



PETRONAS Empowering Energy Leaders as Mental Health First Responders

Institut Teknologi Petroleum PETRONAS (INSTEP)
 Best Certification Program
 November 2024



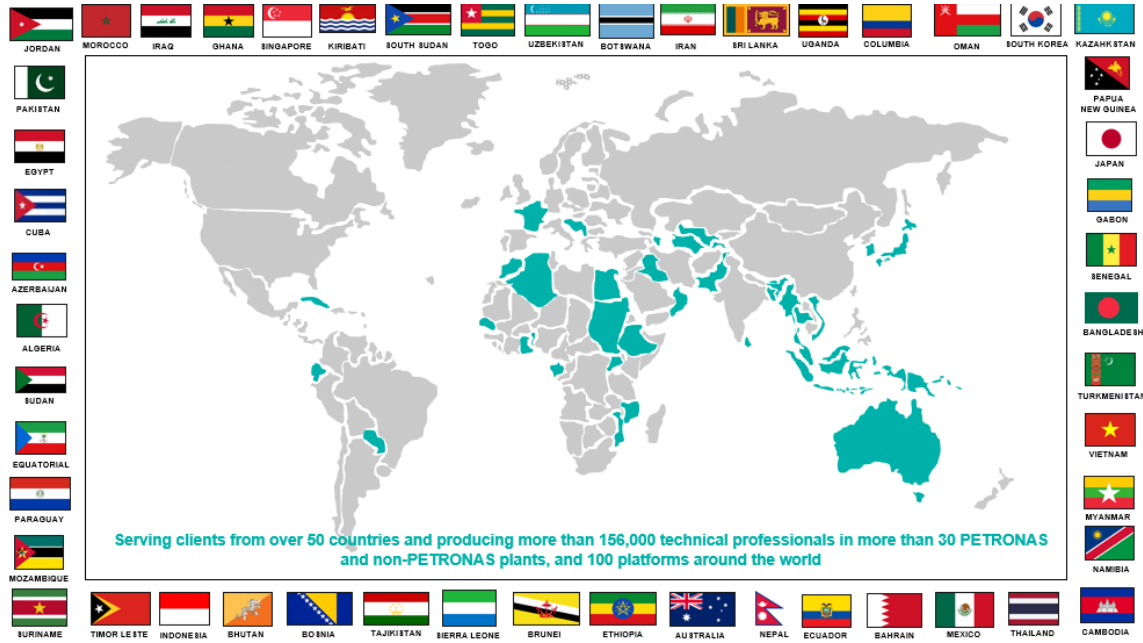
Company Background



Company of Glance	
Headquarters	Batu Rakit, Kuala Terengganu, Terengganu
Year Founded	1981
Revenue	RM 203,088,399
Employees	178
Global Scale (Regions that you operate in or provide services to)	50 countries as attached below. Major clients are from: China, India, Italy, Brazil, Spain, Belgium, Turkmenistan, Iraq, Brunei, Canada, Egypt, Dubai, Australia, Japan, Singapore, Papua New Guinea, Thailand, Indonesia
Customers/Output, etc. (Key customers and services offered)	Key Customers: 1.PETRONAS fraternity 2.Industry <ul style="list-style-type: none"> Petroleum Arrangement Contractors (PAC) in Malaysia Contractors/manpower serving PETRONAS & PACs (in or outside Malaysia) 3.Stakeholder



	<ul style="list-style-type: none"> • As per government requirements & education sectors • Host Government from PETRONAS International Operations <p>Services Offered:</p> <ol style="list-style-type: none"> 1.Executive and Non-Executive Technical Solutions Short term programme to enhance and upskill technical competencies for engineers and technicians 2.Onboarding Solutions Long-term programme to produce job-ready technicians & operators equipped with knowledge and skills required competencies by the industry 3.Technical Certification Solutions Certify competency of technical workforce based on statutory bodies, professional bodies or company own standard 4.Health, Safety & Environment Sustainability Solutions Provide wide ranged HSE and sustainability technical training that supports PETRONAS and industry sustainability agenda
Industry	<ol style="list-style-type: none"> 1.Energy 2.Learning Institution <p>INSTEP offers experiential learning to enhance technical proficiency, aligned with the evolving demands of the energy sector workforce. Our commitment involves providing a comprehensive learning experience, featuring state-of-the-art facilities and industry-seasoned instructors. Our learning facilities complemented with theoretical classes and practical workshops, including the Upstream Downstream Training Plant (UDTP) simulating real plant scenarios, providing a safe environment for experiential learning, fostering technological innovation in digitalisation, automation and sustainability.</p>
Stock Symbol	(Insert text here)
Website	INSTEP - 41 years of Going Beyond



