

Elevating the Occupational Safety and Creating a Friendly Work Environment

KEY PERFORMANCE IN 2019



24% (10 from 42)

of target areas were certified to meet international standards for management regarding Occupational Health and Safety ISO45001



Zero of fatalities as results of work-related injury for employee and contractor



40 National Awards regarding safety



Supporting the SDGs



SDG3 Good Health and Well-being
 3.4 Reduce premature death from non-communicable diseases through prevention, treatment, and support for mental health and well-being.

3.6 Reduce deaths and injuries due to road accidents



SDG8 Decent Work and Economic Growth
 8.8 Promoting a safe and stable working environment

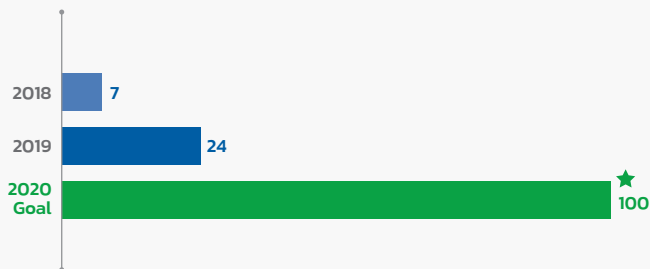
2020 GOAL



All personnel of the Company must be protected by an international standard of occupational safety and work environment within 2020.

PERFORMANCE AGAINST GOAL

Percentage of Implemented Areas were Meet the ISO45001:2018



Note: Target areas including the distribution centers and factories of CP ALL Plc., CPRAM Co., Ltd. and CP Retailink Co., Ltd.

Challenges

Employees are an important business driver of many and diverse business activities and towards creating a good customer experience. The Company thus has a need for measures to ensure safety and promote good quality of life that have complete coverage of all its employees and sub-contractors that are under the supervision of the organization. This is because any unforeseen incidents may have a direct impact to their lives, and an impact to society and the environment particularly on preventing the unnecessary use of natural resources. These measures are also needed to create and promote employee satisfaction, which will continue to support the organization’s operations in the long term.

Management Approach

CP ALL Plc. and its subsidiaries (the “Company”) being a large organization with various businesses, is committed to creating good safety culture, including developing management guidelines and guidelines for occupational health, safety and working environments to be comparable to international standards, as well as treating all personnel and related parties equally. Through its business operations, initiated activities and planning, the Company further sets appropriate indicators based on specific business operations, context and occupancy risk in order to effectively manage occupational health, safety and working environments to achieve success according to the organization’s goals, as well as creating vision, attitudes and awareness about safety and environment management for employees and those involved in the workplace for continuous improvement to quality of life.

PROGRESS IN 2019



Expanded the implementation of occupational health, safety and working environment to meet the standards of ISO 45001 to 10 areas



Approval request of ISO45001 in 10 areas



Activity for Fit & Firm to Slim within the Well-Being program for employee



The “Wellness Program Day” to Eliminate Office Syndrome



Safety Culture Program for Distribution Center and Store Branch Employees

OCCUPATIONAL HEALTH & SAFETY DASHBOARD

	2018				2019				
	Employee Male	Employee Female	Contractor Male	Contractor Female	Employee Male	Employee Female	Contractor Male	Contractor Female	
Injury Rate (IR)	4.99	1.78	1.53	2.05	3.81	1.16	2.43	1.23	The number of fatalities as a result of work-related injury for male/female's employee and contractor 2018-2019 0 case
Rate of High-consequence Work-related Injuries (Excluding Fatalities)	N/A	N/A	N/A	N/A	0.00	0.00	0.00	0.00	
Rate of Recordable Work-related Injuries	N/A	N/A	N/A	N/A	2.27	0.69	2.02	0.93	Occupational Illness Frequency Rate (OIFR) of male/female's employee 2018-2019 0 case per 1,000,000 work hours
Lost-Time Injuries Frequency Rate (LTIFR)	1.93	0.65	0.94	1.15	1.28	0.42	1.28	0.67	

