THE SURVEY

11 AIA MALAYSIA – TRANSFORMING THE CULTURE OF WORKPLACE HEALTH

The impact of mental health and well-being on productivity

11 AIA lives its brand promise — to help people live healthier, longer, better lives

BEST WORKPLACE PRACTICES

12 Conspec Group of Companies & SCSO Rehabilitation Centre

AIA Shared Services Malaysia Sdn Bhd & Silverlake Axis

HPInc. Malaysia & SBM Offshore Malaysia

Dell Global Business Centre Sdn Bhd & Hartalega Holdings Bhd

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11 AIA MALAYSIA – TRANSFORMING THE CULTURE OF WORKPLACE HEALTH

11 Key findings

HP Inc. Malaysia & SBM Offshore Malaysia

Mental health and well-being at the workplace — are we at the tipping point?

Together to increase awareness of mental health issues and get rid of the stigma surrounding mental illness, Sarawak Minister of Welfare, Community Well-Being, Women, Family and Child Development Department Datuk Ser Daud Abdullah also called for action to tackle mental illness.

This growing awareness is also reflected in the participation of corporations in the Malaysia’s Healthiest Workplace by AIA Vitality 2018 survey, in which Malaysian organisations committed more than one third of respondents across four countries — Malaysia, Hong Kong, Thailand and Australia. The huge increase in the number of participating — from 47 in 2017 to 117 in 2018 — in Malaysia also helps to improve the accuracy of the survey.

As this is The Edge Malaysia’s second year partaking AIA to present the survey, there is so much that we have seen and learnt as well. It has indeed been a personal wake-up call of most of us — journalists who are caught with tight deadlines and breaking news stories. Indeed, it is a good reminder that we need to make time to rest, sleep, exercise and disconnect from our mobile devices or other social media platforms. These little things can make a difference in the long run.

Let us leave it to the experts to share some of the key things to keep in mind to protect a healthy workplace. While the work to achieve that might seem like an impossible task, here are some findings that you will find encouraging from this year’s report: “A journey of a thousand miles begins with a single step”. Let’s take the first step by reading this!

Billy Tiih
Project Editor
The Edge Malaysia

MESSAGE FROM ANUSHA THAVARAJAH, CEO, AIA BHD

I might surprise you to know that one-third of your life is spent at work and if we were to average this to 10 hours a day, you would be spending about 30,000 hours at work.

Now, that is a sobering number! However, this only highlights how important it is for us to have a healthy workplace — one that supports us and provides us with the resources to live a healthy and fulfilling life.

Let’s start with the current level of Malaysian employees’ health and well-being, which, based on data, outline a reality that is far from ideal. Following responses from 117 employees across 117 companies in Malaysia, the latest Malaysia’s Healthiest Workplace by AIA Vitality 2018 survey reveals that 59% of Malaysian employees have a higher AIA Vitality Age (biological, clinical and mental well-being risks on an individual’s long-term health) than their age.

This means employees are functioning with a body and mental state that is older than their actual age.

But how does this affect an employee’s health and well-being in the workplace? The survey has also highlighted that having an employee with a higher health and well-being score can be on an organisation’s productivity. Evidence shows that RM3.5 million has been lost due to absenteeism and presenteeism. These revelations are just the tip of the iceberg from the findings of the 2018 edition of Malaysia’s Healthiest Workplace by AIA Vitality survey.

For us, Marlborough to championing workplace health, we aim to give every employee a better life.

The Edge Malaysia spotlights mental health and well-being as key priorities, providing a platform to discuss and encourage action from every quarter so that employees will no longer be alone in their journey to betterment.

On behalf of our team and myself, I would like to thank all the participating organisations for their support this year — we couldn’t have done it without you. Your sincerity also goes to our media partner, The Edge Malaysia, for sharing our vision and collaborating with us on this report.

We hope that Malaysia’s Healthiest Workplace 2019 will continue to grow as we promote better workplace environments and that we will continue to achieve more milestones in the years to come. We urge parties across the public and private sectors to participate and share their insights. Registrations for next year’s survey commence on Jan 1, 2020. Together, we can achieve healthier, longer and better lives. Enjoy reading the supplement!
This is the second year of Malaysia’s Healthiest Workplace by AIA Vitality Survey.

The study is commissioned by AIA and delivered in partnership with RAND Europe. In Malaysia, Concurrent Konsulting (Conkonsult) is the local academic partner working with AIA and RAND Europe to provide academic advisory as well as to validate the survey questionnaires and findings.

