to work in teamwork since I will need to communicate with salesmen every day and every inquiry customer needs. Other than that, while doing internship at Safetyware, I am able to get real work experience and learn on how to manage my stress. Since, I am doing customer service tasks I am able to get the same experience with other employees. I am also able to think out of the box to solve the problems and at the same time be responsible regarding any problem and solutions.

Moreover, I have access to a variety of tasks given from my HOD. I learn a lot of things when I am able to do a lot of tasks. The experience I get is very expensive and I only get it when I am experiencing it. Since there is a huge contrast between the world of work and academics. Next, Safetyware gives a very straightforward and good guide for me to start my career growth with this economic situation. Safetyware is a great place to start a career because of the fantastic benefits and salary they offer, which is very ideal for fresh graduates. Then, while completing my industrial trainee I found myself to be more disciplined and manage to restructure my time very well. I have a really good habit such as waking up and sleeping early and being able to be more punctual. Restructuring my time at the workplace is very important since I have a lot of tasks to be completed in one day.



SWOT Analysis



Strength

- 1.A highly effective organizational management system.
- 2.Centralised approach of conducting business.



Weakness

- 1.Limitation of space at warehouse
- 2.Demand over supply



Opportunity

- 1.Should join event and safety exhibition more frequently to expand business.
- 2.Hire more dealers around the world.



Threat

- 1.Third party of courier services.
2. High demand of other brand of shoe.



5.0 Discussion and Recommendation

STRENGTH

- A highly effective organizational management system

Safetyware Sdn. Bhd. have a very strong and powerful top management for the sales and marketing team, they always check for all the progress of sales on the sales weekly meetings regarding their big opportunities and appointments. Moreover, the top management always provides product training to improve employee's knowledge and prepare quizzes after weekly meetings. Other than that, recently they have reformulated the commission calculation for customer service officers. This is a good sign that they are very concerned about the welfare and needs of employees in the current economy. In addition, the Safetyware top management will plan to do an annual grand dinner to all employees as a token of appreciation every year. By improving all the employees' performance, every branch will conduct a short briefing every day to share with all colleagues regarding any issues raised during the appointment with their customers.

- Centralized approach of conducting business

As we already know, Safetyware has branches throughout Malaysia and includes Singapore and Australia. The CEO has invested in a very high technology system which is called NetSuite System originating from California. The NetSuite System is very suitable to be used for companies that have a lot of branches such as Safetyware, the system is centralized to be used by all the employees no matter which branch they are coming from. With this centralized approach all employees can avoid the confusion that will happen and can reduce the percentage of employees making mistakes during working hours.

The recommendation I would suggest for Safetyware to maintain a very good management organization is that they should have good relationships with employees and customers to maintain their success. Moreover, they should give clear goals and big opportunities for the employees to achieve. Based on Journal of Occupational and Organizational Psychology written by Wang, H., Demerouti, E., Blanc, P., & Lu, C. (2018) says employee job crafting is positively correlated with work attachment, example dedication to the organisation and sentiments of job ownership. Employers should provide workers more chances to hone their trade so that they become more invested in their jobs and can produce

better work outcomes. Through job crafting examples by looking for more resources and challenges at work, low performers and jobholders with insecure jobs become more attached to their jobs than high performers and jobholders with secure jobs. In addition, strong management in an organization and ought to focus on enhancing employee well-being. Employee assistance and well-being enhancement can lower turnover while raising profits, guest satisfaction, and employee satisfaction. (Gordon, S., Tang, C., Day, J., & Adler, H. (2019)).

Other than that, the organization may fully realise the benefits of highly centralised planning and control while growing robust and ambidextrous. Collective sense-making and shared strategic schemas can be replaced by an effective decision support system, organizational policies, and communication strategy. The findings imply that management control systems may have a significant influence on the growth of organisational ambidexterity. (Hortoványi, L., Szabo, R., & Fuzes, P. (2021)).