Budget and Timeframe

Budget and Timeframe	
Overall budget	N/A
Number of (HR, Learning, Talent) employees involved with the implementation?	10 sessions planned in year 2024 with targeted 150 participants coming from HSE Managers, Occupational Health or Industrial Hygiene Executives, HR, Superiors & Supervisors, mentors, coaches, and other wellness volunteers . Since its implementation, 486 PETRONAS staff have been trained as a Mind-A-Care Ambassador.
Number of Operations or Subject Matter Expert employees involved with the implementation?	SME involved during development: 1. PETRONAS Group, Health & Safety (GHSE): 10pax 2. PETRONAS learning Institution (NSTEP): 9 pax 3. Malaysia Psychiatric Association (MPA): 4 pax SME involved during program execution for each session: 1. PETRONAS Health Advisor: 3 pax 2. PETRONAS Learning Institution (INSTEP) : 2 pax.



Number of contractors involved with implementation	Nil
Timeframe to implement	Continuously
Start date of the program	June 2022

Fit to the Needs

Globally, organizations are making the mental well-being of employees an urgent priority and responding to increased employee burnout and decreased work-life balance satisfaction, which is still very much prevalent after the COVID-19 pandemic. What we may be seeing are probably cases of mental illness being reported, reach out to Employee Assistance Programme being offered by the company or employee survey findings. If the issue of mental well-being at workplace is seen from an iceberg phenomenon perspective, there could be more risk factors or potentially undetected mental health conditions among the employees lying beneath the surface that will impact their well-being and work performance. Early identification of distress signals among the employees therefore is crucial to be detected by competently trained mental health first aiders who can act as change agents. This in return will benefit organizations in reducing their mental health burden, improve overall well-being of the employees and enhance their performance.

PETRONAS as one the leading global energy companies where our portfolio includes oil and gas, renewable energy sources such as solar energy, and a wide ranged of advanced products. PETRONAS statement of purpose is to be a progressive energy and solutions partner enriching lives for a sustainable future. Our company is made up of more than 49,000 employees and operates in more than 100 countries, where 40% of its workforce are Gen Z and millennials. The operation of PETRONAS encompasses various sectors and locations. This includes the beginning point of exploration at offshore platforms or remote locations, processing plants to produce Liquefied Petroleum Gas or petrochemical products, refining plants, renewable energy plants, the maritime and logistics sectors, construction or even the academies that includes our very own university and training centres under the company.

A diverse workforce in PETRONAS indicates the need for customized and targeted mental well-being interventions to suit varying circumstances, priorities, demographics, and other factors of the workforce. PETRONAS has taken the proactive step through its unique MESTIfit4Health programme to ensure health and



well-being of its employees and to support the SDG Goal #3 for good health and well-being of all, through focused interventions at workplace. *MESTI* stands for must in local Malay language and it indicates the drive each and everyone in the company must have to achieve an optimal health status, where the abbreviation means: **M-Move Right, E-Eat Right, S-Sleep Right, T-Think Right, and I-Individual Right.**

The Think Right element in MESTI focuses on mental well-being interventions encompassing three important aspects: the leaders, the organisational climate and at individual levels. To address the diverse and complex business condition in PETRONAS, the company has taken an innovative approach to develop a unique mental health first aid programme under this Think Right element, which is the **Mind-A-Care (MAC) Ambassador Certified Training** programme.

PETRONAS’ unique **Mind-A-Care (MAC) Ambassador Certified Training** programme equips employees with the skills to recognize signs of mental health issues, provide initial support, and guide individuals to seek early psychological professional help. It also aims to create a supportive work environment for all, alleviate stigma and discrimination related to mental illness, and promotes overall well-being among employees.



PETRONAS’ unique MESTIfit4Health well-being intervention



Overview

Mind-A-Care (MAC) Ambassador Certified Training is a unique mental health first aid programme designed under the Think Right element of MESTIfit4Health intervention of PETRONAS. The programme is aimed at empowering PETRONAS employees as Ambassadors to render mental health first aid, to support and direct affected individuals in seeking early psychological support through the company's Employee Assistance Programme (EAP).

Overall, MIND-A-CARE Ambassadors will play the roles as below:

1. Equipped with basic knowledge of mental health conditions.
2. Able to recognize early signs and symptoms of mental health issues among colleagues when approached.
3. Offer a non-judgmental emotional support.
4. Encourage the affected person to access appropriate professional support or self-help strategies through Employee Assistance Program (EAP).
5. Maintain confidentiality* as appropriate
6. Escalate to the appropriate emergency services, if necessary (e.g.: suicidal ideas, self-harm or violent behavior)
7. Ensure help is received.
8. Encourage mental health well-being at the workplace

*For life threatening/suicidal/critical situation, consent is not needed to immediately contact supervisor/HR or local emergency services for immediate assistance

The training programme is curated to address early on the psychosocial risk factors faced by the employees, which can be either work or non-work related matters. Through this training programme, PETRONAS aims to develop 1,000 competently certified MIND-A-CARE Ambassadors by 2027 with the aim to achieve the recommended ratio of 1 mental health first aider to 50 employees as an optimal number to support mental health and well-being in the company.