*cases per 1,000,000 work hours



Scopes of the Policies for Safety, Occupational Health and the Working Environment

- + Respect human rights and creating good living conditions for all stakeholders
- + Integrate internal and external cooperation to prevent work-related accidents and illnesses
- + Performance excellence commitment
- + Transparent performance reporting with employees involvement at all levels

Occupational Health & Safety Management System Development

The Company follows the policy of safety, occupational health and environment in the workplace continuously. In 2019, the Company raised the road map for following the standards of safety, occupational health and the environment in the workplace (Safety Health Environment Standard: SHE Standard), which is the main standard addressing safety, occupational health, and working environment, thus, creating more substance and comprehensiveness. By creating a safety culture and implementing a management system for occupational health and working environment, ISO45001 covers employees, contractors, stakeholders, including the local community for better safety and good health. To encourage innovation in safety, The Safety Kaizen is an

additional activity that could suitably adapt to the business diversity of the organization.

In addition, the Company intends to conduct a review of the status of the said management system, improve the occupational health management system and safety to endorse the Initial Assessment Stage I – II, and make revisions based on the recommendations of the Audit Report and Program to comply with the ISO45001 system. Furthermore, the Company has created guidelines and tools for storing health and safety data that is consistent with international standards to use for management and create confidence in the organization’s data verification by external agencies.

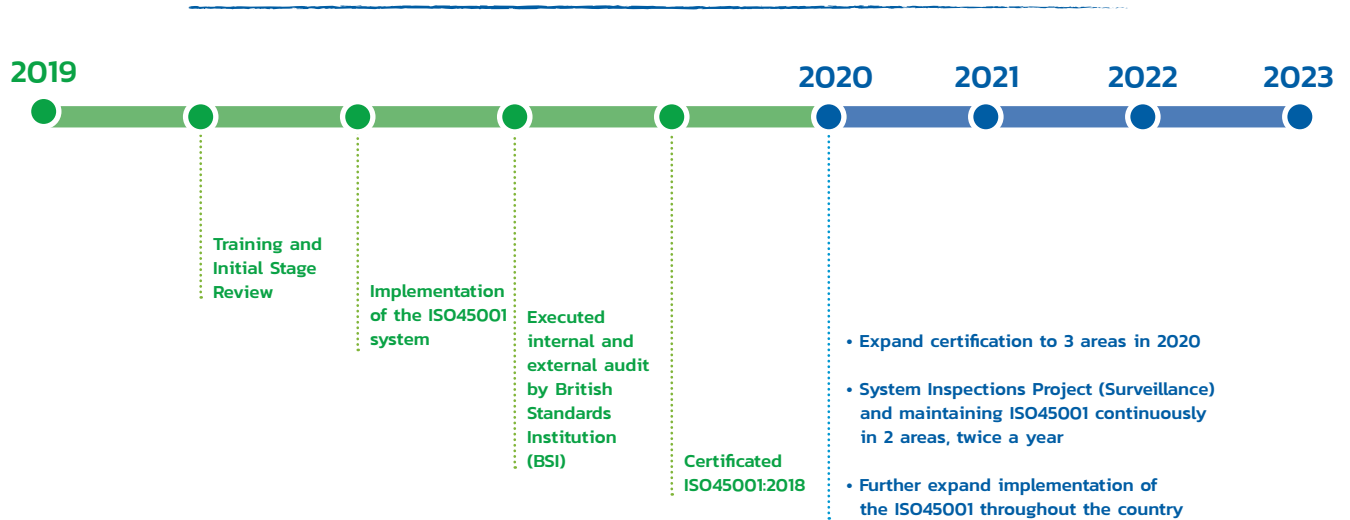
Management Approach of Occupational Health Safety and Working Condition for Continuous Development



- **Review & Adjustment for Continuous Improvement**
 - Review and Adjustment by management for continuous improvement
 - Identification of high-priority adjustments
- ▲ **Operationalization and Implementation**

