



Raja Muhammad Farhan Raja Ismail, SHP

AVP / Head, Corporate Occupational Health & Safety

Corporate OHS Section | Human Resource
Management Department
Culture & People Development Division | BSN

- Licensed Safety & Health Officer (SHO)
- ISO 45001:2018 Lead Auditor
- ~15 years OHS experience
Banking & Financial Services

EXECUTIVE SUMMARY

KEY CONTRIBUTIONS & IMPACT AT BANK SIMPANAN NASIONAL



PERIOD COVERED:
2020 – 2025 (5 YEARS)



5 YEARS AT A GLANCE



RM 600K

Annual OpEx
Managed

Consistent budget
stewardship



96%

DOSH Audit Rating

Average compliance
score



3%

YOY Accident Rate

Sustained
flattening achieved



200K hrs

Zero-Accident
Milestone

Data centre
retrofit project



409

OSH Coordinators
Trained

Bankwide capacity
building



878

First Aiders
Trained

Emergency response
readiness



389

Sites Registered
(MyKKP)

New DOSH
registrations



13 Sites

Chemical Storage
Upgraded

Hazardous materials
programme

1 OSH MANAGEMENT SYSTEM & GOVERNANCE

Architected and operationalised BSN's end-to-end OHS Management System, anchoring the bank's safety governance to internationally recognised standards and Malaysian regulatory requirements.



ISO 45001 Development & Implementation
Designed and rolled out BSN's ISO 45001:2018-compliant OHS-MS across all business units.



Corporate-State OHS Business Partner Model
Established OSH-BP network, embedding safety accountability at state and branch level.



BSN Corporate OHS Steering Committee
Established bank-level steering committee for executive oversight and strategic direction.



OSH, Wellbeing & Commuting Safety Policy
Authored and launched new policies aligned to OSHA 1994 and ISO 45001.



ERT Procedure Realignment (MS-2735:2021)
Revised ERT procedures to comply with MS-2735:2021, strengthening emergency preparedness.



Revamp HIRAC – Activities Cataloguing
Catalogued all workplace activities and risk levels to build a systematic hazard baseline.



Management of Change Programme
Implemented MOC protocol to assess and control OHS risks before changes are enacted.



Review Accident Investigation Process
Overhauled investigation methodology with structured root cause analysis tools.



Consequence Management (Non-Compliance)
Established clear consequence management framework to reinforce accountability.



WAIRP Establishment
Formed Workplace Accident Investigation Review Panel to strengthen systemic corrective action.

2 SAFETY CULTURE & EMPLOYEE ENGAGEMENT

Championed a values-driven safety culture through nationally recognised programmes, branding initiatives, and high-visibility campaigns.



I'M OHS Culture Programme
Launched flagship internal OHS culture brand for unified safety communications.



NOSACQ-50 Safety Culture Maturity Index
Deployed Nordic Safety Climate Questionnaire to baseline and track culture maturity.



NCOSH Award – 2020 & 2022 Winner
Won National Council of Occupational Safety & Health Award in two consecutive cycles.



BSN-CE OHS Excellence Award
Secured CE OHS Excellence Award, affirming leadership in OHS.



10 Office Life Saving Rules
Designed and launched 10 Life Saving Rules for office environments.



Management Safety & Health Pledge
Organised and secured bankwide pledge demonstrating leadership commitment.



Strengths in Accident Learnt Programme
Enhanced programme to capture, communicate and institutionalise lessons from incidents.



Internal OHS Branding
Built cohesive OHS brand identity across materials and channels.



GLC-OSHNET Committee Membership
Represented BSN in inter-agency committee for benchmarking and best practice sharing.



Malaysia Financial Institution OHS Benchmarking
Led the first structured OHS benchmarking exercise across financial institutions.

3 HEALTH, WELLNESS & WELLBEING

Integrated holistic employee wellbeing into BSN's OHS framework, encompassing mental health, occupational health screening, ergonomics, and community partnerships.



BSN Employee Wellness Survey
Executed bankwide survey to diagnose health risks and inform interventions.



BSN Wellness Upbeats Programme
Operationalised structured programme integrating physical, mental and occupational health.



Vitalmind Collaboration
Partnered with Vitalmind for mental health support and awareness.



Ergonomics Programme
Implemented ergonomics improvements to reduce MSD risks and enhance comfort.



Annual Health Screening
Conducted annual health screening for early detection and prevention.



Flu Vaccination Programme
Rolled out annual flu vaccination to promote health and reduce absenteeism.



Blood Donation Drives
Organised regular blood donation drives to support community and save lives.



BSN Mindful Friday
Initiated Mindful Friday to encourage balance, mindfulness and wellbeing.



Community CSR Programmes
Engaged in community CSR initiatives to promote health, safety and social impact.