WEAKNESS

- Limitation of space at the warehouse

The limitation of space at the warehouse of JB Branch gives a lot of impact towards customer satisfaction in the southern area. This is because our branch is unable to keep a variety of stock and choices at the warehouse. The customers who walk in have limitations to make choices and they only can buy stock that is available for their usage. Next, it can increase the freight charges from courier to customer site if the JB Branch cannot fulfill customer purchase orders because there will be double charges and take out the goods from two warehouses.

- Demand over supply

The Rhino Safety Shoe is manufactured by Safetyware Sdn. Bhd. The brand has its own user and target market. The demand over this high quality of safety shoe is quite demanding and very high. However, our own manufacturer has insufficient work order schedules regarding the safety shoe. This has a lot of bad impact on the good reputation of Safetyware Sdn. Bhd. Moreover, the safety shoe takes a longer time to produce the shoe since some of the materials are imported from China. The production team cannot proceed with the work order ontime regarding the shortage of material. Then, our procurement team did not have a very good forecast for the material that needed to buy from local and international suppliers.

According to the study's findings, policies, inadequate material management, and retail management affect superfluous stock. Supply chain coordination is necessary for the effective implementation of supply chain contracts. Moreover, ineffective organisational policies and material management should be seriously addressed. Contracts throughout the supply chain should assist forecasting. Businesses should make sure their inventory management procedures are efficient and effective. (Kariuki, S., & Rotich, G. (2019)).

Moreover, the procurement team should have a very good cooperation and commitment every time they are completing the forecast of the. stock. Collaboration across research teams to create ensemble forecasting techniques can result in significant reductions in performance variability over time and noticeable gains in prediction accuracy. (Reich, N., McGowan, C., Yamana, T., Tushar, A., Ray, E., Osthus, D., Kandula, S., Brooks, L., Crawford-

Crudell, W., Gibson, G., Moore, E., Silva, R., Biggerstaff, M., Johansson, M., Rosenfeld, R., & Shaman, J. (2019)). Next, the utilization of space is very important in this issue because it can give a lot of benefits to the organization if the employees are successfully utilized all the area.

According to a survey of 111 distribution warehouses in the Netherlands and Belgium, warehouse management structure should be adjusted to context in order to achieve high warehouse performance, with more complex decision rules for complex tasks and fewer tactical plans for warehouses with unpredictable demand. These findings can assist warehouse managers in structuring their warehouse management in accordance with the context in which the warehouse operates. (Faber, N., Koster, R., & Smidts, A. (2018)).

OPPORTUNITY

- Join more event and safety exhibitions more frequently to expand the business

Safetyware Sdn. Bhd. should join more events and regarding the safety exhibition more frequently to expand their business. They should have targeted events they should join to expand their business. This is because they can create a very good relationship with customers. The customer can see and test the goods before purchasing it. They can try by themselves that Safetyware sell a very high quality of products from all ranges of PPE. In addition, it can build healthy competition between suppliers in the area involved. Moreover, by joining safety exhibition, they can get new suppliers easily since Safetyware is one stop center that sell a complete set of PPE from head to toe.

- Hire more dealers all around the world.

Safetyware Sdn. Bhd. should make an advertisement to hire more dealers on a large scale because it can provide more great and good business opportunities to all small business owners. Moreover, having dealers all over the world can also help the government in emphasizing the level of safety in the workplace. Moreover, having dealers in every area or state customers in the area will also get goods faster and easier.

Every event they are planning to join should have a clear purpose and consider all the benefits they will get. This to make sure, all the events they joins will give benefit to the organization by getting new customers and expanding the connection within the suppliers. According to a study that looked at the smart event experience from the participant's point of view, the growing desire for real-time event integrated information and more immersive experiences has important consequences for managing the digital event experience for all stakeholders.