Accident reporting can be done by the staff who experienced the accident themselves or those who have witnessed the incident in order to encourage employees to participate and realize the importance of safety. From accident reporting, a process to investigate the root cause is provided in order to determine the appropriate ways to prevent future accidents.
- **Monitoring, Audit & Improvement**
 - Performance monitoring and evaluation
 - Implementation recommendations
- ◆ **Policy Execution**
 - Setting operational direction
 - Coordination with all relevant parties
- **Planning**
 - Once a year, trained persons in charge and site managers have been certified by risk evaluation according to standards. Safety audits are reviewed by professional safety officers in the area from interviews and observing actual work activities in both routine and non-routine work i.e. renovation work.
 - Bring the risk assessment results to improve the equipment, operation procedures, work areas and staff training programs.

2019–2023 Development Plan for Occupational Health and Safety (OHS) towards ISO45001:2018 Certification



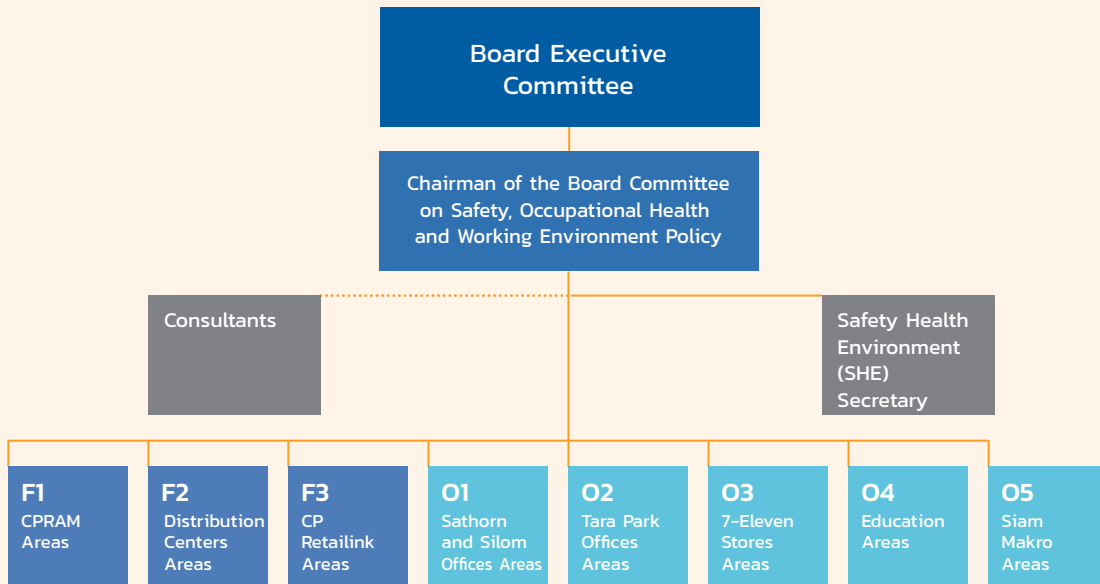
Note : N/A = Not Available

Structure of the Committee on Safety, Occupational Health and Working Environment Policy

The management structure for safety, occupational health and working environment has undergone improvements and continuous development in terms of policy by the work of the committee, site workers and operation characteristics, in order to cover all employees in the organization, including contractors throughout the value chain, the committee will serve the term for 1 year. Moreover, the Company focuses on the bettering management of occupational safety, health and working environment through the enhancement of occupational health for personnel to have good sanitation to prevent accidents during operations and stress management which is divided into 3 main projects as follows



Structure of the Committee on Safety, Occupational Health and Working Environment Policy



1) Well-being Program for Employees and Contractors

Personnel are the heart of business operations. The Company strives to improve employee health so, employees may have good physical and mental health. Not only are there working environment inspections according to the risk and law, there are programs which maintain various tools and equipment to ensure their safe ability for work. The Company additionally arranges annual health check programs and health checks from work-related risk with accredited hospitals. Employees will receive confidential health check results from the Human Resources Department exclusively. Analysis will be done by medical doctors and those involved, according to the confidentiality policy of the Company. The nurse room will have nurses stationed at the workplace. In addition to the previously mentioned health check programs, the Company arranges further fun activities as follows

1 Activity for Exercise for Office Staff

A daily exercise program for employee good health, the physical activities are conducted by trainers and a variety of activity types according to the employee’s interests such as the X-Fighter activity, yoga, Zumba dance, K-POP dance, meditation and yoga ball.