CROSS-CUTTING ENABLERS



Leadership
Commitment



Data-Driven
Decision Making



Capability
Building



Strong Governance
& Accountability



Continuous Improvement
& Innovation



THE IMPACT



A safer
workplace
for everyone



Stronger
compliance &
risk control



Healthier,
more engaged
workforce



Sustainable
value for
BSN & society

“ Safety is not just a priority – it's a value we live every day. ”

**RAJA MUHAMMAD FARHAN RAJA ISMAIL, SHP**

Corporate Health, Safety, Security & Environment (HSSE) MY
(+60) 162156949 | rm.farhan@ymail.com | Kajang, Selangor

Corporate Health, Safety, Security & Environment (HSSE) professional with hands-on experience leading enterprise-wide HSSE functions within corporate environments. Skilled in safety governance, regulatory compliance, operational risk management, and workplace resilience. Seeking opportunities to further contribute and grow across diverse industries through strategic and practical HSSE leadership.

Industry experience: Banking & Financial Services | Downstream Oil & Gas | Highway Engineering**STRENGTH**

<i>Malaysia OSH Legislature</i>	<i>Health and Safety Management System ISO45001:2018</i>	<i>Safety Culture and Organisational Transformation</i>	<i>Safety & Security Project Management</i>
<i>Operational Risk and Compliance Management</i>	<i>HSSE Strategic Planning & Governance</i>	<i>Team Development & Collaboration</i>	<i>Human Resources Management</i>
<i>Digital HSSE System & Process Enhancement</i>	<i>Cross-Functional Leadership & Stakeholder Management</i>	<i>Incident Management & Continuous Improvement</i>	<i>Training, Facilitation & Safety Advocacy</i>

PROFESSIONAL QUALIFICATIONS

- 2017 - IGC 3; National Examination Board of Occupational Safety & Health (NEBOSH) U.K
- 2016 - SHO Course, NIOSH Malaysia
- DOSH ERA Trained Person
- Bureau Veritas Lead Auditor ISO45001:2018

LICENSING & PROFESSIONAL MEMBERSHIP

- Malaysian Society for Occupational Safety & Health (MSOSH) - Safety & Health Professional Certification SHP 20260135
- Department of Occupational Safety & Health Malaysia – Green Book Safety & Health Officer (SHO) HQ/18/SHO/00/01809
- Member of Malaysian Society for Occupational Safety & Health (MSOSH) Membership ID:6613
- Safety Governance Institute of Australia (SGIA) Membership ID:047

EDUCATIONS

- Bachelor in Corporate Administration (Hons.) 2009
Administration Science & Policy Studies, UiTM Shah Alam, Selangor
- Diploma in Business Studies 2007
Business Management, UiTM Johor

- Sijil Pelajaran Malaysia (SPM)
2003
Mechanical Engineering, Sekolah Menengah Teknik Kuala Selangor

CAREER HIGHLIGHTS

- Contributed to National Council for Occupational Safety and Health (NCOSH) Award achievements for Bank Simpanan Nasional (2020/2021 Winner) and Al Rajhi Bank Malaysia (2019 Finalist) under the Financial Services category.
- Developed BSN's OSH strategic plan and roadmap aligned with ESG and corporate strategic priorities.
- Oversaw regional Health & Safety compliance coordination for RHB Banking Group and CIMB Group operations across Southeast Asia.
- Managed Health & Safety oversight involving approximately 35,000 employees in Malaysia, 6,000 regional employees, and operational expenditure management.
- Supported the enhancement of OSH Management Systems aligned with ISO 45001 and BS16000:2015 requirements.
- Contributed to employee wellness, security optimisation, and operational improvement initiatives across banking environments.

WORKING EXPERIENCE

Bank Simpanan Nasional | Wisma BSN Jln Ampang
Assistant Vice President, Corporate OHS

• Mar 2021 – Present

Lead the development and implementation of enterprise Occupational Health & Safety (OHS) initiatives across the organisation, encompassing OHS Management Systems (OHS-MS), industrial hygiene, incident investigation, regulatory compliance, internal audits, risk assessment, safe systems of work, contractor safety management, safety training, employee awareness programmes, and emergency preparedness & response.

- Spearhead the development and execution of enterprise Occupational Safety & Health (OSH) strategies aligned with BSN's Corporate Strategic Plan (CSP), sustainability priorities, and Environmental, Social & Governance (ESG) agenda.
- Drive organisational OSH performance monitoring and strategic analysis, including annual objectives, corporate scorecards, and management reporting to support data-driven decision-making.
- Lead the development of enterprise Health & Safety initiatives and improvement programmes for management committee deliberation and organisational implementation.
- Champion organisational safety culture transformation through strategic engagement, awareness, behavioural, and workforce wellbeing initiatives across the organisation.
- Lead the integration and implementation of ISO 45001, ISO 45003, and ISO 39001 frameworks through governance enhancement, policy alignment, and operational integration.
- Provide strategic advisory support on OSHA 1994 (Anendment) 2022 compliance matters in accordance with regulatory and SHO requirements.
- Oversee Business Continuity Management (BCM), compliance, and operational risk coordination within Human Resource Management functions, including employee wellbeing and mental health initiatives.
- Collaborate with external stakeholders including certification bodies and professional consultants in the development of employee wellbeing, mental health, and organisational health programmes.