AIA has brought this survey to Asia to help organizations improve their understanding of their employees’ personal health and well-being as well as to enable them to identify effective interventions to create a healthier work environment for their people.

The survey analyses employee lifestyle, sleeping patterns, mental wellbeing and clinical health. It also studies the comparison of health promotion efforts between employers so that effective interventions can be identified to help organizations to be more productive.

**Academic partners**

The study is conducted by Conkonsult in collaboration with Monash University Malaysia, University of Malaya, Universiti Kebangsaan Malaysia and Universiti Teknologi Malaysia. The study is funded by the Office of the Vice Chancellor and the Office of the Vice President (Research) of Universiti Teknologi Malaysia.

**Topics in focus**

1. Lifestyle Health
   - Physical activity
   - Nutrition
   - Smoking
   - Alcohol

2. Sleep

3. Mental Well-being
   - Work-related stress
   - Financial concerns

4. Clinical Health
   - Blood pressure
   - Musculoskeletal conditions
   - Cholesterol

5. Absence, Presenteeism & Productivity

6. Leadership and Culture

7. Workplace Health Interventions – Facilities and Services

**How is the survey conducted?**

- **Employees**: 20-minute online assessment by individuals
- **Employer**: 40-minute online assessment on organisation by a HR representative
- **Participating organisations**: A comprehensive organisational report outlining the health of the organisation, with benchmarking information to enable targeted workplace interventions

**Distribution of respondents**

<table>
<thead>
<tr>
<th>Year</th>
<th>Male %</th>
<th>Female %</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>42.1%</td>
<td>57.9%</td>
</tr>
<tr>
<td>2017</td>
<td>38%</td>
<td>62%</td>
</tr>
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**Distribution of respondents by age group**

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<thead>
<tr>
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<tr>
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<td>60+</td>
<td>6%</td>
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**Distribution of respondents**

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<thead>
<tr>
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<th>2018</th>
<th>2017</th>
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<tr>
<td>Small</td>
<td>20-249</td>
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<tr>
<td>Medium</td>
<td>250-999</td>
<td>employees</td>
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<tr>
<td>Large</td>
<td>1,000+</td>
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**Participating organisations**

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<tr>
<td>Australia</td>
<td>340</td>
<td>317</td>
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<tr>
<td>Hong Kong</td>
<td>117</td>
<td>110</td>
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<tr>
<td>Thailand</td>
<td>24,187</td>
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<tr>
<td>Malaysia</td>
<td>11,551</td>
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**DISTRIBUTION OF RESPONDENTS**

<table>
<thead>
<tr>
<th>Gender</th>
<th>2018</th>
<th>2017</th>
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</thead>
<tbody>
<tr>
<td>Male</td>
<td>42.1%</td>
<td>38%</td>
</tr>
<tr>
<td>Female</td>
<td>57.9%</td>
<td>62%</td>
</tr>
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**DISTRIBUTION OF RESPONDENTS**

<table>
<thead>
<tr>
<th>Category</th>
<th>2018</th>
<th>2017</th>
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</thead>
<tbody>
<tr>
<td>Small</td>
<td>18-30</td>
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<td>5%</td>
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<td>Extra</td>
<td>51-60</td>
<td>20%</td>
</tr>
<tr>
<td>Extra</td>
<td>61+</td>
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</tr>
</tbody>
</table>

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   - Nutrition
   - Smoking
   - Alcohol

2. Sleep

3. Mental Well-being
   - Work-related stress
   - Financial concerns

4. Clinical Health
   - Blood pressure
   - Musculoskeletal conditions
   - Cholesterol

5. Absence, Presenteeism & Productivity

6. Leadership and Culture

7. Workplace Health Interventions – Facilities and Services

**Key survey findings 2018**

1. **AIA Vitality Age**

   - Malaysian employees have an AIA Vitality Age higher than their actual age (2017: 9%), however:
   - 62% of them believe they are in good health (2017: 43%)

2. **Working days lost per employee**

   - 73.1 days lost per year (2017: 67.2 days)
   - AIA Vitality Age Gap of 5.9 years (2017: 5.5 years)

3. **Employers’ health perception**

   - 13% employees have 4 or more risk factors (2017: 15%)
   - However...

4. **Lifestyle health**

   - Consistent exercise results in a body that is fitter and more energetic, which can improve confidence and satisfaction towards oneself.
   - Just like in 2017, most organisations indicate that their employees are sedentary (sitting, inactive) for a large part of their working day.