2 Activity for Health Center Program

The Company arranges continuous Health Center Programs, including workshop-style talks and seminars (Workshop & Health Seminar) about caring for health by experts for employee knowledge in caring for health, such as the topic of “Cracking DNA: Nutrition According to Genes” on selecting suitable food and food for health. Moreover, more channels for providing knowledge on health by e-mails and a physical therapy room (Health Center) for employees to have appointments in advance and service without incurring extra cost.

3 Activity for Fit & Firm to Slim

The Company supports weight control programs according to agreed suitable norms for employees to be aware of overweight-related diseases. Care is given to exercising so that weight is within normal range, which in turn, reduces employee illness. Employees who have BMIs greater/lower than standard, receive knowledge training in nutrition by the Company's medical doctor, on topics such as calories in foods different in type, goal-setting, daily lifestyle for weight loss, exercising on workdays, and fitness equipment is arranged for exercising for participating employees.

For all employees that have participated in the programs, another activity available is the BMI reduction program for employees to obtain a BMI value less than 23.0. The participants of the program must take pictures of healthy eating, exercises, and images of own body changes. A follow-up of weight loss change is due every Friday. Every 100 grams of weight loss will be rewarded with 1 Baht, including BMI value checks and fat percentage in order to compare the changes after participating in the activity.

4 Activity for Flexible Time

The Company encourages office employees to select suitable working times from 3 time periods which are from 08:00 –17:30, 09:00 –18:30 and 09:30–19:00.

In 2019, there were
1,108
participating employees

which is
32% of the total
employees.

5 Activity for Childcare Facilities or Contributions

The Company supports and encourages parental childcare activities. Training is provided on maternal care for pregnant employees, nutrition during pregnancy, post-maternal care after giving birth for emotional well-being, and relationship management for pregnant mothers. Under the management policy plan for safety, occupational health and environment in the workplace, there are designated spaces and facilities provided for employee's children with less than 18 years of age to reduce risk and dangers for the children and the youth who are not aware of the working areas of the Company. To

alleviate the worries in child-rearing, during the school holidays, the Company provides Thai Music programs and Thai Dance programs during the summer for employee's and manager's children for normal working hours of the Company from March to May. The 65 children who successfully participated will receive a certificate and a scholarship for education of 4,000 Baht each. For younger children, the Company provides various programs overseen by the first book club of the distribution center which is divided by the child's age as follows



First Book Start Program

Target Group : 0 - 3 years

Parents read to children every day for least 10-15 minutes per day for children to learn to love reading, strengthening the relationship between parents and children in the first 3 years of age.



Reading Fathers Happy Home Program

Target Group : 0 - 3 years

Encourage the father to have the opportunity to raise children through reading to become more involved in raising children.



Early Childhood Competency Program

Target Group : 3 - 6 years

Provide guidelines for observing behavioral competencies of children in order to understand children and ways to raise children better by encouraging and supporting children to do activities and routines habitually until competency occurs according to age.