Managed corporate Safety & Security functions, including regulatory compliance, security operations, workplace safety, risk management, emergency preparedness, and incident management. Led the development of programmes and initiatives aimed at strengthening organisational safety culture, management commitment, employee participation, and proactive risk management practices.

- Oversaw Safety & Security bank-wide operations encompassing Occupational Safety & Health (OSH), physical guarding, and electronic security systems management.
- Ensured organisational compliance with Occupational Safety & Health regulations, banking security requirements, and standards established by Bank Negara Malaysia and Kementerian Dalam Negeri (KDN).
- Advised ARBM senior management on Health, Safety & Security compliance matters, including the development and implementation of policies, SOPs, guidelines, and risk reduction initiatives.
- Monitored and reported organisational Health & Safety performance to management to support operational governance and decision-making.
- Led organisational safety culture and workplace awareness initiatives through programmes such as ARBM-LSR, workplace safety branding, and employee engagement platforms.
- Led secretariat for the ARBM OSH Committee and participated in operational risk and pandemic management working groups.
- Developed Safety & Security Training Needs Analysis (TNA) programmes, including ergonomics, mental health, and employee wellbeing initiatives.
- Developed and enhanced ARBM security frameworks, policies, procedures, and audit programmes to strengthen compliance and operational resilience.
- Led the planning and implementation of physical and electronic security systems, including CCTV, alarm monitoring, and intrusion detection solutions.
- Represented the Bank in engagements and meetings relating to corporate Safety & Security matters.

Managed Occupational Safety & Health (OSH) compliance across CIMB Group's Malaysia and Regional SEA operations in accordance with applicable regulatory requirements. Oversaw group-wide safety management initiatives through audit programmes, thematic reviews, compliance assessments, and workplace safety inspections.

- Conducted Occupational Safety & Health (OSH) and regulatory compliance audits for local and regional operations.
- Managed Safety & Health documentation and statutory records to support compliance verification and audit requirements.
- Monitored Occupational Safety & Health performance of Integrated Facilities Management service providers, including UEM Edgenta.
- Coordinated the preparation and submission of DOSH statutory reports, including JKKP 6, 7, and 8 requirements.

- Provided advisory support to business units and branches on Occupational Safety & Health compliance and operational matters.
- Collaborated with Group Human Resources (GHR) in planning and developing Health & Safety training and awareness programmes for employees.
- Developed and disseminated periodic Health & Safety communication and awareness materials across the organisation.

RHB Banking Group | RHB Centre Jln Tun Razak
Unit Head / Senior Executive (SM Roles), OSH & Wellness Management

• Apr 2011 – Jun 2017

Managed the group-wide Occupational Safety & Health (OSH) compliance and corporate wellness programmes. Provided professional advisory support to the Chief Human Resources Officer and senior management on regulatory compliance, workplace safety, employee wellbeing, and organisational risk management matters.

- Facilitated the enhancement and transformation of the organisation's Occupational Safety & Health Management System (OSH-MS) in alignment with OHSAS 18001 requirements.
- Established group-wide standards for safety training, employee induction programmes, and Safe Systems of Work (SSOW) implementation.
- Developed and automated workplace incident reporting and statutory submission processes, including JKKP 6, 7, and SOCSO Form 34 integration within the HR4U system.
- Modernised internal OSH communication and employee engagement initiatives through refreshed safety branding, digital communication platforms, and awareness campaigns.
- Led the development of employee wellness initiatives including "Jom Sihat", FIT Cycle, and FIT Challenge programmes in support of the organisation's FIT22 transformation agenda.
- Coordinated the redesign and enhancement of Emergency Response Team (ERT) facilities, workplace wellness facilities, and designated smoking areas in compliance with Ministry of Health Malaysia requirements.
- Collaborated with NIOSH Malaysia in the development and implementation of Workplace Safety & Health Committee training programmes for branch management nationwide.

EARLY CAREER HISTORY

Bintulu Industrial Gas | Shah Alam
Executive

• 2010

UEM Group | PERSADA PLUS Subang
UEM Young Executive Scheme Trainee

• 2009

OTHERS

Expected Salary

• Upon negotiation

Resignation Notice Period

• 3 Months

REFERENCES

- 1) **AZANNIZAM AZMI** • 012-3030601
Director, Corporate Security, Insurance & SASS
CIMB Group
- 2) **IR. DR. MOHAMAD HAMZI MOHAMAD** • 019-663 6963
Project Manager, TRX Project
Affin Bank Berhad