According to the study, the investigated organisation is at the second stage of knowledge management maturity. It suggests that the most important knowledge management strategies for the organisation be personalisation, the creation of work communities, and face-to-face contacts. (Akhavan, P., Philsoophian, M., & Karimi, M. (2019)). Moreover, by hiring more dealers all around the world it can increase organization profits and foster healthy competitiveness in the market. Although they may not always provide a competitive edge, they can deliver significant commercial benefits including enhanced company performance and higher customer loyalty. (Stroumpoulis, A., Kopanaki, E., &

Karaganis, G. (2021)). The risk of substance use-related harm can be reduced in part by maintaining long-term connections with reliable dealers. This is because suppliers are allegedly adopting consumer protection initiatives and quality assurance systems. Long-term relationships with trusted dealers represent a key strategy for reducing the risk of substance use-related harm due to suppliers' alleged adoption of consumer protection strategies and quality assurance measures.

THREAT

- Courier services and third-party transportation

Safetyware Sdn. Bhd. use courier services and transporters regularly if goods need to be out from warehouse HQ, Penang. This presents some threats to Safetyware because sometimes the courier services do not deliver goods quickly due to some constraints. The constraint that always occurs is that the customer's factory does not provide delivery if the person in charge is not available to receive the goods, the address they need to send to is outside the main area and needs to be sent according to their schedule, due to unable to make delivery as soon as possible customer will always keep chasing for their goods. The freight charges will be expensive if their goods are heavy and the company will bear all the cost since we promise to give free delivery for orders above RM200.

- High demand of other brand of safety shoe

As an industrial trainee in customer service, it is quite many times that customers will look for another brand of safety shoe. This presents some threat to Safetyware because customers did want to buy safety shoes that Safetyware produces. Safetyware needs to plan and take appropriate action and not to reject potential customers by selling other brands of safety shoes as well, this can increase some profit to Safetyware because it manages to maintain customer satisfaction at a very high satisfactory level.

Third-party access in the management of global supply chains presents a high security risk, but this risk can be reduced by making the current global supply chains into robust and resilient systems, which will reduce the likelihood of losing trust. The threats that exist can give a negative impact and may be a factor that will decrease a good reputation. They must overcome all threats very wisely, systematically and with a very good strategy for masking. Third-party access is a high-security risk in global supply chain management, but this risk can be reduced by making the existing global supply networks into robust and resilient systems, which will reduce the likelihood of losing trust. Product and process innovation boost a organization 's economic productivity, especially when they are carried out in tandem.

Additionally, organizational activities are advantageous for other forms of innovation, particularly process innovation. Productivity may increase with the release of a new product if marketing innovations are also implemented. Businesses that have made the most investments in new gear and equipment are those that produce the best results. Furthermore,

the study discovers that the novelty and meaningfulness of new products have large beneficial effects on competitive advantage, while the latter has a significant beneficial impact on new product performance. (Yi, H., Amenuvor, F., & Boateng, H. (2021)).

CONCLUSION

Overall, I felt the opportunity to do an industrial trainee at Safetyware Sdn. Bhd. JB Branch gives lot of impact on me. All the experience and guidance given cannot be obtained anywhere else. I am very grateful and very happy for getting the experience and knowledge given for free by Safetyware. The tasks given to me give a very big opportunity and space to improve to become a more professional, responsible employee and can cultivate a more open-minded thinking. I also realized that Safetyware is a private company that takes care of the welfare of the employees very well.

In addition, Safetyware is a very good company to start a career as an employee after graduation. I also take the opportunity to continue working in this company and hope I can give the best and always be committed when completing all the tasks given from my superior. My vision was achieved because I had already set a goal to do my best on industrial training so as the company will give job opportunities to start a job career. I will gather all my experience and knowledge to get better job opportunities in the next five years. I am happy and glad to have completed this industrial training successfully and gained a wealth of customer service skills. Hopefully, I will get good grades in this Industrial Training subject MGT 666. Amen.