Life Skills Enhancement Program

Target Group : No child age limit

Enhance the skills for parents to raise children according to the child's age. What kind of knowledge should be given? And how much? And most importantly, how to provide a way for parents to find the personality of their children to "Raise Children the Right Way"

Since 2019, The Total Participating Members are as Follows



First Book Start Program and Reading Fathers Happy Home Program

546 persons



Early Childhood Competency Program

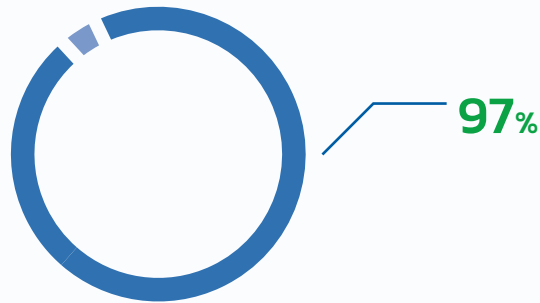
459 persons



Life Skills Enhancement Program

326 persons

The Employee Who Participated in "First Book Start Program" was Satisfied in his Campaign



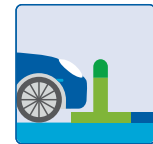
2) Safety Risk Reduction Project

The Company acts according to the safety, occupational health and working environment policies continuously by letting employees who have a stake in the safety be aware for their own working spaces including coworkers, which the theme is “Accidents are Preventable”. In this regard, the Company promotes knowledge about safety, occupational health and working environment to all levels of employees, including contractors. Training is provided on different safety topics, comprising of work safety in general and process risks such as the campaign for increasing safety standards in Seven Eleven and the campaign for safety culture for the workers employed at the distribution centers and the Behavior Based Safety program (Behavior Based Safety: BBS) for production employees.

1 Campaign to Increase Safety Standards in 7-Eleven Stores

In 2019, the Company continues to expand the installation of the ground anchor, an equipment which reduces the severity of motor vehicle accidents, which in turn, reduces store damage for Seven Eleven, which are located next to the main road. The ground anchor working principle is Hit-Hide-Lock such that the automobiles or moving vehicles will stop.

Ground Anchor Working Principle Hit - Hide - Halt, Brought to a Stop



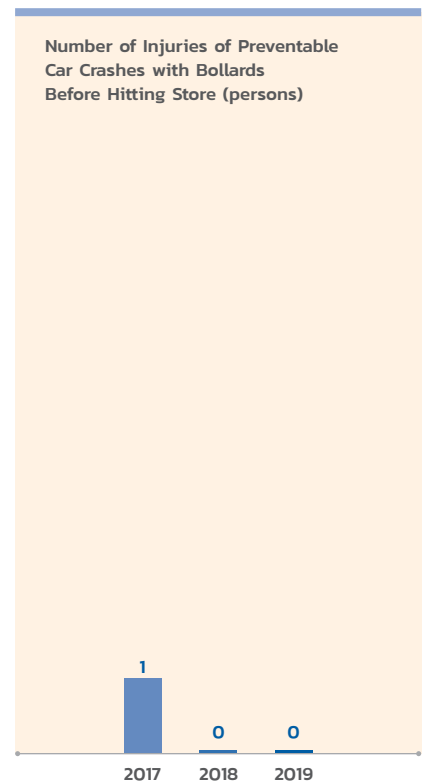
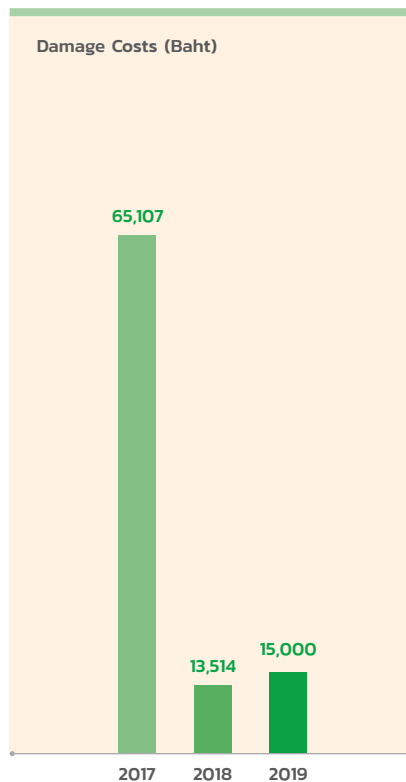
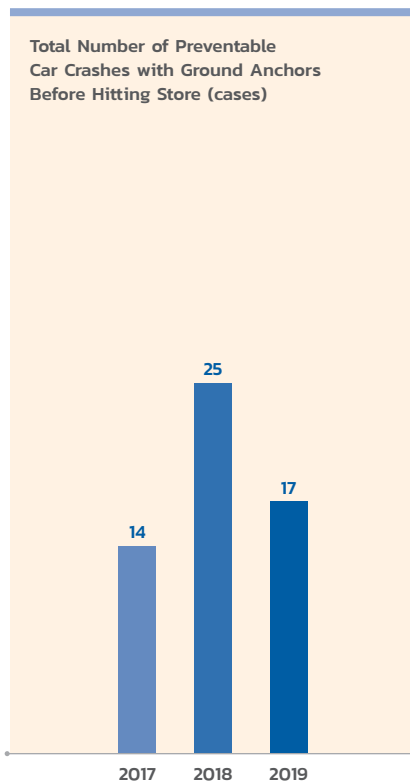
Hit