Design of the Program

TRAINING MODULE DEVELOPMENT IN FIT-FOR-PURPOSE MANNER

Training module was developed by PETRONAS' Occupational Health Advisors in collaboration with Malaysian Psychiatric Association. This is to ensure that the delivery of mental health first aid content is made fit-for-purpose for the working environment of PETRONAS, addressing pertinent psychosocial risk factors relevant to the energy sector and diverse locations.

SELECTION OF PARTICIPANTS

The training programme is targeted for suitable personnel handling safety and health matters or man management aspects within PETRONAS. Examples of nominated participants are HSE Managers, Occupational Health or Industrial Hygiene Executives, HR, Superiors & Supervisors, mentors, coaches, contractors, and other wellness committee members or volunteers.

NOMINATION OF PARTICIPANTS

1. Nominations of participants are either on a voluntary basis through registration via internal online portal of myLearningX or as per the submission by the respective superiors or business Health Advisors in PETRONAS.
2. Where possible, the number of participants is a minimum of 20 and maximum 30 employees per cohort for the **Mind-A-Care (MAC) Ambassador Certified Training** 2-days training programme.

TRAINING APPROACHES

The training is conducted over 2-days as physical training sessions to ensure face-to-face engagement in delivering mental well-being approaches with the participants.

TRAINING AGENDA AND MODULE CONTENT

1. The training module contains:
 - a. theory components
 - b. classroom discussions
 - c. video demonstrations
 - d. practical videos on mental wellness
 - e. group breakout sessions



- f. simulation exercise and demonstration for Employee Assistance Programme
 - g. role play by participants
2. Gamification, ice breakers and energizers are included at regular intervals to increase the level of engagement with participants.
3. Practical assessment is conducted at the end of training session for MIND-A-CARE Ambassadors.
4. Certification as competent MIND-A-CARE Ambassador is awarded only to participants who have completed the stipulated whole training hours as per the agenda, with evidence of physical or virtual presence throughout training hours and have passed the practical assessments.

CONTINUOUS IMPROVEMENTS

1. Feedback survey is conducted at the end of each training session through MTM.
2. The findings are analysed for further improvements and enhancement of the training.

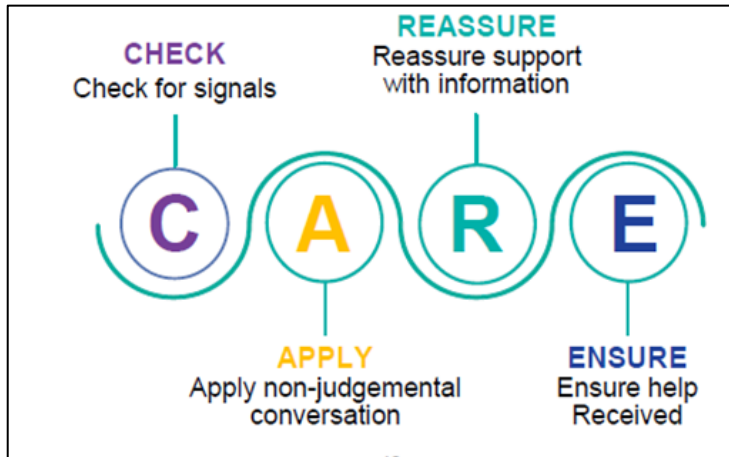
INNOVATIONS:

1. UNIQUE IN-HOUSE MENTAL HEALTH FIRST AID PROGRAMME

Mind-A-Care (MAC) Ambassador Certified Training is a developed as a unique mental health first aid programme to suit the needs of PETRONAS as an organization. The module was curated by PETRONAS' Occupational Health Advisors with in-depth understanding of pain points and psychosocial risk factors faced by the employees in the company, which operates in a very diverse and economically important sectors. Rather than being a straightforward mental health first aid training, the programme is customized to empower learners as champions and change agents of mental wellness alongside supporting employees with early signals of mental distress.

2. SIMPLIFIED APPROACH IN RENDERING MENTAL HEALTH FIRST AID THROUGH C.A.R.E APPROACH

The programme teaches participants to apply four (4) simple steps in rendering mental health first aid through C.A.R.E model. These simple steps can be easily remembered and not complex to be applied in day-to-day practice by the MIND-A-CARE Ambassadors to ensure sustainability.



3. EMPOWERMENT AS AMBASSADORS

Instead of using the regular term as Mental Health First Aiders, the trained competent person is known as MIND-A-CARE Ambassadors. This is to encourage more non-medical based employees to be trained as Mental Health First Aiders in PETRONAS and to feel empowered as change agents in conducting mental well-being interventions at their respective work units. The Ambassadors are also equipped with basic mental health knowledge to conduct mental health awareness sessions for their colleagues and team members and provided with relevant support materials such as the MIND-A-CARE Awareness pack.