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APPENDICES

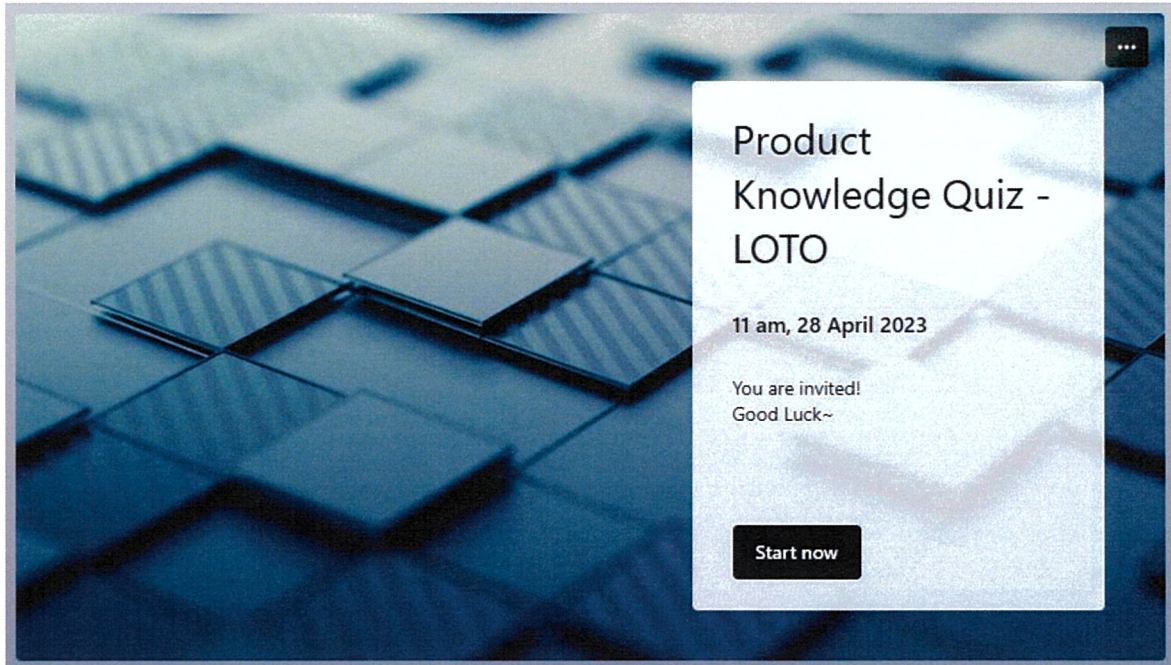


Figure 1.1: Weekly Quiz regarding LOTO

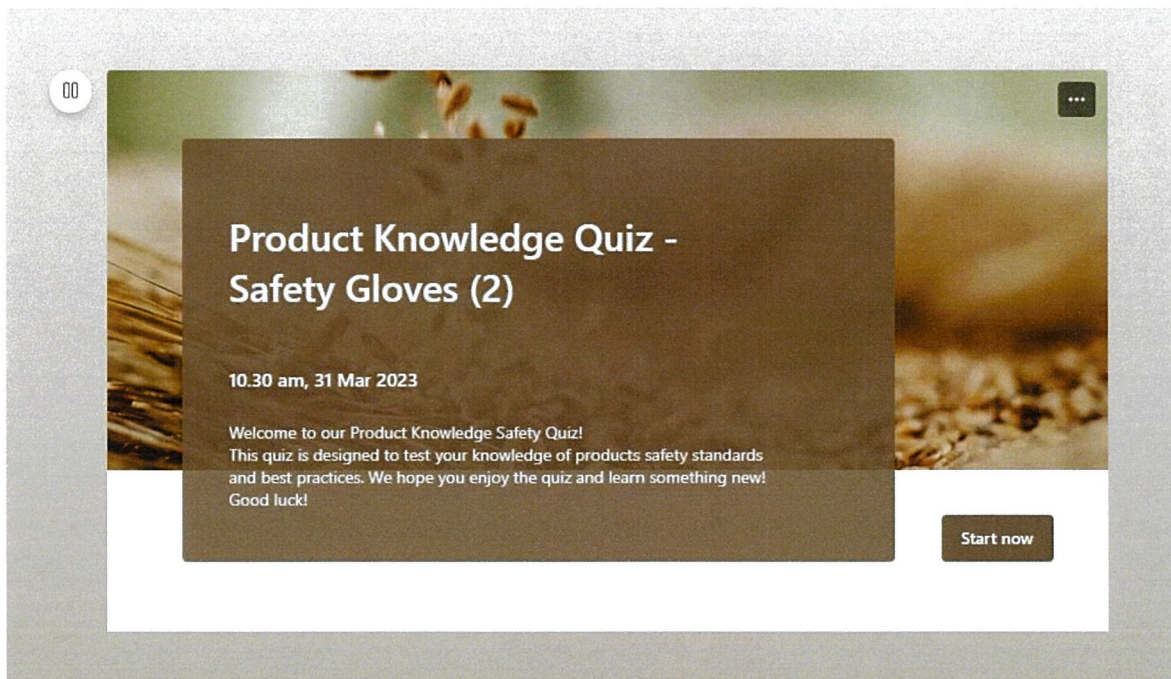


Figure 1.2: Weekly Quiz regarding Safety Glove

Workplace Health & Safety Survey 2023 (Quarter 2: Apr - June)

Your feedback will help us identify areas where we can improve and ensure a safer work environment for all.



Thank You!

Your submission has been received.

Figure 1.3: Questionnaire Workplace Safety & Health and Safety Survey Quarter 2 2023