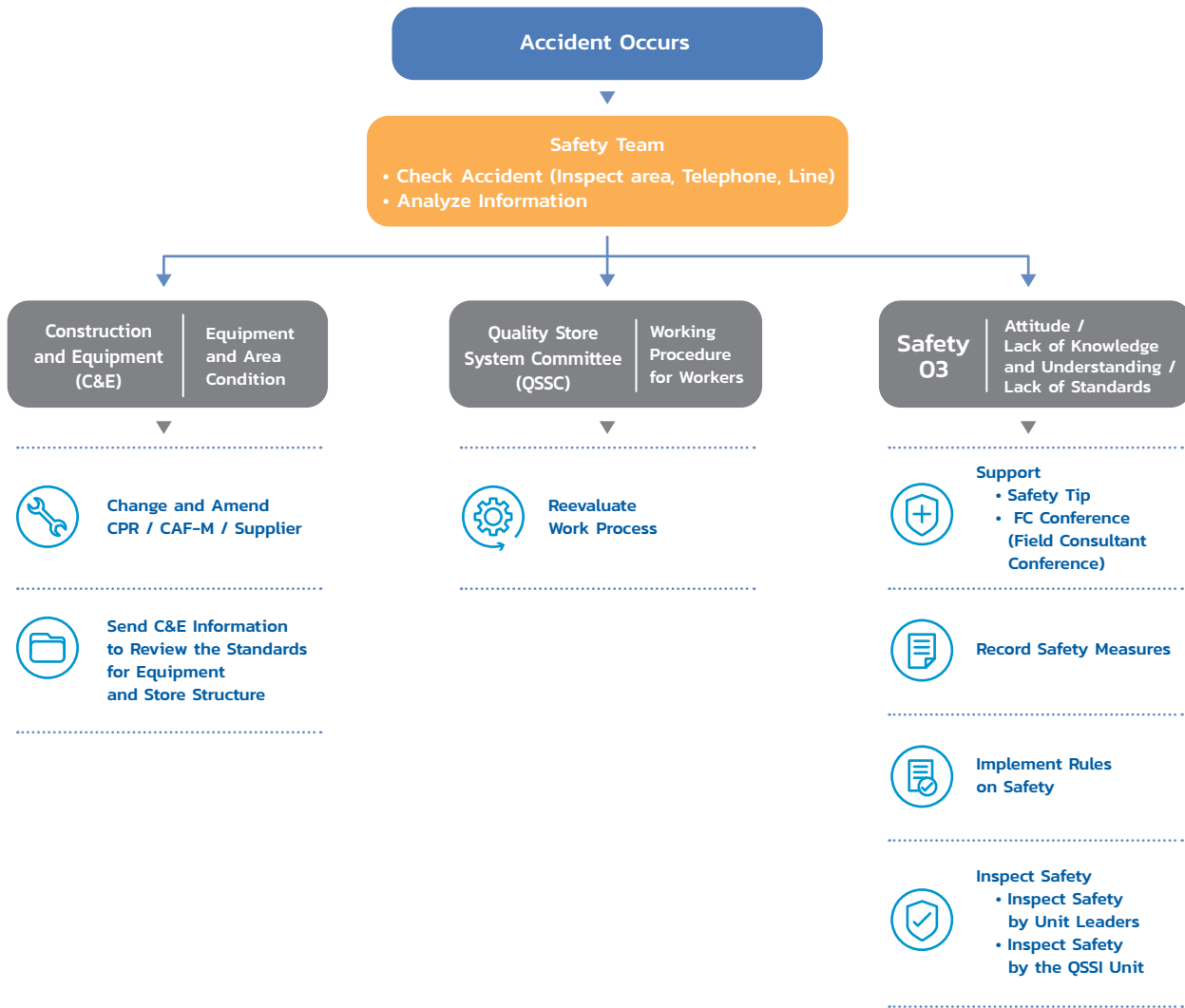
Hide



Lock



Other than employee and contractor safety, the Company cares deeply about customer safety. A process to manage customer safety during accidents as follows




The Company stores statistical data on customer accidents which these data are analyzed for root causes and improvement for work. Selection of the equipment material types and store environment design ensures customer safety. In 2019, the 5 leading accident types were the following; slipping and falling, hot water spilling, tripping on parking barriers, tripping on carpets in front of the store, and media falling on heads.

2 Safety Culture Program for Distribution Center and Store Branch Employees

The Company improves the safety of distribution centers and store branches within the theme of “Reduce, Stop Risky Behavior, Warn and Praise” which consists of these guidelines

1 Systematically managing risk, searching for risk, and existing risk awareness. Finding solutions and preventive action to prevent accidents occurring beforehand.