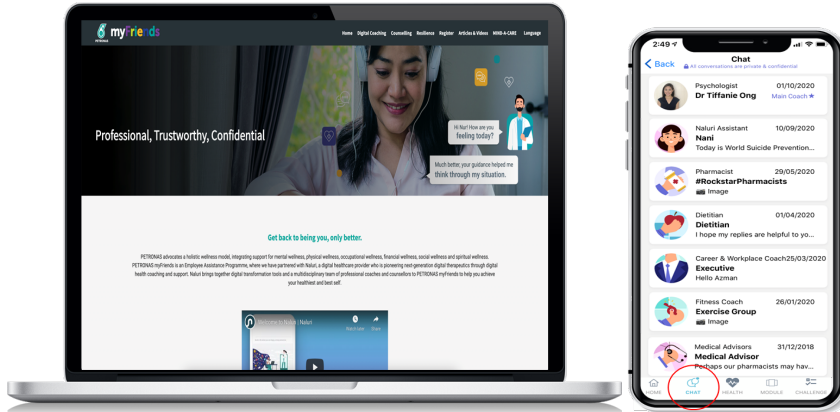
4. SUPPORTING HANDBOOK AND E-LEARNING MATERIALS FOR PRE-READING PURPOSE

As part of the preparation prior to attending the 2-days training, participants are provided with a MIND-A-CARE handbook and e-learning material for pre-reading. Participants are also encouraged to disseminate these materials to their respective work units upon completion of the training to create more awareness on mental health and importance of mental health first aid.



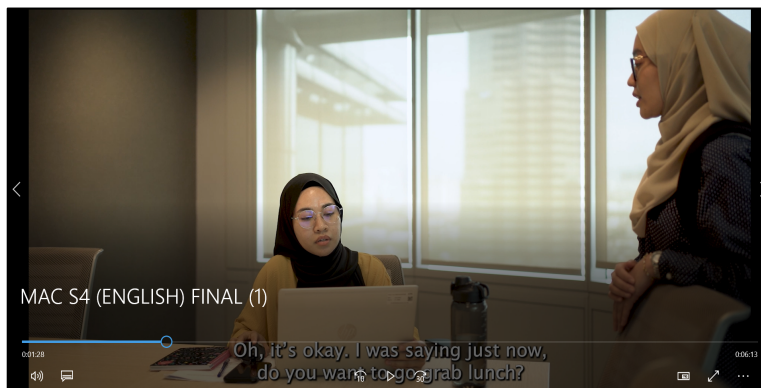
5. SIMULATION OF CARELINE CALLS TO LICENSED COUNSELLORS AND PSYCHOLOGISTS UNDER EMPLOYEE ASSISTANCE PROGRAMME

Participants are provided with experiential learning opportunities through participating and listening to simulated calls of an affected individual with mental health condition or distress (enacted by an actor selected amongst the participants) to a licensed counsellor or psychologist under the in-house Employee Assistance Programme (EAP), which is also known as myFriends. This will provide a real experience and more confidence to the trained MIND-A-CARE Ambassadors for referring any of the affected colleagues or team members for receiving similar early psychological support through EAP/myFriends and for downloading the digital health support tool provided as free access for all PETRONAS employees.



6. MIND-A-CARE DEMONSTRATION VIDEOS

Participants get the opportunity to view rendering of mental health first aid through demonstration videos (refer attachment video), which are custom recorded and enacted by trained MIND-A-CARE Ambassadors and selected actors (employees of PETRONAS). A set of seven (7) videos both in English and Bahasa Melayu are made available to be picked by the facilitators to be played for the participants. Through these videos, demonstrations on applying the C.A.R.E approach will be shown, and participants will be required to discuss the scenario and support being given to the affected individuals. The videos are also meant to prepare the participants to practice their role play as MIND-A-CARE Ambassador during the Day-2 of training.



Screengrab from a MIND-A-CARE demonstration video

7. MENTAL HEALTH SCENARIO SCRIPTS FOR ROLE PLAY



Participants are provided with scripts of mental health situations to be enacted as role play. The scripts are based on either work or non-work-related stressors potentially affecting employees that they may encounter at their workplace. Each one will require to enact the role of affected individual and a MIND-A-CARE Ambassador based on the scripts provided. This aims to provide a practical experience for participants in demonstrating signals of mental distress and application of the C.A.R.E approach in rendering care.