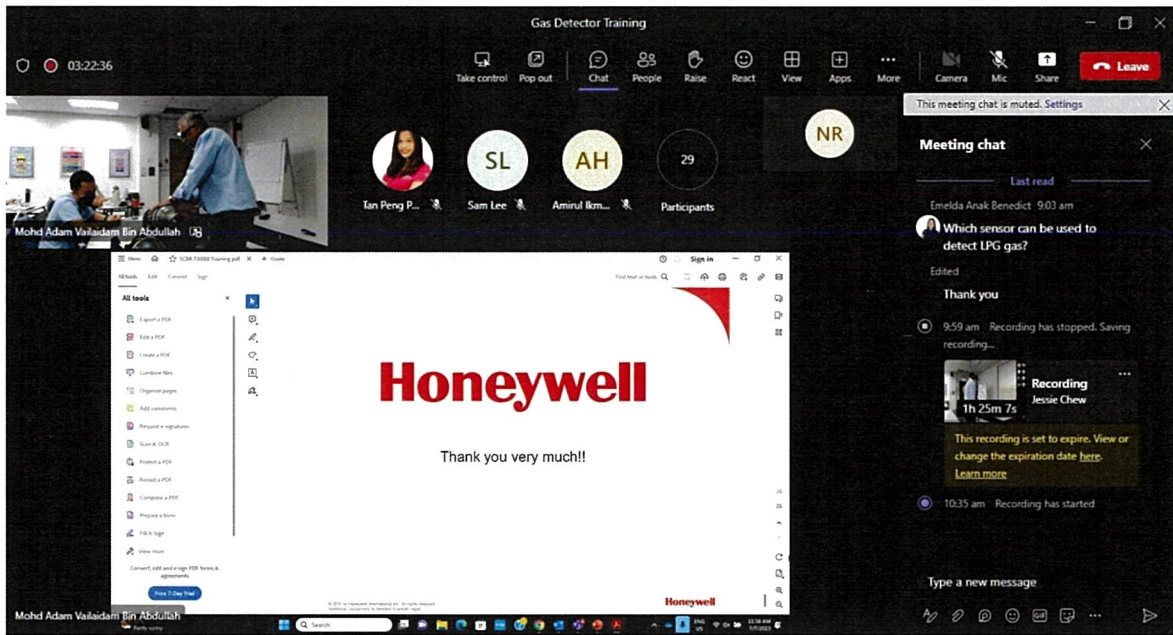


Figure 1.4: Product Training Gas Detection