5. **Clinical Health**

   - 2018: 1.1% of employees refer to their actual absence from work. It is a good indicator of the impact of lifestyle, clinical and mental health problems when combined with absence.
   - In the UK, there is evidence to suggest that smoking is related to absence, with the cost of absence amounting to 2.4 billion in 2011. This outcome was only one cost of smoking in the workplace. Other indirect costs include productivity lost to smoking breaks and the cost of cigarette-related fire damage.
   - Malaysia: 32% refer to one or more chronic conditions (2017: 29%)
   - 85% suffer one or more musculoskeletal conditions (2017: 84%)

6. **Mental Health**

   - 11.1% of current smokers (2017: 10.5%)
   - 91.7% are not eating a healthy diet (2017: 89.4%)

7. **Financial concerns**

   - 50.2% are at risk of at least one work-related stress (2017: 53.4%)
   - 18.2% are financially stressed (2017: 20.3%)

8. **Smoking**

   - 11.1% are current smokers (2017: 10.5%)
   - In the UK, there is evidence to suggest that smoking is related to absence, with the cost of absence amounting to 2.4 billion in 2011. This outcome was only one cost of smoking in the workplace. Other indirect costs include productivity lost to smoking breaks and the cost of cigarette-related fire damage.

9. **Nutrition**

   - High prices remain a key barrier to employees eating healthily as healthy food is perceived to be more expensive than unhealthy food.
   - Subsidising healthier food items available in the workplace can be an effective way to encourage employees to start eating a more balanced diet.

10. **Absence**

    - 67 days lost per year
    - AIA Vitality Age Gap of 5.9 years (2017: 5.5 years)

11. **Presenteeism**

    - 45.9% are physically inactive (2017: 64.1%)

12. **That’s RM2.27 million lost per organisation annually (2017: RM2.7 million)**

13. **Mental health**

    - Mental health is affected by multiple factors, including lifestyle behaviours, lack of exercise, poor diet, financial concerns and stress at work.
    - In the UK, about 1.5 million working days are lost yearly due to work-related stress, depression and anxiety.
    - Work-related stress can affect organisational performance, including absenteeism, productivity and turnover. High levels of work-related stress can impact staff absence and turnover and negatively affect the productivity and performance levels of employees.

14. **What are the risk factors?**

    - Body Mass Index
    - Physical activity
    - Nutrition
    - Smoking
    - Alcohol

15. **Awareness**

    - People who perceive themselves to be healthy are less likely to make changes to their lifestyle habits.
MENTAL HEALTH & WELL-BEING AT THE WORKPLACE — ARE WE AT THE TIPPING POINT?

M alaysia’s Healthiest Workplace by AIA Vitality 2018 survey finds that about half of the particip-
ants still face at least one dimension of work-related stress.

While it is a slight reduc-
tion from 2017’s 35%, it still shows that half of the Ma-
laysian workforce are facing some form of work-related stress which, in the larger scheme of things, indicates a real concern for workplace productivity. Amanda Thampraph, CEO of AIA Bhd, says in an in-
terview with The Edge, against this backdrop, the survey shows that about 20% of employees were subject to bullying at the workplace, of which 4% indicated that they were bullied often or always. On the finan-
cial front, about 8% of employees noted that they had a lot of financial concerns. This was marginally lower than 2017’s 20%.

The results of the survey, which highlight issues of mental health in the coun-
try, are also reflective of the projection that mental illness is going to be the second leading cause of disease by 2020.

According to the National Health and Morbidity Survey 2015 (NMHS 2015), in 2015, 1 in 20 Malay- sians were indicated as having mental health issues.

Astonishing Professor Dr Wei Lam Choi, health behaviour specialist at Universiti Kebangsaan Malaysia’s Faculty of Health Sciences, tells The Edge that few people real-
ize that mental health symptoms are normal that the awareness created be translated into meaningful action.

“Communications are vital in business and, as human beings, it is important to forge new friendships and alliances, be open with how you feel and relaxed in the company of others. Managers should focus on how they talk to their employees so that they really listen. They would be amazed at the outcomes,” says Edwards.

He argues that while being able to work from home is a great option for employees, it can lead to loneliness and disconnection. “It is really about moderation and having managers or specialists who are able to open the right path for each individual.”

Anton Blackwood and Susan Harris, Inter-
national Development Consultants at Gra-
t Thornton, believe one of the ways to help their players is to help them maintain the balance.

“We try to give a lot of encouragement to maintain positive training environments,” says van Stolk. “We need to start thinking about counselling in a positive manner. We need to introduce it to people.”

Communications are vital in business and, as human beings, it is important to forge new friendships and alliances, be open with how you feel and relaxed in the company of others. Managers should focus on how they talk to employees to feel that they have the support and care to discuss their mental health.”