Example of role play script

ROLE PLAY SCRIPT 3 MIND-A-CARE AMBASSADOR (INTERPERSONAL ISSUES)

SCENARIO 3

OBJECTIVES FOR 'MIND-A-CARE AMBASSADOR':

This scenario aims to assess an individual's ability to apply in functioning as a MIND-A-CARE Ambassador by applying the C.A.R.E approach in rendering support as below:

- Identify the symptoms and signals of mental distress.
- Able to demonstrate listening skills in a non-judgmental manner.
- Reassure that psychological support is available.
- Direct the affected person to seek early help through Employee Assistance Programme

Setup

Venue : At pantry

Time | Lunch break

Actor 1

- Ahlam is a 30 years-old Operation Technician working in night shift.
- Currently living with two young children and far away from your family and husband.
- The husband is currently deployed offshore and returns home once every few months.
- She mainly works at night shift and had to send the children to the childcare center.
- This situation made Ahlam to always feel uneasy and worried at work thinking of her young children. Living far apart from her husband and family also makes Ahlam very lonely as she has no one to express her feelings.
- All her five (5) applications to change her workplace closer to her parents were rejected.
- Day by day, Ahlam felt depressed and no longer happy doing her work that eventually affected her work performance. Ahlam also doesn't seem as cheerful as always, often avoids her colleagues and prefers to sit alone.

Actor 2

- Lisa as a colleague and MIND-A-CARE Ambassador.

8. ROLE PLAYING PRACTICE BY PARTICIPANTS



Participants are seated in round table arrangements in a group of 4-6 people. They are now required to practice the scripts provided and to familiarize with theory learned from the modules. They will pair up as affected person and MIND-A-CARE Ambassador with role reversal and practice role playing among themselves with the scripts provided under the guidance of facilitators assigned for each group. Next, one pair of volunteers will be selected from each group to perform to the class. The facilitators and participants will provide feedback for the role plays enacted. This aims to boost the confidence of the participants and provide them with ample space and opportunities to practice as a MIND-A-CARE Ambassador during the training.

Example of role playing by participants on Day-2 of training



9. PRACTICAL ASSESSMENT TO FUNCTION AS AMBASSADOR

The competency assessment is carried out as a practical assessment session for each of the participants and conducted by the certified facilitators. Facilitator will assess each participant based on checklist provided to evaluate knowledge and application of the 4 steps of C.A.R.E approach. Each pair to be assessed will be made of MIND-A-CARE Ambassador and affected individual. Facilitator will assess the role play based on script synopsis allocated for each pair whereby they will enact role playing for 30 mins including role exchange as MIND-A-CARE Ambassador and affected individual for every 15 minutes within the pair.

Example of practical assessment session



10. CONTINUOUS UPSKILLING OF PARTICIPANTS POST TRAINING THROUGH COMMUNITY OF PRACTICE

Post completion of training and assessment, all the certified MIND-A-CARE Ambassadors are enrolled in a dedicated MIND-A-CARE sub-Community of Practice (CoP) under PETRONAS' Occupational Health CoP. This is to ensure upskilling and guidance to all the trained Ambassadors in delivering continuous support and care in enhancing emotional well-being of PETRONAS' workforce. The aim of this MIND-A-CARE sub-CoP is to:

- Encourage the competent Ambassadors to participate and contribute practices on MIND-A-CARE including mental health awareness and literacy.
- Act as mental health advocates at respective facilities.
- Sharing of experiences and mental health case management for discussion.
- Coordinate mental wellness sharing/discussion at respective workplace.
- Harvest/create new knowledge on mental well-being.
- Creates collaborative environment with various internal and external stakeholders to enhance mental well-being best practices.

Example of MIND-A-CARE sub-CoP





27th JUNE 2023 (TUESDAY)
2.15 PM



**DR PRIYA DHARSHINI
A/P R. RAJAN**
NATURAL MENTAL HEALTH CONSULTANT

Dr Priya is an experienced Mental Health Advisor advising on depression, stress, anxiety. She is also a Human Resources Development Fund Malaysia (HRDF) certified trainer with experience in mental health issues, and have conducted talks, seminars, and workshops.



**DATIN DR. NORSAYANI
BINTI MOHAMAD
YAAKOB**
HEAD OF OCCUPATIONAL HEALTH, GHSE

"The MIND-A-CARE program is uniquely established for PETRONAS to produce certified MIND-A-CARE Ambassadors with the right knowledge and skills to advocate mental well-being at workplace, guide those in distress to receive early psychological support, and to destigmatize mental health conditions."



**DR. ABIGAIL HERRIET
GOODMAN**
MIND-A-CARE AMBASSADOR & RESEARCHER, GHSE

"I am passionate about breaking the stigma surrounding mental health, and to frequently support and aid in any program regarding mental health initiatives."