2 Creation of awareness and increasing abilities in safety for team leaders, in order to aid employees and themselves during work operations. Creation of correct understanding on worker accident causes, by giving operation procedures such as observing, monitoring safety behavior, checking preparedness during and after work safely.



Stop Work Authority

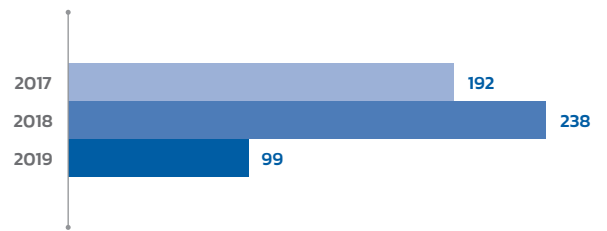
The Company has opened the opportunity for employees to request for a change in work scope should they assess their work to be unsafe—either be due to the employees’ own physical capacity or health, which may lead to accidents, incidents, or other illnesses.

The Company has various processes to prevent such incidents, such as providing onsite equipment, arranging immediate corrective action, and amending employees’ work responsibilities.

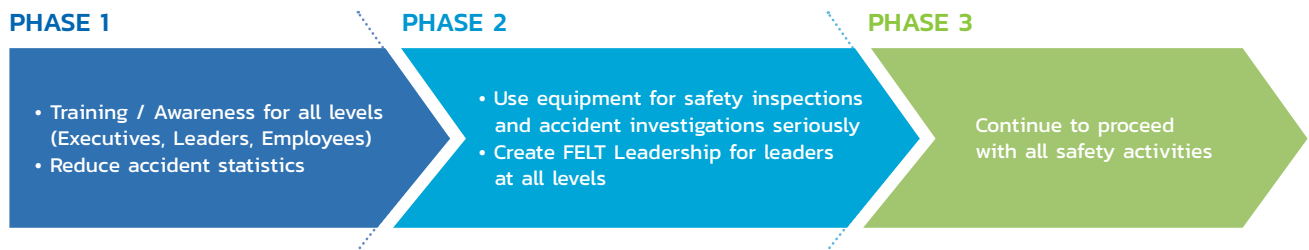
In 2019, the overall accidents of the distribution centers and store branches were clearly reduced and this trend continues to decrease. The Company extends the Safety Culture Project to contractors for logistics and construction through activities such as alcohol level tests and raise awareness on the dangers of alcohol in order to reach the designated destination safely without the use of alcohol.