According to Deputy Women, Family and Community Development Minister Hannah
dish, “We try to give a lot of encouragement to maintain positive training environments. We need to start thinking about counselling in a positive manner. We need to introduce it to people.”

“We need to start thinking about counselling in a positive manner. We need to introduce it to people,” says van Stolk. “We need to start thinking about counselling in a positive manner. We need to introduce it to people.”
T

here are concerns that the current working env

tonment could have a negative impact on the health

of millennials, who are often referred to as the "tech

generation." Our workplace typically has a negative

effect on young people. They are under pro-

ductive and low engagement, and many are suffering

from mental health issues. We need to address these

issues and create a more positive work environment for

young people.

In many companies, the workplace is not kind to

young people. For example, a survey conducted by

Randstad revealed that young workers are more

marginalized and less satisfied with their jobs than

their older colleagues. In addition, young workers

often feel overworked and underappreciated.

The biggest stress factors at work—bullying, sexual

harassment, and sexual assault—are more common

among young workers than among older workers.

According to a study conducted by HR Asia, 67% of

young workers have experienced bullying at work,

compared to 43% of older workers. The study also

found that young workers are more likely to leave

their jobs if they are bullied, which can have

negative consequences for both the individual and

the organization.

We need to take action to create a more

supportive workplace for young workers. First, we

need to address the issues that are causing them

stress, such as bullying and harassment. Second,

we need to create a more positive work environ-

ment that encourages and rewards positive behav-

ior. Finally, we need to provide young workers

with the skills and support they need to succeed in

their jobs.

In conclusion, we need to create a more

supportive workplace for young workers. This

requires action on several fronts, including

addressing the issues that are causing them stress,

creating a positive work environment, and provid-

ing young workers with the skills and support they

need to succeed in their jobs.
Economic cost of insufficient sleep across 5 OECD Countries (US$)

<table>
<thead>
<tr>
<th>Country</th>
<th>Cost (US$ billion)</th>
</tr>
</thead>
<tbody>
<tr>
<td>US</td>
<td>680</td>
</tr>
<tr>
<td>Germany</td>
<td>179</td>
</tr>
<tr>
<td>Canada</td>
<td>144</td>
</tr>
<tr>
<td>France</td>
<td>130</td>
</tr>
<tr>
<td>Japan</td>
<td>76</td>
</tr>
</tbody>
</table>

Right nutrition at those crucial moments on their journey to better health so they can successfully kick the habit. The campaign offers reimbursement for nicotine replacement therapy whereby staff can apply if they remain smoke-free after three months on the programme. It also offers a customised cessation plan from a Ministry of Health-certified intermediary and a counselling hotline,

AIA: Know your health, improve your health, enjoy the rewards.

As AIA Malaysia embraces AIA Vitality to help its employees live a healthier and fitter lifestyle, the company also looks at the three pillars of the programme to know your health, improve your health and enjoy the rewards.

AIA Malaysia has aggressively invested in its human capital as it believes that the journey to fulfilling its mission and brand promise to help Malaysians live healthier, longer, better lives has to start with its own employees. The company has introduced basic health screening to all staff (blood pressure, glucose, body mass index and cholesterol) via its in-house clinic, which saw a 90% take-up rate compared with 30% who did their annual health screening elsewhere.

This is important, as the first step is to know your health. This will help create awareness among employees of their own health condition and how they can improve it with the facilities and support the company provides,” Wong says.

He notes that the three pillars on their own are not new, but these separate elements working together to form an ecosystem, aided by technology and supported by rewards every step of the way, will make the difference.

“AIA Malaysia has invested significantly in recent years in its wellness programmes and will continue to do so to motivate staff to go forward via an integrated health and wellness agenda to encourage employees to keep moving ahead in their own health and wellness journeys, nutrition, mental well-being, social and corporate social responsibility support community and in staff to better engage in taking care of their health,” Wong says.
Creating a love culture in the workplace

Conspec Group of Companies

While most small and medium-sized enterprises (SMEs) don’t have a well-established health and welfare programme, Conspec Group of Companies is focused on creating a love culture, ensuring that its employees thrive through mentorship.

“We decided we needed to focus more on the mental well-being, and from there, realised that we need to create a love culture. So this year, we have gathered our employees, our staff, our love, our clients,” Managing Director Shahrin Tan Chen Tong tells The Edge, highlighting that his wake-up call came after he was diagnosed with cancer — Stage 3 Hodgkin’s Lymphoma.