26th FEBRUARY, 2024 (MONDAY)
2.15 PM - 5.00 PM

Key Speakers:



**DATIN DR. NORSAYANI
M YAAKOB**
HEAD, OCCUPATIONAL HEALTH GHSE



**DR. ZUHRAH BREEY KUNI
AHMAD B YAAKOB**
BEHAVIOURAL PSYCHOLOGIST



**KHAIRUNNISA
M. HAYATUDDIN**
MANAGER, GROUP SECRETARIAT & CORPORATE AFFAIRS



NOOR DALINA KHALID
HEAD, CHANGE MANAGEMENT PETCO

Time	Item	Speakers
2:15-2:25 pm	ICE moment	Secretariat
2:25-2:35 pm	Leaders Reach Out	Datin Dr. Norsayani M Yaaqob Head of Occupational Health, GHSE
2:35-3:15 pm	Collaborating compassion: A guide to supporting colleagues with mental health challenges	Dr. Zuhrah Breey Kuni Ahmad B Yaaqob Consultant Psychologist
3:15-3:20 pm	Engage break	Secretariat
3:20-3:40 pm	MIND-A-CARE performance 2023	M Yaaqob Manager, Technical Contribution Solutions, PETCO
3:40-4:15 pm	Sharing of experience as a MIND-A-CARE Ambassador & factors critical to success	Noor Dalina Khalid, PETCO & Khairunnisa M. Hidayatuddin, GHSE MIND-A-CARE Ambassadors
4:15-4:45 pm	Summary of feedbacks and suggestions for improvement	Secretariat
4:45-5:00 pm	Matters arising	Secretariat

Looking forward to see you all soon virtually!
(Refer to link attached in your calendar invite)

Delivery of the Program


The **Mind-A-Care (MAC) Ambassador Certified Training** is conducted for 2-days period as a physical session in a classroom setting. Participants are provided with Joining Instruction at least one week prior to attending the training and reminded to be present throughout the 2-days program to fulfill criteria for competency certification. A dedicated MS Teams online group is also set up for the secretariat, facilitators and participants beginning one-day ahead of the training and closed few days after the training session to allow sharing of digital training materials, reminders, pictures etc. for a seamless training experience.

Facilitators are made up of trainers and Occupational Health Advisors within PETRONAS itself who are certified competent to conduct the MIND-A-CARE Ambassador competency training programme. Each training session consisting of 20-30 participants is conducted by 4-5 facilitators. One facilitator is assigned for each table group of the participants to support group discussions and role play sessions.

Training schedule for Mind-A-Care (MAC) Ambassador Certified Training: 2-days training




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0830-0900	Registration
0900-0915	Safety Briefing and Welcome Remarks
0915-1000	Ice Breaking Session
1000-1030	Tea Break
1030-1045	Context setting
1045-1245	Module 1 -4
1245-1400	Lunch break
1400-1630	Module 5-6
1630-1700	Q&A and Open-ended discussion
1700	End of Day 1 and adjourn

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0830-0900	Registration
0900-1000	Recap of day 1 Role play videos
1000-1030	Tea Break
1030-1245	EAP Careline Call Roleplay (10.30 am – 11.00 am) EAP Careline Call Q&A session (11.00 am – 11.15 am) MIND-A-CARE Ambassador role playing : Preparation (11.15 am – 12.00pm) Presentation (12.00 pm – 12.45 pm)
1245-1400	Lunch break
1400-1600	MIND-A-CARE Ambassador role playing : Group breakout session Knowledge & skill assessment
1600-1700	Reflection and feedbacks
1700	End of training program and adjourn

Lesson plan summary



Day 1	Lesson plan
Module 1-4 Module 1-2 : 30 minutes Module 3 : 45 minutes Module 4: 45 minutes	<ul style="list-style-type: none"> Theoretical content for understanding mental health and identifying the signals (C-Check for signals). Facilitator to have active engagement with participants by asking ad-hoc questions or request sharing based on suitability and within stipulated time.
Module 5-6 Module 5: 1 hour Module 6: 1 hour	<ul style="list-style-type: none"> Emphasize on delivering the C.A.R.E through the right way of having the conversation and application of elements within C.A.R.E. Facilitator to guide the participants on available EAP support and recall the introduced psychological support by lead facilitator at beginning of session. Facilitator to have active engagement with participants by asking ad-hoc questions or request sharing based on suitability and within stipulated time.
Discussion and role play video session	<ul style="list-style-type: none"> Lead facilitator to brief participants objective of the session – to view demonstration videos on applying the C.A.R.E approach based on three possible scenarios. To inform participants to think about their opinion on the video and delivery of C.A.R.E demonstrated for further discussion on Day 2 of training. Comments on the videos will be reserved for discussion in Day 2 of training.