Accident Reduction Trends

Number of Accidents (cases)



Progress in Implementation of the Safety Culture Program

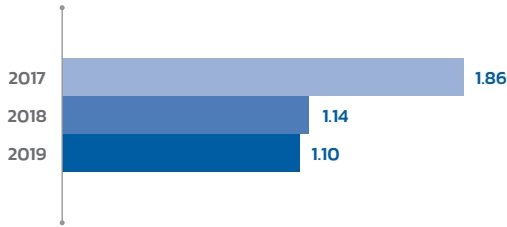


2 Behavior Safety Program (Behavior Based Safety: BBS) for Production Employees

The Company strives to reduce risk which causes accidents to occur continuously through the idea of “reduce, leave, and stop risky behavior to create a sustainable safety culture” under the operation of the CPRAM Company Limited in order to enhance the security of the organization through the framework of the factory’s security policy and focus on raising awareness of the safety behavior of employees in the production sector which is more likely to have risk than other sections. Communication within the organization to create awareness and importance in worker safety in the company is in 3 languages, which is Thai, Kmer, and Burmese. This is to create clarity in understanding and create greater access to information for all employees from diverse nationalities.

Behavior Safety Program (Behavior Based Safety: BBS) for Production Employees

Progress Results of BBS Program for Production Employees Percentage of Injury Frequency Rate (IFR)



In addition to these activities, there are activities to honor those who have created a reputation of safety in the organization, as in the Annual Workshop Heading “Towards Safety Culture in 2019”.



3) Ergonomics Risk Reduction and Stress Management Program

The Company endorses suitable ergonomics for the work of the employees by considering good health and increasing relaxation from work-related stress. To reduce the risk in harming the musculoskeletal system the following programs are available

1 Ergonomics Programs

By creating the One Point Lesson: OPL the Company CPRAM Limited includes learning practices and safe postures. There are plans to extend the results to all areas. Furthermore, automation is utilized for repetitive tasks. Exercising during the working day is provided such as stretches and warm-ups, as an example.





2 The “Wellness Program Day” to Eliminate Office Syndrome

The Wellness Program Day is a health program for those employed in the organization. Many activities such as the medical check with the InBody machine to measure fat mass, protein mass, bone mass, and water mass to be used for continued care for health, muscle mass measurement program, fat percentage. These are evaluated by the fitness expert from Virgin Active Fitness, with consultation given on exercise and caring for health to eliminate the Office Syndrome disease.

The Company is commitment to continuous efforts in safety in the organization, resulted in the Company proudly receiving many awards in 2019. For example, the 2nd runner up award for the Safety Youth Brand Ambassador 2019, which in the 33rd Safety Week, is an award won with pride and is a good model for safety and occupational health development towards sustainability of CP ALL Plc. since the policy places importance on safety and occupational health, endorsing

and encouraging communication through activities. And gives safety officers a part in communicating on safety and occupational health as always. The Company is proud to receive awards on the national level in safety and continues to review the safety and occupational health processes. In addition, the Company received awards for safety on the national level, in total 40 awards as follows



Award for Outstanding Prototype
 Prototype in Safety, Occupational Health and Working Environment
 14 Awards



Award for Outstanding Safety Education
 National level for 2019 8 Awards



Award for Outstanding Annual Occupational Health, Safety and Working Environment Committee 2019
 National level 1 Award



Award for Safety Officers Executive Level
 2019 Outstanding, National level 2 Awards



Award for Safety Officers Professional level
 2019 Outstanding, National level 1 Award



Award for Emergency Response Team
 in the establishment National level 4 Awards



Award for Zero Accident Activity Reducing Work Accidents to Zero
 (Zero Accident campaign) 10 Awards