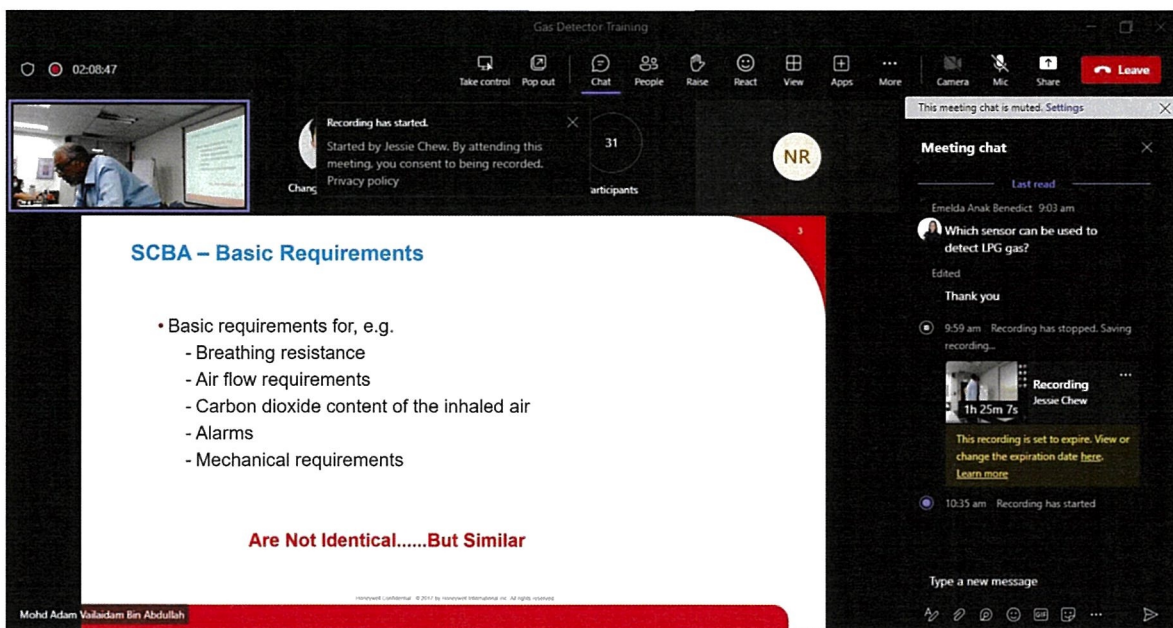
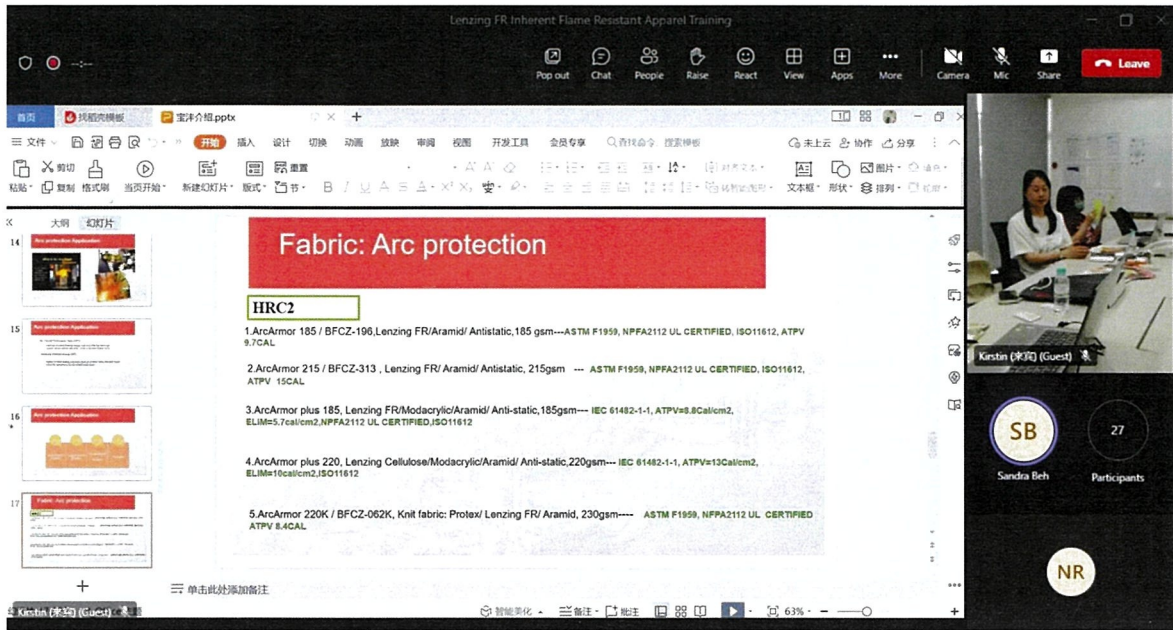