Day 2	Lesson plan
Discussion on role play videos 30 minutes	<ul style="list-style-type: none"> Lead facilitator will recap lessons from Day 1 and emphasize on C.A.R.E approach. Discussion of 3 videos that was viewed on end of Day 1 . Lead facilitator will encourage participants to share their thoughts and elements of C.A.R.E observed in the videos.
EAP Careline Simulation call 30 minutes call simulation 15 minutes Q&A session	<ul style="list-style-type: none"> Facilitator to remind participants that this an experiential learning when reaching out to careline for early support and not an actual counseling session. Simulation call will be set up through MS Teams by the secretariat. Facilitator to start off the session by explaining that this is a modified enactment of how a careline call to EAP would be like. Once the enactment is completed, counsellor to conduct live Q&A with the participants under the guidance of the facilitator.
MIND-A-CARE Ambassador role playing : Classroom practical session	<ul style="list-style-type: none"> Early sharing of synopsis to all participants in MS Teams group. 4-6 participants within each group moderated by facilitator. Participants to practice and familiarize with theory learned during classroom session . Each group will get same scenario – Script 1 for this session 10 mins for reading of role. 10 mins per pair and role exchange (Ambassador and affected personnel). 60 minutes : Every group to have one pair of volunteer to perform in class with 10 mins per group and facilitator to provide feedback during classroom session approximately 5 mins each pair . Facilitator to also encourage feedbacks for other participants.
MIND-A-CARE Ambassador role playing : Group breakout session and skill assessment	<ul style="list-style-type: none"> Briefing by Facilitator on Competency and Skill Assessment-15 mins. Each group will consist of 4- 6 participants –to be in pair Session is moderated and assessed by facilitator . Facilitator will assess each participant based on checklist. Each pair will be made of 'MIND-A-CARE Ambassador and affected person'. Facilitator will assess the role play based on script synopsis allocated for each pair Each pair will perform role playing for 30 mins also consisting of role exchange every 15 minutes within the pair.



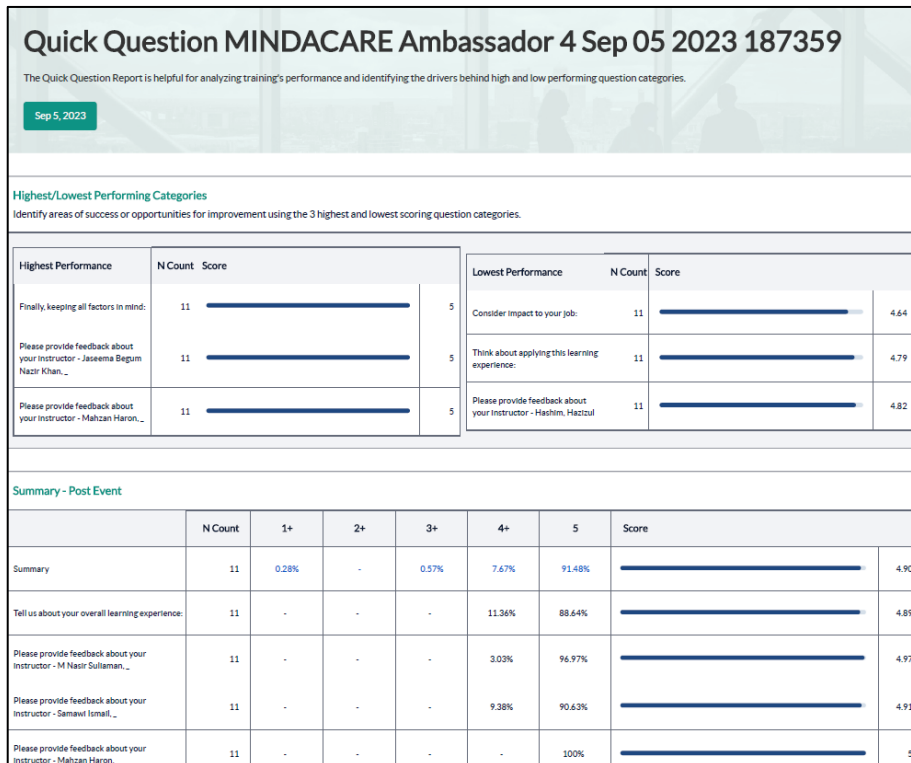
Measurable Benefits

FEEDBACK ANALYSIS

INSTEP using “Metric That Matter – MTM” system to measure the program effectiveness including the ROI. The MTM is an automated system by combining data from information collected through evaluations. Other than the ROI, MTM will provide information on Net Promoter Score (NPS) and Estimated Performance Improvement (EPI). These NPS and EPI will give indicator and what are the improvements required.

Under the NPS and EPI value, there are also feedback on module and facilitators. The feedback received will be analyzed and improved for the following sessions. Number of passing rate as competent MIND-A-CARE Ambassadors also serves as an indicator on the certification programme meeting the programme requirement and learners expectation.

Example of MTM analysis



ACHIEVING THE TARGET OF 1:50 MIND-A-CARE AMBASSADOR

The number of required MIND-A-CARE Ambassadors and trained for every business division within PETRONAS is monitored on quarterly basis, The



aim is to achieve one MIND-A-CARE Ambassadors for every 50 employees or estimated 1,000 Ambassadors groupwide by 2027. This ratio is as per the recommendations by Safe Work Australia and in line with Guidelines on Mental Health at Work 2022 by World Health Organization. Up to 2023, there are 460 certified competent MIND-A-CARE Ambassadors trained in PETRONAS.