The organisation, which employs 400 people, leverage its size as an SME to ensure that its employees have a strong bond and relationship with each other. For example, the leadership team makes an effort to talk to the employees, often to understand their better while their families are invited to some of the corporate events to create stronger connections within the organisation.

The leaders of the company also help in supporting during a difficult period or illness in 2019 to ensure that the company continues to grow in both health and welfare.

This family-like support extends across the organisation. “For example, on Uncle Yeu, a senior site supervisor, he was on leave after being diagnosed with Stage 4 lung cancer. He provided him with his family support with through visits, hospital stays and other emotional support. ‘One very meaningful thing that we did was to have a photo shoot for him and we arranged our own photography company to do a photoshoot for him and the photographer decided to do it for free. It was so meaningful to his family as it helped to immortalise their memories together with Uncle Yeu,” Tan says.

He points out that the company looks after all its employees — permanent staff as well as foreign workers, who Tan says are also part of the family. The company also provides its employees with training on leadership being John Maxwell’s book “Developing The Leader Within You,” using simple language so that everyone, regardless of their background, can understand and participate.

Moving forward, the company plans to provide better facilities for its employees as well as conduct light dinners for all the couples in the office in order to help them learn more about their spouses so as to strengthen family ties.

As for encouraging physical health, Conspec has launched its first Fitness Challenge in 2016.

“We bought fitness trackers for all our employees and made sure that the participants are updated for the challenge. This family-like support extends across the organisation. For example, on Uncle Yeu, a senior site supervisor, he was on leave after being diagnosed with Stage 4 lung cancer. He provided him with his family support with through visits, hospital stays and other emotional support. ‘One very meaningful thing that we did was to have a photoshoot for him and the photographer decided to do it for free. It was so meaningful to his family as it helped to immortalise their memories together with Uncle Yeu,” Tan says.

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HP Inc Malaysia focuses on nurturing its employees on physical and mental health.

**Employee Wellness Programme Driven by Staff**

HP Inc Malaysia believes that the empowerment of its staff will be one of the key drivers to advance its employee wellness programme in a sustainable manner. The company believes that the challenge is to improve its wellness programme and has found that the key is to ensure that the programme is meaningful to the employees and that they are motivated to participate.

According to Country Human Resources Leader Suresh Parmar, HP Inc Malaysia is looking beyond the annual employee engagement survey and focusing on the overall health of its employees in terms of physical and mental well-being.

For example, HP Inc Malaysia has a physical wellness programme which includes badminton, Zumba and yoga. Employees can also participate in various programmes and initiatives to improve their physical and mental health.

HP Inc Malaysia is also involved in the HP Global Step Challenge, where employees compete to cover the number of steps they take each day for a certain period. This fun-filled activity allows HP Inc Malaysia to ensure that its employees are considered as part of the company’s wellness philosophy.

A company that focuses on innovation, Parmar states that HP Inc Malaysia fosters an internal culture that values its employees and ensures they are motivated to participate in its wellness programme.

He also argues that it is important for the company to encourage employees to participate in physical activity. This includes activities such as sports, yoga, fitness classes, and even social events.

Parmar shares that the company is seeing an improvement in the health and well-being of its employees, which has led to a decrease in the number of sick days and an increase in productivity.

**In-Person Training and Re-engagement**

With the oil and gas industry seeing a downturn, HP Inc Malaysia has started implementing new wellness programmes to encourage employees to stay healthy and active. With the current climate of uncertainty and volatility, HP Inc Malaysia is looking at ways to encourage its employees to stay active and healthy, regardless of the challenges they may face.

**Future Plans**

Despite the current challenges, HP Inc Malaysia continues to focus on providing a healthy and engaging workplace for its employees. The company is looking at ways to continue to improve its wellness programme and ensure that its employees are motivated to participate in it.

**Conclusion**

HP Inc Malaysia is committed to providing a healthy and engaging workplace for its employees. By focusing on the overall well-being of its employees, the company is looking to improve productivity and engagement, and ensure that its employees are motivated to participate in its wellness programmes.
TAKE PART IN MALAYSIA’S HEALTHIEST WORKPLACE 2019

Malaysia’s Healthiest Workplace by AIA Vitality is the first science-backed survey in Malaysia that examines employee health as well as workplace health strategies and activities.

Upon completion, participating organisations will receive a comprehensive report outlining the overall health of the organisation; how they fare against other employers; and practical suggestions to improve health and productivity at the workplace.

Find out how healthy your workplace really is.

Register your organisation at healthiestworkplace.aia.com
REGISTRATION OPENS 1 JAN 2019