Figure 1.5: Product Training SCBA



SB Sandra Beh Monday 11:08 am
 Hi all, Kirstin from Lenzing will come from China and be providing training to all of us **on this coming Thursday (3pm-4pm)**. Please block your date & time. HQ colleagues please join in STWA.

Date: 18/5/2023
Time: 3pm-4pm
Venue: STWA

For those branches colleagues, you are require to attend online training.
https://teams.microsoft.com/l/meetup-join/19%3ameeting_OGJkNDY3ZTYtMTMwOS00NDQ1LWl0YzQtZjZiMmWY5OTliOWRh%40thread.v2/0?context=%7b%22Tid%22%3a%2232081f50-dd03-4939-9cc1-b330317d60df%22%2c%22Oid%22%3a%2222151393-936a-467e-8430-38169ebb5f6d%22%7d

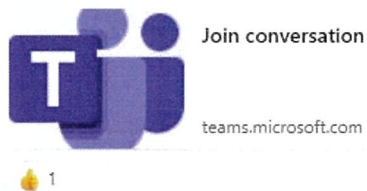


Figure 1.6: Product Training for Lenzing

NR

Nur Balqis Binti Md Rubani 21/06 5:03 pm
Ananda Li payment for Achi Jaya Plantations Sdn. Bhd.

#IN-STW-23008894
#IN-STW-23009128
#IN-STW-23009129
#IN-STW-23009130
#IN-STW-23009131
#IN-STW-23009132
#IN-STW-23009133
#IN-STW-23010806

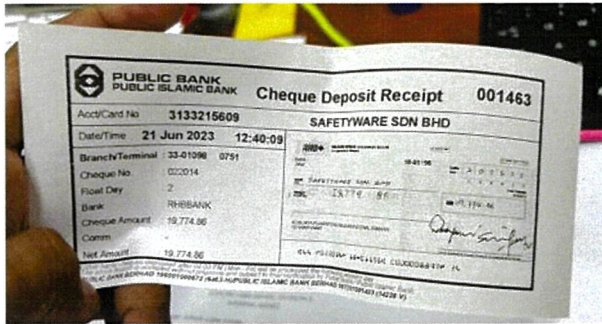


Figure 1.7: Update customer payment to finance

Purchase Order #MYSIG00565377

Order acknowledged

General Info

Status Issued - Sent via Email
Order Date 06/05/23
Revision Date 06/05/23
Requester Anne Ng
Email anne.ng@airliquide.com
Payment Term NET 30 DAYS
Stamped PO attachment No file chosen
Old PO Number None
* PO Change

I hereby acknowledge the terms and condition mentioned on the PO.

Shipping

Ship-To Address SOUTHERN INDUSTRIAL GAS (PENANG) PLO
235, Jalan Perindustrian, Bukit Minyak 7,
Kawasan Perindustrian Bukit Minyak, Mukim 13,
Seberang Perai Tengah,
Penang, Penang 14000
Malaysia
Attn: Anne Ng
Business Registration Number None
Terms DDP

Shipment Tracking

No shipment tracking.

Figure 1.8: Acknowledge purchase order from customer portal.