Example of monitoring of ratio of MIND-A-CARE Ambassadors as of 2023 to achieve ratio of 1:50 by 2027

Business Divisions	Current ratio of MIND-A-CARE Ambassadors : employees
Corporate Division	0.3:50
Downstream	0.6:50
Upstream	0.5:50
Gas Business	0.9:50
Project Delivery and Technology	0.9:50
Others	0.3:50
Status	In progress for all

ESTIMATED RETURN OF INVESTMENT (ROI) IN REDUCING MENTAL ILLNESS BURDEN

Based on literature review, it is estimated that a case of mental illness will cost the company RM 946.00 for medical management and a competently trained MIND-A-CARE Ambassador /Facilitator will be able to provide early mental health first aid support to at least 10 of their closest team members or colleagues (aimed ratio of coverage is 1:50 at max) to avert mental illness cases among the employees. The Return of Investment with current number of available 509 MIND-A-CARE Ambassadors and Facilitators groupwide for PETRONAS is estimated to reduce cost of mental illness burden at RM 5.3 million.

OVERALL IMPROVEMENT IN EMOTIONAL WELL-BEING OF EMPLOYEES



Based on the verbatim analysis and verbal feedback received by the competently trained MIND-A-CARE Ambassadors, the training programme was noted to enhance emotional well-being of PETRONAS’ employees. Learners conducted sharing sessions on how the training programme improved their own mental well-being and how they applied the knowledge to execute focused interventions at their workplace, which are currently used as business case references to showcase the impact of Mind-A-Care (MAC) Ambassador Certified Training. For the past 2 years, the training has also been recommended as one of the go-to training to upskill middle managers and above to better handle the well-being of their team members as based on the PETRONAS’ Organizational Culture Survey (POCS) responses analysed groupwide.

Example of business case sharing by competently trained MIND-A-CARE Ambassadors post-training

Time	Item	Speakers
2.15-2.20 pm	HSE moment	Secretariat
2.20-2.30 pm	Leaders Reach Out	Datin Dr Norsayani M Yaakob <i>Head of Occupational Health, GHSE</i>
2.30 -3. 15 pm	Cultivating compassion- A guide to supporting colleagues with mental health challenges	Dr Zuhrah Beevi Kunji Ahmad @ Yacob <i>Consultant Psychologist</i>
3.15-3.20 pm	Ergo break	Secretariat
3.20-3.40 pm	MIND-A-CARE performance 2023	M Faisal Sulaiman, <i>Manager, Technical Certification Solution, INSTEP</i>
3.40-4.10 pm	Sharing of experience as a MIND-A-CARE Ambassador & success stories to emulate	Noor Dalina Khalid, PETCO & Khairunisah M Thiyahuddin, GSBG <i>MIND-A-CARE Ambassadors</i>
4.10-4.45 pm	Summary of feedbacks and suggestions for improvement	Secretariat
4.45-5.00 pm	Matters arising	Secretariat

Overall

Overall, the **Mind-A-Care (MAC) Ambassador Certified Training** has benefitted PETRONAS to empower employees to be change agents in providing mental health first aid and enhancing overall emotional well-being of the workforce through aspects as below:

Increasing Awareness: It helps employees to recognize signs of mental health issues in themselves and their colleagues, fostering empathy and understanding.

Providing Support: Trained Ambassadors can offer initial assistance and guidance to individuals experiencing mental health challenges, creating a supportive environment.



Reducing Stigma: By promoting open discussions and proactive support, the MIND-A-CARE Ambassadors helps break down stigma surrounding mental illness, encouraging employees to seek help without fear of judgment.

Enhancing Coping Skills: Participants also learn practical strategies to manage their own emotional well-being and support others in times of need, contributing to a healthier workplace culture.

Improving Communication: This Training facilitates open communication about mental health concerns, allowing employees to express themselves more freely and seek appropriate support when necessary.

PETRONAS aims to continue the **Mind-A-Care (MAC) Ambassador Certified Training** to achieve the recommended ratio of 1 Ambassador to 50 employees by 2027. The training programme has been enhanced from time to time based on expert review and feedback received from participants.

More awareness on MIND-A-CARE has also been expanded to cover employees based at offshore facilities with the support of paramedics stationed at these platforms, with the aim to encourage availability of certified MIND-A-CARE Ambassadors at these remote facilities of PETRONAS to render early mental health first aid when a situation arises. Moving forward, the company is also looking to extend the programme to contractors, and to support leaders or team members of special hires (eg. neurodiverse workforce, different abilities) with the aim to provide better mental health support to all in the workforce in a diverse and inclusive manner.



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